



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **5**  
 to  
 Contract Number **071B6600099**

<b>CONTRACTOR</b>	CENTURYLINK
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	<b>Program Manager</b>	Ashley Adrian	DTMB
		517-284-7454	
		adriana1@Michigan.gov	
	<b>Contract Administrator</b>	KeriAnn Trumble	DTMB
		989-259-2625	
		trumblek1@michigan.gov	

<b>CONTRACT SUMMARY</b>				
LOCAL, LONG DISTANCE AND TOLL FREE VOICE SERVICES				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
November 15, 2016	November 14, 2021	5 - 1 Year	November 14, 2021	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input checked="" type="checkbox"/> P-Card <input checked="" type="checkbox"/> PRC <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
<b>DESCRIPTION OF CHANGE NOTICE</b>				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	2 - 1 Year Options	<input type="checkbox"/>		November 14, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$20,000,000.00	\$3,396,793.04	\$23,396,793.04		
<b>DESCRIPTION</b>				
Effective 8/24/2021, the State is exercising the first and second option years and increasing the contract by \$3,396,793.04. The revised contract expiration date is 11/14/2023.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval, and State Administrative Board approval on 8/24/2021.				



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**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **4**  
 to  
 Contract Number **071B6600099**

<b>CONTRACTOR</b>	CENTURYLINK
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	Program Manager	Ashley Adrian	DTMB
		517-284-7454	
		adriana1@Michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

**CONTRACT SUMMARY**

**LOCAL, LONG DISTANCE AND TOLL FREE VOICE SERVICES**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
November 15, 2016	November 14, 2021	5 - 1 Year	November 14, 2021
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-Card <input checked="" type="checkbox"/> PRC <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		November 14, 2021
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$20,000,000.00	\$0.00	\$20,000,000.00		

**DESCRIPTION**

Effective 12/09/2020, Center for Shared Solutions (CSS) MiECC requires FedRAMP certified Interaction Routing for their inContact Call Center service offering.  
 This CN will add a new rate table for Interaction Routing (FedRAMP Solution Pricing) for their use.  
 This CN also includes rate reductions to the Additional Applications rates under Interaction Routing (Non-FedRAMP Solution Pricing).  
 The cost savings will be minimal due to the low rates and low usage of these services from the contract.  
 All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.

**STATE OF MICHIGAN**

Contract No. 071B6600099

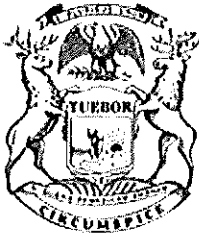
Change Notice No. 4

<b>Customer</b>	State of Michigan
<b>Voice Contract Number</b>	071B6600099
<b>CenturyLink</b>	R215242

<b>Interaction Routing (Non-FedRamp Solution Pricing)</b>		
<b>Product \ Feature</b>	<b>MRC \ Unit</b>	<b>NRC \ Unit</b>
<b>Bundled Agent Packages</b>		
Quick Launch Basic Agent	\$ 60.00	\$ 30.00
Skills Based Agent	\$ 75.00	\$ 38.00
CTI Based Agent	\$ 85.00	\$ 43.00
Supervisor Standalone	\$ 80.00	\$ 45.00
<b>E Service Applications</b>		
Email \ Chat - First Application	\$ 73.00	\$ 40.00
Email \ Chat - Each Additional Application	\$ 20.00	\$ 15.00
Email Content Analyzer	\$ 16.50	\$ 10.00
Scripting	\$ 3.85	\$ 20.00
<b>Outbound</b>		
Outbound Only Agent	\$ 150.00	\$ 65.00
Outbound Blended Agent Add On	\$ 92.00	\$ 38.00
Outbound Usage	\$ 0.030	\$ -
Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call.		
<b>Work Force Management "WFM"</b>		
WFM Bundle Add On	\$ 50.00	\$ 16.00
<b>Desktop Applications</b>		
Application Subscription	\$ 760.00	\$ 950.00
Agent Application Subscription	\$ 19.80	N/A
<b>Additional Applications</b>		
Call Recording per Port	\$ 51.00	\$ 75.00
Call Recording Screen Capture	\$ 19.00	\$ 18.00
Call Recording Storage per Port for Each 12-Month Increment	\$ 10.00	N/A
Call Recording \ Redaction	\$ 23.00	\$ 21.00
Call Recording Advance Analytics (CM)	\$ 145.00	\$ 140.00
CTI Agent Blend (Add per Agent)	\$ 30.00	\$ 15.00
Virtual Hold Concierge (VHT per Port)	\$ 235.00	\$ 15.00
Virtual Hold Rendezvous (VHT per Port)	\$ 55.00	\$ 15.00
Simple Call Center-Call Flow Setup	-	\$ 2,000.00
<b>Miscellaneous Adapters</b>		
Live Person Adapter	\$ 21.00	\$ 10.00
SalesForce Adapter	\$ 11.90	\$ 10.00
Genesys Connect	\$ 22.00	\$ 10.00
Display Board Adapters (per Customer Location)	\$ 53.00	\$ 100.00
<b>Application Support</b>		
Application Support Hourly Rate	-	\$280.00/hr.

<b>Customer</b>	State of Michigan
<b>Voice Contract Number</b>	071B6600099
<b>CenturyLink</b>	R215242

<b>Interaction Routing (FedRamp Solution Pricing)</b>		
<b>Product \ Feature</b>	<b>MRC \ Unit</b>	<b>NRC \ Unit</b>
<b>Bundled Agent Packages</b>		
Quick Launch Basic Agent	\$ 69.00	\$ 34.50
Skills Based Agent	\$ 86.25	\$ 44.00
CTI Based Agent	\$ 97.75	\$ 49.50
Supervisor Standalone	\$ 92.00	\$ 51.50
<b>E Service Applications</b>		
Email \ Chat - First Application	\$ 84.00	\$ 46.00
Email \ Chat - Each Additional Application	\$ 23.00	\$ 17.00
Email Content Analyzer	\$ 19.00	\$ 11.50
Scripting	\$ 4.50	\$ 23.00
<b>Outbound</b>		
Outbound Only Agent	\$ 172.50	\$ 74.50
Outbound Blended Agent Add On	\$ 106.00	\$ 43.50
Outbound Usage	\$ 0.035	\$ -
Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call.		
<b>Work Force Management "WFM"</b>		
WFM Bundle Add On	\$ 57.50	\$ 18.50
<b>Desktop Applications</b>		
Application Subscription	\$ 875.00	\$ 1,092.00
Agent Application Subscription	\$ 22.75	N/A
<b>Additional Applications</b>		
Call Recording per Port	\$ 58.50	\$ 86.00
Call Recording Storage per Port for Each 12-Month Increment	\$ 11.50	N/A
CTI Agent Blend (Add per Agent)	\$ 34.50	\$ 17.00
Virtual Hold Concierge (VHT per Port)	\$ 270.00	\$ 17.00
Virtual Hold Rendezvous (VHT per Port)	\$ 63.25	\$ 17.00
Simple Call Center-Call Flow Setup	-	\$ 2,300.00
<b>Miscellaneous Adapters</b>		
Live Person Adapter	\$ 24.00	\$ 11.50
SalesForce Adapter	\$ 13.75	\$ 11.50
Genesys Connect	\$ 25.50	\$ 11.50
Display Board Adapters (per Customer Location)	\$ 61.00	\$ 115.00
<b>Application Support</b>		
Application Support Hourly Rate	-	\$322.00/hr.



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P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 3  
to  
Contract Number 071B6600099

<b>CONTRACTOR</b>	CENTURYLINK
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	CV0001107

<b>STATE</b>	Program Manager	Ashley Adrian	DTMB
		517-284-7454	
	adriana1@Michigan.gov		
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

**CONTRACT SUMMARY**

<b>LOCAL, LONG DISTANCE AND TOLL FREE VOICE SERVICES</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
November 15, 2016	November 14, 2021	5 - 1 Year	November 14, 2021
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
<b>ALTERNATE PAYMENT OPTIONS</b>		<b>EXTENDED PURCHASING</b>	
<input checked="" type="checkbox"/> P-Card	<input checked="" type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>MINIMUM DELIVERY REQUIREMENTS</b>			

**DESCRIPTION OF CHANGE NOTICE**

<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		November 14, 2021
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$15,000,000.00	\$5,000,000.00	\$20,000,000.00		

**DESCRIPTION**

Effective with mutual signature and State Administrative Board approval (11/5/19) the contract is amended to up dated the pricing table, add IQ SIP trunk services to the MA and funding \$5.0M to support the agencies until the present expiration date of 11/14/2021 as per OMR #R051771. All other terms and conditions remain the same.

CHANGE NOTICE NO. 3

CONTRACT NO. 071B6600099

The State of Michigan

&

CenturyLink Communications, LLC

1. Service Description. This is to refresh CenturyLink SIP services and add CenturyLink IQ SIP Premium Enterprise service to the current IQ SIP Trunk pricing.

SIP Product	IQ SIP Trunk Sessions	Monthly Recurring Charge	
IQ SIP Trunk (Broadsoft)	Standard	\$ 4.50	
	Enterprise	\$ 6.00	
	Premium Enterprise	\$ 7.50	
	<b>IQ SIP Trunk Seats</b>		
	SIP Standard Seat	\$ 0.12	
	SIP Premium Seat	\$ 2.00	
	SIP Mobility Seat	\$ 1.75	
	Virtual	\$ 10.00	
	Voice Mail	\$ 3.95	
	<b>IQ SIP Additional Services</b>		
	Basic Business White Pages	\$ 1.00	
	Directory Assistance (per call)	\$ 1.00	
	Enhanced E911 Service	\$ 0.10	
	Hunt Group	\$ 3.00	

PAC/VPAC	\$ -
<b>LD and Toll-Free Rates (Cost Per Minute)</b>	
Outbound LD IntraState (MI Only)	\$ 0.0090
Outbound LD InterState	\$ 0.0100
Toll-Free IntraState (MI Only)	\$ 0.0090
Toll-Free InterState	\$ 0.0100
* Requires network connectivity in which CenturyLink can deliver the sessions across (not included)	

<b>SIP Trunk (SONUS)</b>	<b>SIP Trunk Session</b>	<b>Monthly Recurring Charge</b>
	Standard *	\$ 5.00
	TNs - Standard	\$ 0.13
	Basic Business White Pages	\$ 1.95
	Directory Assistance (per call)	\$ 1.99
	* Includes 300 minutes of domestic calling	
	<b>LD and Toll-Free Rates (Cost Per Minute)</b>	
	Outbound LD IntraState (MI Only)	\$ 0.0090
	Outbound LD InterState	\$ 0.0100
	Toll-Free IntraState (MI Only)	\$ 0.0090
	Toll-Free InterState	\$ 0.0100
	* Requires CTL network connection in which CenturyLink can deliver the sessions across (not included)	

<b>IP Long Distance (IPLD) and IP Toll-Free (IPTF)</b>	<b>Sessions</b>	
	IPLD and IPTF*	\$ -
	<b>LD and Toll-Free Rates (Cost Per Minute)</b>	
	Outbound LD IntraState (MI Only)	\$ 0.0090
	Outbound LD InterState	\$ 0.0100
	Toll-Free IntraState (MI Only)	\$ 0.0090
	Toll-Free InterState	\$ 0.0100
	* Requires network connectivity in which CenturyLink can deliver the sessions across (not included)	



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 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **2**  
 to  
 Contract Number **071B6600099**

<b>CONTRACTOR</b>	CenturyLink
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com

<b>STATE</b>	Ashley Adrian	DTMB-IT
	517-284-7454	
	adriana1@Michigan.gov	
	Jordan Sherlock	DTMB
	(517) 243-5556	
	sherlockj@michigan.gov	

CONTRACT SUMMARY				
<b>STATEWIDE CONTRACT FOR LOCAL, LONG DISTANCE AND TOLL FREE VOICE SERVICES</b>				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
November 15, 2016	November 14, 2021	5 - 1 Year	November 14, 2021	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		November 14, 2021
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$15,000,000.00	\$0.00	\$15,000,000.00		
DESCRIPTION				
Effective with mutual signature the contract is amended to add dedicated enterprise long distance and toll free service pricing. (per attachment) All other terms and conditions remain the same. NSP-1020645				

**CenturyLink**

**NSP-1020645**

**State of Michigan**

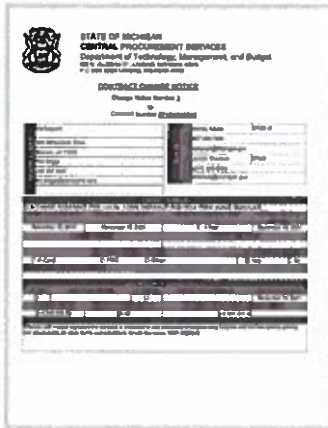
**Voice Contract Number – 071B6600099**

**CCN / Amendment # 3**

**The State of Michigan and CenturyLink agree to add Dedicated Enterprise LD/TF Service pricing to the State of Michigan Voice Contract #071B6600099.**

Dedicated Enterprise Long Distance and Toll Free is the SIP-based provisioning of inbound toll free and outbound, domestic, national, and international calling capabilities. Customers use concurrent call paths ("CCPs") each of which enables a single call to be carried across the network. CCP capacity provided in association with Dedicated Enterprise LD and Toll Free can only be used at a specific customer location.

<b>Dedicated Enterprise LD &amp; Toll Free Service pricing</b>			
Deal# 10237610		NSP-1020645	
Quote# 11452942			
<b>Term Plan</b>			
<b>Product</b>	<b>Customer</b>	<b>Currency</b>	<b>Term</b>
Voice Complete	State of Michigan	USD	3 Years
<b>CCP (Concurrent Call Path)</b>			
<b>CCP Plans</b>			
<b>Currency</b>	<b>Measured MRC</b>		
USD	\$		5.00
Measured: Every call is rated.			
<b>National Voice Services - United States</b>			
	<b>MRC</b>	<b>NRC</b>	
	USD	USD	
Telephone Number	\$ 0.1500	\$	-
<b>National Voice Services Outbound - United States</b>			
Rates are per minute / 18 second minimum / 6 second rounding			
	<b>Rate Per Minute</b>		
	USD		
Interstate	\$		0.0100
Intrastate (All States)	\$		0.0100
Local	\$		0.0100
<b>Toll Free/Free Phone - United States</b>			
Rates are per minute / 18 second minimum / 6 second rounding			
	<b>Rate Per Minute</b>		
	USD		
United States Interstate	\$		0.0100
United States Canadian Origination	\$		0.0100
United States Intrastate - Michigan	\$		0.0090








# SOM Voice amendment #3 NSP-1020645

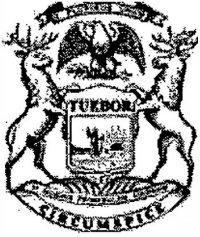
Adobe Sign Document History

02/13/2019

Created:	02/13/2019
By:	Timothy Briggs (tim.briggs@centurylink.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAAu9mlMMqKOylm86roXeRCYJBeRnScIc5

## "SOM Voice amendment #3 NSP-1020645" History

-  Document created by Timothy Briggs (tim.briggs@centurylink.com)  
02/13/2019 - 8:08:01 AM MST - IP address: 13.108.238.8
-  Document emailed to Steve Arneson (pomdirectorsignature@centurylink.com) for signature  
02/13/2019 - 8:09:07 AM MST
-  Document viewed by Steve Arneson (pomdirectorsignature@centurylink.com)  
02/13/2019 - 8:44:50 AM MST - IP address: 155.70.39.45
-  Document e-signed by Steve Arneson (pomdirectorsignature@centurylink.com)  
Signature Date: 02/13/2019 - 8:45:29 AM MST - Time Source: server - IP address: 155.70.39.45
-  Signed document emailed to Steve Arneson (pomdirectorsignature@centurylink.com) and Timothy Briggs (tim.briggs@centurylink.com)  
02/13/2019 - 8:45:29 AM MST



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 1

to

Contract Number 071B6600099

<b>CONTRACTOR</b>	CenturyLink
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	tim.briggs@centurylink.com
	*****2345

<b>STATE</b>	Scott Hall	DTMB-IT
	517-241-4255	
	halls9@Michigan.gov	
	Mike Breen	DTMB
	(517) 284-7002	
	breenm@michigan.gov	

**CONTRACT SUMMARY**

STATEWIDE CONTRACT FOR LOCAL, LONG DISTANCE AND TOLL FREE VOICE SERVICES

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
November 15, 2016	November 14, 2021	5 - 1 Year	November 14, 2021

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		November 14, 2021
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$15,000,000.00	\$0.00	\$15,000,000.00		

**DESCRIPTION**

Effective 3/22/2017 add AVR pricing to the CenturyLink Local, Long Distance, and Toll Free contract

**CenturyLink**  
**NSP-265130**



**State of Michigan**

**Voice Contract Number - 071B6600099**

**Hosted IVR (Virtual Ports) Pricing**

<b>IVR Basic Components</b>		<b>Net Rate</b>
IVR DTMF standard Virtual Port per port MRC		\$ 75.00
IVR DTMF bridging Virtual Port per port MRC		\$ 190.00
IVR Speech Recognition standard Virtual Port per port MRC		\$ 150.00
IVR Speech Recognition bridging Virtual Port per port MRC		\$ 390.00
IVR Text to Speech Module per port additional MRC)		\$ 18.00
IVR Speech Dialogue Module per port additional MRC		\$ 75.00
ACD Connect per connection	NRC	\$ 2,500.00
	MRC	\$ 1,000.00
ACD Connect per call charge		\$ 0.02
Call Recording per port	NRC	\$ 75.00
	MRC	\$ 79.00
Call Recording Storage for each 12 month increment up to 7 years per port MRC		\$ 10.00
CTI Standalone Add per agent	NRC	\$ 15.00
	MRC	\$ 30.00
Bridging usage charge – Applies to standard Virtual Ports only. # Billed at a minium 18-second initial increment and in 6-second increments for the remainder of the call.		\$ .05/min.#
IVR Overflow Protection Premium for overflow usage. * Billed in 6-second increments for the duration of the call		
		\$ .10/min.*

	<b>Net Rate</b>
<b>Dedicated IVR Application</b>	
Dedicated IVR Application Setup	SOW
Dedicated IVR Application	SOW

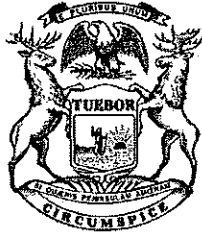
	<b>Net Rate</b>
<b>IVR Application Services</b>	
Contact Center Portal	\$0
IVR Application Support Hourly Rate (for support services defined in the SOW)	\$280/hr.

**CenturyLink**  
**State of Michigan**  
**NSP-265130**  
**Voice Contract Number - 071B6600099**



**IPLD IntraState Voice Rate**

<b>DEDICATED INTRASTATE</b>	
<b>State</b>	<b>3 Year Term</b>
Michigan	\$0.0090



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. Allegan, Lansing MI 48913  
P.O. Box 30026, Lansing, MI 48909

**NOTICE OF CONTRACT**

NOTICE OF CONTRACT NO. **071B6600099**

between

THE STATE OF MICHIGAN

and

<b>CONTRACTOR</b>	CenturyLink
	100 CenturyLink Drive
	Monroe, LA 71203
	Tim Briggs
	248-327-3327
	<a href="mailto:tim.briggs@centurylink.com">tim.briggs@centurylink.com</a>
2345	

<b>STATE</b>	Scott Hall	DTMB
	517-241-4255	
	<a href="mailto:halls9@michigan.gov">halls9@michigan.gov</a>	
	Michael Breen	DTMB
	517-284-7002	
	<a href="mailto:breenm@michigan.gov">breenm@michigan.gov</a>	

CONTRACT SUMMARY			
<b>DESCRIPTION:</b> Statewide contract for local, long distance and toll free voice services.			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
11/15/2016	11/14/2021	5 one year options	7/26/2021
PAYMENT TERMS		DELIVERY TIMEFRAME	
N45		NA	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-card <input checked="" type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
NA			
MISCELLANEOUS INFORMATION			
NA			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION			\$15,000,000.00

**FOR THE CONTRACTOR:**

CenturyLink Communications, LLC

Company Name

DocuSigned by:  
*Jacob Darfler*  
Authorized Agent Signature

Jacob Darfler

Authorized Agent (Print or Type)

10/21/2016

Date

**FOR THE STATE:**

*William Pemble*  
Signature

William Pemble IT Division Director

Name & Title

DTMB

Agency

*11/21/16*  
Date

## **Schedule A – Scope of Work (SOW)**

### **1.000 Project Identification**

#### **1.001 PROJECT REQUEST**

The State of Michigan (SOM) through the Michigan Department of Technology, Management, and Budget (DTMB), issued a Request for Proposal (RFP) to obtain proposals, complying with all terms and conditions described in the RFP, from technically qualified Telecommunications Contractors to provide Voice Services to include, but not be limited to local, Long Distance and Toll-Free, for the SOM, including all SOM-owned and/or leased facilities. The Contractor shall provide all of the recommended hardware, software, circuits, consulting, installation, testing, maintenance, and support of necessary services.

Along with an effort to reduce and control the telecommunications voice services costs consumed by the SOM, the principal objectives of the RFP was to acquire and implement traditional as well as new voice technologies and introduce a more reliable service model to simplify operations and drive efficiencies.

#### **1.002 BACKGROUND**

The SOM's vendor provided voice network services, at time of RFP, include a combination of:

1. Traditional Incumbent Local Exchange Carrier (ILEC) services
2. Traditional Inter-Exchange Carrier (IXC) services supporting Long Distance and Toll-Free access
3. Calling Name and Number Identification Services
4. Vendor-hosted Interactive Voice Response (IVR) services
5. Enhanced Call Services IVR
6. Over-the-Phone Interpretation (OPI) Services
7. Directory Services

#### **ILEC Services**

SOM facilities use a variety of local Central Office (CO)-based services. The SOM currently has contracts with AT&T and Frontier for local CO-based services supporting approximately 90% of overall yearly outbound local call volume. Average total annual outbound local call usage is approximately 500,000 Minutes of Use (MOU). Below is a partial list of local CO-based Services currently being utilized by the SOM:

- Measured-Rate Business Lines (1MBs) and features
- Private Branch Exchange (PBX) trunks
- Session Initiation Protocol (SIP) trunks
- Direct Inward Dial/Direct Outward Dial (DID/DOD) lines and numbers
- Digital Signal 0 (DS0)
- Digital Signal 1 (DS1)
- Digital Signal 3 (DS3)
- Optical Carrier – x (OC-x)
- Foreign Exchange (FX) Service
- Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)
- ISDN Primary Rate Interface (PRI)

#### **IXC Services**

The SOM's current primary Long Distance service provider is CenturyLink. The SOM averages approximately four million Minutes of Use (MOU) per month. Presently the SOM has approximately 300 T1 lines, about 280 of which are used as PRI's and the remaining provide interconnectivity between PBXs.

The SOM's current Toll-Free service provider is CenturyLink. CenturyLink provides domestic switched and dedicated Toll-Free services which are available from anywhere in the continental United States. The SOM averages approximately 14 million MOU per month.

**Vendor-Hosted IVR**

Hosted IVR is a network-integrated interactive voice response (IVR) and voice-recognition solution for inbound contact center applications.

**Enhanced Call Services IVR**

Enhanced Call Services IVR is an enhanced Toll-Free feature that provides users with the ability to build and modify interactive voice response (IVR) prompt and route applications in minutes using a web-based wizard.

**Over-the-Phone (OPI) Interpretation Services**

This feature enables customers scheduled and unscheduled OPI interpretation services for non-English speaking individuals 24 hours per day, seven days per week.

**Directory Services**

Directory Services is an interstate, intrastate and nationwide residential and business number look-up service.

**1.100 Scope of Work and Deliverables**

**1.101 IN SCOPE**

Parties identified in this Contract are defined to be the State of Michigan (SOM) and CenturyLink (Contractor).

This Contract is for the provision of a solution(s) that will include hardware and software which will make up the Local, Long Distance and Toll-Free services along with the support and maintenance services used to sustain the solution. The State reserves the right to select and approve any products, including hardware and software, which will be used to construct and maintain any portion of the services. The Contract consists of the following scope:

- A. Local Services
  - 1. Service Definition
  - 2. Contract Transition Plan
  - 3. Service Ordering
  - 4. Support Services
  - 5. Optional Services
  - 6. Service Level Agreements
  - 7. Reports
  
- B. Long Distance and Toll-Free Services
  - 1. Service Definition
  - 2. Contract Transition Plan
  - 3. Service Ordering
  - 4. Support Services
  - 5. Optional Services
  - 6. Service Level Agreements
  - 7. Reports

A more detailed description of the software, services (work) and deliverables required in the Contract are provided in Schedule A, Section 1.104, Work and Deliverables.

**1.102 OUT OF SCOPE**

All technology and equipment involving private line services, dedicated point to point T1, payphones, emergency phones and residential phones are all out of scope for this Contract.

**1.103 ENVIRONMENT**

The links below provide information on the SOM's Enterprise Information Technology (IT) policies, standards and procedures which includes security policy and procedures, eMichigan web development, and the SOM Unified Information Technology Environment (SUITE).

All services and products provided as a result of this Contract shall comply with all applicable State IT policies and standards.

Contractor shall adhere to Applicable National Electrical Codes, Building Codes and jurisdictional requirements, and any materials used shall be Underwriters Laboratories (UL) listed. The Contractor shall use Infrastructure materials that meet American National Standards Institute (ANSI), Telecommunications Industry Association (TIA)/ Electronic Industries Association (EIA) and Building Industry Consulting Services, International (BICSI) standards.

Contractor shall adhere to the requirements set forth in Telecommunications Service Priority (TSP) Program and in the Emergency 9-1-1 Service Enabling Act.

**Enterprise IT Policies, Standards and Procedures:**

[http://michigan.gov/dtmb/0,4568,7-150-56355\\_56579\\_56755---,00.html](http://michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html)

All software and hardware items provided by the Contractor are expected to run on, and be compatible with, the MDTMB Standard Information Technology Environment. Additionally, the SOM must be able to maintain software and other items produced as the result of the Contract. Therefore, non-standard development tools may not be used unless approved by MDTMB. The Contractor shall request, in writing, approval to use non-standard software development tools, providing justification for the requested change and all costs associated with any change. The MDTMB Project Manager must approve any tools, in writing, before use on any information technology project.

It is recognized that technology changes rapidly. The Contractor may request, in writing, a change in the standard environment, providing justification for the requested change and all costs associated with any change. The SOM's Project Manager must approve any changes, in writing, and MDTMB, before work may proceed based on the changed environment.

**Enterprise IT Security Policy and Procedures:**

[http://www.michigan.gov/documents/dmb/1335\\_193161\\_7.pdf](http://www.michigan.gov/documents/dmb/1335_193161_7.pdf)

[http://www.michigan.gov/documents/dmb/1340\\_193162\\_7.pdf](http://www.michigan.gov/documents/dmb/1340_193162_7.pdf)

**The SOM's security environment includes:**

- MDTMB Single Login
- MDTMB-provided SQL security database
- Secured Socket Layers
- SecureID (State Security Standard for external network access and high risk Web systems)

**The SOM Unified Information Technology Environment (SUITE):**

Includes standards for project management, systems engineering, and associated forms and templates – shall be followed: <http://www.michigan.gov/suite>.

**ADA Compliance:**

The State is required to comply with the Americans with Disabilities Act of 1990 (ADA), and has adopted a formal policy regarding accessibility requirements for websites and software applications. The State is requiring that Contractor's solution conform, where relevant, to level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0. Contractor may provide a description of conformance with the above mentioned specifications by means of a completed Voluntary Product Accessibility Template for WCAG 2.0 (WCAG 2.0 VPAT) or other comparable document. Contractor may consider, where relevant, the W3C's Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT) for non-web software and content. Any additional compliance requirements shall be specified in the Statement of Work.

## 1.104 WORK AND DELIVERABLES

Contractor shall provide deliverables, services and resources, and otherwise do all things necessary to provide the functionality required for the DTMB Telecom business functions, in accordance with the requirements as set forth below and in Schedule B – Requirements.

### I. Services and Deliverables To-Be Provided

#### A. Local Services

The Contractor shall be accountable for functionality represented and supported by the stated manufacturer(s) and products. The Contractor shall not be accountable for the specific manufacturer(s) and associated product use listed in the contract.

Contractor shall provide reliable and competitively priced Local and Central Office based voice services and a single point of contact for all contracted local exchange services between the SOM and the Contractor. The Contractor shall provide a technical support help desk to respond to all requests by the SOM for Moves, Adds and Changes (MACs) and problem resolution for all services. The SOM reserves the right to procure services, products and software necessary for Local Voice Services through other SOM contracts.

#### 1. Service Definition

##### a. List of Services

Contractor shall provide the following Local Voice Service offerings (i.e., 1MB, PRI, analog lines, etc.) as part of the Local Voice Services solution for the duration of the contract, minimally for the service coverage area defined in Attachment 1, Local Voice Services Provider Coverage Map.

#### Local CTL Product and Services

##### Analog Lines

Contractor shall offer standard analog single line service with all traditional Central-Office-based features, including:

- Call waiting
- Call transfer
- 3-way calling
- Voicemail
- Hunt groups

##### Analog Trunks

Contractor shall provide trunks (i.e., point-to-point connections between a SOM's PBX and a Contractor Central Office) as determined to be required by the SOM. A trunk shall be able to provide inbound-only, outbound-only, two-way, or toll service. The SOM shall have the flexibility to choose the combination of trunks that match SOM needs.

##### Types of Analog Trunks

- Standard Two-way Trunks (PBX Trunks)
- Provide high-capacity analog connection to SOM premises equipment, with multiple trunks combined into a single trunk group, which is accessed as a whole. External calls are routed to a PBX trunk group only when a single main number is dialed, and inbound calls are also routed to the trunk group as a whole rather than to a specific line. Multiple inbound and outbound calls can be handled by a single group, up to the total number of installed trunk lines.
- Direct Inward Dial (DID) Trunks
- An analog trunk group provisioned only to handle inbound calls. Calls to this type of trunk group are made to multiple Direct Inward Dial (DID) numbers, each of which is typically routed to a different extension within the SOM's phone equipment. DID trunk groups can

be under- or over-subscribed, meaning that there is no correlation between the number of available trunks and the quantity of DID numbers which terminate on them.

- Direct Outward Dial (DOD) Trunks
- An analog trunk group provisioned only to handle outbound calls. No external inbound calls can be terminated to this type of trunk group – rather it can only be accessed by the SOM's telephone equipment for outgoing calls. Typically used in conjunction with a DID trunk group, where all inbound calls are routed to the DID trunks and all outgoing calls are handled by the DOD trunks.
- Direct Inward & Outward Dial (DIOD) Trunks
- An analog trunk group that supports Direct Inward Dial (DID) numbers, but also allows for outbound calling on the same group. This is the most efficient type of analog trunk group for the SOM with a need for DID numbers.

### **Session Initiation Protocol (SIP) trunks (IQ SIP Trunk)**

IQ SIP Trunk uses the Contractor's global network to provide businesses of all sizes with a smart, simple and dependable SIP Trunking service that combines their voice and data over the same circuit. IQ SIP Trunk provides centralized trunking and ease of management. The SOM can scale up or down as needed to address seasonal business needs. It also provides maximum business continuity through a variety of call failover options.

The Contractor's IQ SIP Trunk shall enable the SOM to bring together into a seamless environment branch offices, remote workers, and employees who travel. Benefits include advanced features and functionality; control of user and feature management through a SOM facing portal backed by a secure network with quality of service (QoS) guarantees.

The Contractor's IQ SIP Trunk shall use their own network link with the SOM's on-premise IP PBX and other CPE. The Contractor's solution presents the benefits of a converged network allowing the SOM to utilize one Customer IP circuit for both data and voice needs while maintaining quality of service.

IQ SIP Trunk with BroadSoft provides an expanded feature set not available with their standalone IP PBX.

### **Contractor IQ SIP Trunk Session Descriptions**

IQ SIP Trunk Session Types: *\* Session types are mutually exclusive. Two different session types cannot be present under a single Enterprise (Tenant)*

#### **SIP Trunking Basic Features:**

- Basic Broadworks Features
  - Additional Features Included in Basic Sessions
    - Supports the following features:
      - Calling Line ID Delivery Blocking
      - Calling Name
      - Calling Line ID Presentation
      - Calling Line ID Restriction
      - Customer Originated Trace
      - External Calling Line ID Delivery
      - Internal Calling Line ID Delivery
      - Malicious Call Trace
      - Trunk Group
- All LD/TF Calls are Metered
- SIP Refer
- Pooling
- Call-forwarding to PRI/POTS/Cellular
- Charge/Lower Session Price

Standard features for Inbound Calling include:

- Inbound local call receipt
- Inbound Long Distance call receipt
- Inbound Toll Free Call receipt

Standard features for Outbound Calling include:

- On-net to on-net Calling (between CenturyLink VoIP products)
- Outbound Local calling
- Outbound Toll Free calling - SIP Trunk TN to an 8xx number
- Outbound Off Net Long Distance Calling
- Outbound International calling
- Nomadic 911
- Supports 411, 711(TRS), 911
- Caller ID
- Caller ID block (Privacy) - Portal capability to have private caller ID
- Privacy per call - \* code
- Class of Service Restriction on outbound international and/or long distance calls
- Dedicated VOIP Interconnect access (Allow the customer to use the RFC1918 address space); Operator Services
- Project Account Codes and Verified PACs
- Extension to Extension Calling (over CTL VoIP Network)
- TDM failover from SIP Trunk
- IPV6 support
- Automating ACME packet/Edge device- the configuration on each customer order
- Alien/unscreened TN support
- G.711u, G.711A, G.729a, G.729ab
- T.38 Version 0
- Star code initiated features
- DTMF Support(tone recognition) (RFC2833, Inband, SIP Info, RFC2833 and SIP Info)
- SIP 300 multi-choice
- SIP Refer
- SIP Redirect
- SIP Reinvite
- Transcoding
- ANI II
- Realtime ANI

SIP Trunking Standard Features:

- Standard Broadworks Features
  - Additional Features Included in Standard and Enterprise Trunk Sessions, Supports the following features:
    - Authentication
    - Basic Call Logs
    - Call Waiting
    - Calling Line ID Delivery Blocking
    - Calling Name Retrieval
    - Calling Party Category
    - Charge Number
    - Client Call Control
    - Calling Line ID Presentation
    - Calling Line ID Restriction
    - Customer Originated Trace
    - External Calling Line ID Delivery
    - Internal Calling Line ID Delivery

- Intercept User
- Malicious Call Trace
- Phone Status Monitoring
- Physical Location
- Preferred Carrier User
- SMDI Message Desk
- Third Party MWI Control
- Third Party Voice Mail Support
- Geo-Diverse SBCs (Enterprise Sessions only)
- SIP Refer
- Pooling
- Call-forwarding to PRO/POTS/Cellular
- MOU Bucket Included
- Charge/Session

Standard features for Inbound Calling include:

- Inbound local call receipt
- Inbound Long Distance call receipt
- Inbound Toll Free Call receipt

Standard features for Outbound Calling include:

- On-net to on-net Calling (between CenturyLink VoIP products)
- Outbound Local calling
- Outbound Toll Free calling - SIP Trunk TN to an 8xx number
- Outbound Off Net Long Distance Calling
- Outbound International calling
- Nomadic 911
- Supports 411, 711(TRS), 911
- Caller ID
- Caller ID block (Privacy) - Portal capability to have private caller ID
- Privacy per call - \* code
- Class of Service Restriction on outbound international and/or long distance calls
- Dedicated VOIP Interconnect access (Allow the customer to use the RFC1918 address space); Operator Services
- Project Account Codes and Verified PACs
- Extension to Extension Calling (over CTL VoIP Network)
- TDM failover from SIP Trunk
- IPV6 support
- Automating ACME packet/Edge device- the configuration on each customer order
- Alien/unscreened TN support
- G.711u, G.711A, G.729a, G.729ab
- T.38 Version 0
- Star code initiated features
- DTMF Support(tone recognition) (RFC2833, Inband, SIP Info, RFC2833 and SIP Info)
- SIP 300 multi-choice
- SIP Refer
- SIP Redirect
- SIP Reinvite
- Transcoding
- ANI II
- Realtime ANI

SIP Trunking Enterprise Features:

- Standard Broadworks Features
  - Additional Features Included in Standard and Enterprise Trunk Sessions
    - Supports the following features:
      - Authentication
      - Basic Call Logs
      - Call Waiting
      - Calling Line ID Delivery Blocking
      - Calling Name Retrieval
      - Calling Party Category
      - Charge Number
      - Client Call Control
      - Calling Line ID Presentation
      - Calling Line ID Restriction
      - Customer Originated Trace
      - External Calling Line ID Delivery
      - Internal Calling Line ID Delivery
      - Intercept User
      - Malicious Call Trace
      - Phone Status Monitoring
      - Physical Location
      - Preferred Carrier User
      - SMDI Message Desk
      - Third Party MWI Control
      - Third Party Voice Mail Support
      - Geo-Diverse SBCs (Enterprise Sessions only)
- SIP Refer
- Pooling
- Call-forwarding to PRO/POTS/Cellular
- Geo-Diverse SBCs
- Enterprise Trunking
- MOU Bucket Included
- Charge/Session

Standard features for Inbound Calling include:

- Inbound local call receipt
- Inbound Long Distance call receipt
- Inbound Toll Free Call receipt

Standard features for Outbound Calling include:

- On-net to on-net Calling (between CenturyLink VoIP products)
- Outbound Local calling
- Outbound Toll Free calling - SIP Trunk TN to an 8xx number
- Outbound Off Net Long Distance Calling
- Outbound International calling
- Nomadic 911
- Supports 411, 711(TRS), 911
- Caller ID
- Caller ID block (Privacy) - Portal capability to have private caller ID
- Privacy per call - \* code
- Class of Service Restriction on outbound international and/or long distance calls
- Dedicated VOIP Interconnect access (Allow the customer to use the RFC1918 address space); Operator Services
- Project Account Codes and Verified PACs
- Extension to Extension Calling (over CTL VoIP Network)
- TDM failover from SIP Trunk

- IPV6 support
- Automating ACME packet/Edge device- the configuration on each customer order
- Alien/unscreened TN support
- G.711u, G.711A, G.729a, G.729ab
- T.38 Version 0
- Star code initiated features
- DTMF Support(tone recognition) (RFC2833, Inband, SIP Info, RFC2833 and SIP Info)
- SIP 300 multi-choice
- SIP Refer
- SIP Redirect
- SIP Reinvite
- Transcoding
- ANI II
- Realtime ANI

b. Announcement Service

When disconnecting a Measured Business line, or DID line, the Contractor shall provide a recorded announcement, at no additional cost to the SOM, for up to 90 calendar days. The Contractor will also provide the ability for a customized announcement on the local PBX-based services for up to 365 calendar days.

The contractor shall implement changes to a referral number, authorized by the SOM at the time of requesting a telephone disconnect, within 3 business days of the SOM authorized request.

2. Contract Transition Plan

The Contract Transition Plan documents all the activities necessary to transfer services and features from the current SOM Local Voice Services contract to the new Contract. Some of the activities include identifying key transition issues, transition objectives, including SLAs, risks, tasks and responsibilities, resources, timeframes and policies and procedures.

As part of the Contract Transition Plan, the Contractor shall provide both a Contract Transition-In Plan and a Contract Transition-Out Plan. Within 15 business days after contract execution, the Contractor shall provide a Contract Transition-In Plan to the SOM for approval. Upon the SOM's approval, the Contractor shall execute the Contract Transition-In Plan within a mutually agreed-upon timeframe. The Contractor shall provide the Contract Transition-Out Plan 90 business days prior to the contract termination date. The approved Contract Transition-Out Plan shall be initiated 60 business days before the contract termination date.

As part of the Transition Plan, when transitioning in and out of the contract, the Contractor shall provide number portability for all telephone numbers transitioned to any Carrier designated by the SOM. The final inventory of all services shall be provided to the SOM in a digital format for all services being transitioned from the Contractor.

The Contract Transition Plan shall be delivered in MS Project Plan format or equivalent, include a schedule for all transition activities, and identify Contractor and SOM tasks, subtasks and activities that exist as line items within the Contract Transition Plan.

a. Transition In - All local and Central Office based voice services currently provided to the SOM by the Contractor shall include:

- Contract pricing applied on the effective date (for all services and features)
- Issue escalation guidelines jointly initiated with the SOM
- Service ordering/terminating process

- b. **Transition Out** - The Contractor shall provide number portability for all Class of Service (COS) telephone numbers transitioned to any Carrier designated by the SOM. The final inventory of all services shall be provided to the SOM in an electronic format for all COS being transitioned from the Contractor, for all transitioned services.

Implementation of the project shall include the following activities:

1. **Planning.** Upon bid award Contractor shall work with the SOM's team to develop and confirm the Project Scope of Work. Contractor shall lead the development of a Project Plan that will outline the project tasks, assign responsibilities, identify risks, and define the schedule for project implementation. The approach relies heavily on detailed planning to ensure that the transition to new services is as transparent to end users as possible. The planning phase of the project includes the following items:
  - Detailed design and technical review to ensure all segments of the Scope of Work have been identified.
  - Assign responsibility to each project task. A list of roles and responsibilities will be prepared to ensure each team member is accountable for their part of the project.
  - Development of a project schedule.
  - Establishment of Change Management Process (as needed). This process will outline the method of reviewing change requests and shall include the team members who shall be responsible for reviewing and approval of change requests.
  - Creation of Communication Plan. This plan shall include regular meeting schedules, agreement on project documentation preparation and storage, escalation procedures, and project reporting structures.
  - Development of Cutover Plan (as needed). This plan shall detail the steps required and personnel needed to transition to the new Contractor services. Cutover for a large project may require several phases as the implementation progresses.
  - Risk assessment and risk mitigation procedures development (as needed).
2. **Implementation.** After the Project Plan is approved, the implementation shall commence with the placement of network and equipment orders. The SOM is expected to assist in preparation of each site and coordination of circuit & equipment installation. Network and equipment testing will be conducted prior to cutover. Contractor may maintain an Outstanding Issues Log to ensure that team members are held accountable for items that need to be completed, and to ensure that open issues are followed through to completion.
3. **Cutover/Transition.** A Cutover Plan, if required as determined by the Contractor within 30 business days of contract execution, shall be developed during the planning phase of the project that will outline all the tasks required to transition to the new Contractor products and services. This plan shall also identify each organization and individual necessary to make the transition. Contractor shall coordinate cutover schedules with Contractor, vendors, other carriers if applicable, and SOM's personnel to schedule cutover windows as specified by the SOM. Contingency plans shall also be in place in the event that prior service needs to be restored. The Cutover Plan shall also include testing procedures for the new products and services. Contractor shall work with the SOM to provide post-cutover support.
4. **Project Closure.** Upon completion of the implementation phase, Contractor shall compile documentation for the services installed including circuit identification, equipment lists, and network diagrams (if applicable). Detailed contact information for maintenance and repair services shall also be provided. A closure meeting shall be held with the SOM and Contractor to review the documentation and ensure that the project is completed according to specifications.

### 3. Service Ordering

At no additional cost to SOM, the Contractor shall offer presales technology/services support to assist the SOM in selecting the best value solution(s) based on SOM needs. At the SOM's discretion, at no

additional cost to SOM, the Contractor shall provide pricing quotes for a variety of voice service options.

The SOM will issue a service order request to the Contractor for the procurement (or termination) of selected service(s). The Contractor shall provide a formal ordering process which assures the SOM shall not be responsible or charged for any services ordered outside of this agreed-upon formal service order process. All service orders shall be placed and approved by a designated SOM contact and the Contractor shall perform service orders outside of SOM business hours.

Requests for pricing and new services shall be sent to [SOMOrders@centurylink.com](mailto:SOMOrders@centurylink.com). A member of Contractor's sales team shall respond with a quote and any required forms, if necessary, to process the request. When an order is received and accepted, an email reply shall be sent with confirmation of receipt and order numbers. Confirmation of order completion shall also be sent via email, including any due dates related to the order. Standard intervals for POTS is 3 days; and for PRI, 15 days. Advanced voice services, including VOIP, have longer intervals which vary based upon the solution and porting of numbers. VOIP timeline estimates shall be determined for each individual project.

Contractor shall inform the SOM requestor of any expedite fees and document the date, time and name of the SOM requestor who approved the expedited service and related fees on the service order.

Contractor shall provide the SOM a method of placing all service orders electronically via email or online through a secure portal. Order confirmation from the Contractor shall be in a digital format. All service orders shall include, but are not limited to, the following;

- Service Order Number
- Requesting Agency
- Time and Date of Service Order
- Service Description
- Name and phone number of designated SOM requestor who initiated the service order
- Name and phone number of End User Contact

Contractor shall track service orders from receipt of the order until delivery to the SOM. Service orders shall be processed and provisioned within the agreed-upon timeframe as specified within Section 1.104 I.A.6. Local Services - Service Level Agreements.

#### 4. Support Services

Contractor shall provide a technical support help desk, including incident reporting and problem management. Warranty and maintenance services shall be delivered within the contracted timeframes, as documented in Section 1.104 I.A.6. Local Services - Service Level Agreements.

Contractor shall provide the SOM the ability to submit Trouble Tickets. The Contractor shall provide details of Trouble Ticket status via confirmation email back to the SOM, including periodic updates with detail and frequency.

The SOM prefers that the Contractor provide a web-based tracking system for Trouble Ticket management and provide the SOM visibility into this system. If the Contractor provides a web-based tracking system, the Contractor shall provide the SOM the ability to view details of Trouble Ticket status, including periodic updates with mutually agreed-upon detail and frequency.

For a complete list of Support and Maintenance requirements please see Schedule B – Requirements.

##### a. Technical Support Help Desk

The Contractor's technical support help desk shall:

- i. Be available 24X7X365 for problem reporting and technical assistance through a Toll-Free number and email address
- ii. Coordinate trouble response with SOM staff

- iii. Be staffed with skilled technical staff that can diagnose and correct telecommunication voice problems
- iv. Have an automated ticket tracking system
- v. Provide the ability for contractor to open ticket and provide ticket tracking number upon initial customer contact
- vi. Track all Trouble Tickets and provide updates to the SOM
- vii. Provide the ability for the SOM to submit Trouble Tickets electronically
- viii. Record history and resolution of all Trouble Tickets
- ix. Analyze Trouble Tickets for trends and chronic problems
- x. Follow current industry best practices for network performance management
- xi. Exchange ticket information between the Contractor's ticketing system and the SOM's ticketing system. (SOM uses BMC Remedy v 7.X)
- xii. Work with the SOM to prioritize the Trouble Ticket based on the following matrix:

Category	Description
Level 1	SOM is experiencing a total service outage or service degradation that requires immediate attention.
Level 2	Service is impaired, causing some business process degradation.
Level 3	SOM is experiencing intermittent service impairment.

**Support Desk Description**

The Contractor shall maintain a 24 hour a day support desk for traditional phone services, with specialized desks for the legacy service areas of CenturyTel. To report trouble with these services, the SOM shall be able to call specific numbers based on the legacy serving area.

The Contractor's Technicians on the support desk shall perform basic troubleshooting to determine the problem and then dispatch a locally based technician to repair the service as needed.

For some services, the Contractor shall provide a free, secure self-service web portal (<http://centurylink.com/business/login>) that can be used to manage services, open trouble tickets for service issues and provide usage reports.

**Analog CO Lines-Centrex-PBX Trunks**

Contractor's Local Services Repair

- CenturyTel areas: 800-786-6272

**T1-based services (DS0/DS1/DS3/Optical – ISDN BRI/PRI)**

Designed Network Services

- CenturyTel areas: 888-862-8293

**SIP Products – IP Voice**

National Services

- All areas: 800-524-5249

Ongoing maintenance shall be performed on a regular basis on the Contractor's service infrastructure, including basic wireline repair and network equipment that supports voice service. Repair services shall be handled during regularly scheduled maintenance windows during overnight hours. Maintenance evolutions shall be scheduled and customers shall be notified by email or by the assigned service manager.

The Contractor shall track, measure, and report to the SOM, at no additional cost to the SOM, service Time to Resolve (TTR) goal of 2 hours and the actual metrics. The Contractor shall, at 1 hour of TTR,

perform another assessment of the situation. The Contractor shall continue, on an hourly basis, assessing the situation and reporting to the SOM until the situation is resolved.

#### **Outages and Pending Changes**

The Contractor shall maintain a proactive monitoring and notification objective of 10 minutes from receipt of a customer circuit physical outage event for data services. The Contractor shall employ platform-specific alarm thresholds to identify service impairments. The Contractor's internal systems shall correlate network alarms to customers, generating a trouble ticket for automatic customer notification. Automatic notification shall be provided to the SOM when subscribing to ATM, Frame or IP-based services and shall be in the form of e-mail or text page.

For non-IP services, the Contractor shall analyze the impairment parameters and employ the necessary resources for isolating the problem. The Contractor's objective is to inform the SOM of carrier outages within 10 minutes of identification and verification of the event.

#### **Internal Communication**

The Contractor's ticketing systems shall be able to sub ticket to other groups. When sub ticketing, the originating group will follow it up with a phone call or e-mail, depending upon agreement between groups, to ensure ticket was received. When issue has been resolved the sub ticket is closed and the group will follow up with the originating group based on preferred method.

#### **Client Communication**

The Contractor shall provide, at no additional cost to the SOM, automatic notifications to the SOM. If this option is not available or preferable, the SOM shall have the option of being notified by phone or email.

#### **b. Escalation Procedures**

The Contractor and the SOM shall jointly initiate and coordinate escalation procedures to be defined in the Transition-In Plan.

The Contractor shall provide escalation procedures to the SOM, including:

- i. Prioritization of Trouble Tickets
- ii. Notification to one or more client contacts of a ticket's escalation and status changes

For a complete list of Support and Maintenance requirements please see Schedule B - Requirements.

#### **c. Fraud Prevention and Control**

Within 30 business days of contract execution, the Contractor shall submit a Fraud Control Plan to the SOM outlining the Contractor's methods for the prevention of unauthorized use of any contracted voice services. The Fraud Control Plan shall describe the Contractor's methods for fraud detection, including its ability to monitor for fraudulent call activity 24x7x365.

Contractor shall report immediately to the SOM any indication of fraud or misuse of the Contractor's network and/or contracted call plans and take corrective action. The Contractor shall monitor and report:

- Sudden irregular outbound calling patterns
- Account or calling card excessive call duration
- High quantity of outbound calls to the same geographic location
- Questionable third party charge-backs

At the SOM's direction, Contractor shall establish special handling procedures to notify the SOM of suspected fraudulent use. This shall include after hours, weekends, and holidays.

Contractor shall not bill the SOM for any confirmed unauthorized (fraudulent) calls. The SOM will handle the invoicing of any suspected fraudulent calls via the invoice dispute resolution process referenced in Section 1.601.

d. Quality of Service

Contractor shall work with the SOM to utilize all available techniques to identify and resolve trouble with PSTN.

5. Optional Services

The SOM reserves the right to award these services to the Contractor if the SOM sees additional value for that award.

Additional Seats, Session Features and Add-Ons  
 Seat Types for IQ SIP Only  
 TN = Telephone Number

<u>Product Description/Label</u>	<u>Features Offered/Comments</u>	<u>Unit</u>
• SIP TN (SIP Basic/SIP Standard)	Standard Features	Per TN/Seat
• SIP Mobility TN	Includes Standard Features, Anywhere and Personal Mobility	Per TN/Seat
• SIP Feature Rich TN (SIP Premium)	Feature set equivalent to a Premium Seat* for Hosted VoIP	Per TN/Seat (does not include physical handset)
• SIP E911 Add-on (not an actual Seat, but an add-on to any of the above seats)	ELIN/ERL Mapping, Bulk upload of user information, V911, USPS Address Information	Per TN, Main group 911 address is included free

\*Hosted VoIP Premium Seat –

This seat is designed to fit the needs of the majority of a company's professional employees. This seat provides users with advanced IP phone features as well as soft client access. Supports the following features:

- Advanced Feature Package with Personal Mobility Package
- Voice Mail
- Unified Messaging Feature Package
- Shared Call Appearance (limit 35)
- Conferencing with up to 15 additional parties
- Call forwarding

**Analog Device Information**

The devices supported are the Cisco SPA 122 and 3102 discussed within this document. Each analog device supports two ports; therefore, each of these devices can have up to two seats assigned if required. These are often used as a basic non-IP based telephony devices such as overhead paging interface, wireless phones or faxes. The devices are supported for all seat types.

The Contractor shall support the connectivity to the device and not troubleshoot the actual device using the service (i.e. fax, overhead paging unit/system, wireless phone, etc.).

Devices that have been tested are the following:

- FXO ports: Overhead Paging Interface (requires the 3102), no feature access codes available

- FXS ports: Hotline (auto-ring down) extensions Station users, overhead paging interface, fax machines are supported via the pass-through method only, TTY devices and 711 Support.

### **Anywhere Feature (Premium Seat)**

Callers dial one number and can reach you on any phone the user chooses. This is set up in the End User Portal so that an alternate desk phone, cell phone, and/or a soft phone can ring simultaneously. Users with this service can add multiple phone numbers in the portal to ring during inbound calls which performs a simultaneous ring feature to the selected devices.

The user can use the end user portal to list all telephone numbers, and allow these numbers to ring when calls are received.

In addition, Anywhere adds the functionality of placing outbound calls from external devices such as mobile phones. The end user will use a configured device that has its phone number entered in the portal then dial the Anywhere TN that is configured per group. Once they dial the Anywhere TN from their pre-configured device, the user is then prompted to enter the phone number they wish to call, which will then show their Outbound Caller ID as though they are calling from their office phone.

Users are also able to use the retrieve FAC code \*11 to move a call from the remote device (i.e. mobile phone) back to their primary device once at that location. For example, if a user is on a conference call and wants to go downstairs to grab some coffee, they can call into the Anywhere TN from their mobile phone and then dial \*11, the call will then be moved to their mobile device. When they get back to their desk they can pick up their desk phone and dial \*11 again and it will pull the call back to their desk phone.

The SOM shall be able to order the anywhere group feature and an additional TN to use to configure the Anywhere TN per group. This shared number will allow users to dial from remote devices to engage the system for outbound dialing.

### **Auto Attendant Function**

The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, 1 = Marketing, 2 = Sales, and so on).

Configuration via the web interface allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension.

A group can have multiple Auto Attendants configured, either individually (for example, customer service with separate business hours) or integrated into a multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

The SOM can use 0-9, #, \* for creating of options. There is a limit of 50 trees available in each auto attendant. The SOM shall be able to order an additional TN to use to configure each Auto Attendant.

### **Additional DID's Number**

These are additional/spare numbers that are not associated with a seat or add on features. If you take the total number of telephone numbers on the account and subtract the number of basic seats, standard seats, premium seats, hunt groups, auto attendants, and anywhere TN's, you'll have the total number of "Additional DID's".

### **Hunt Group Feature**

The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy. For each hunt group TN is required.

### **Hunt Group Voice Mail Add-On**

For any Hunt Groups that the SOM wants to terminate into a voice mail box, the SOM shall be able to purchase the Hunt Group Voice Mail Add-on feature.

### **PAC/VPAC**

Through the SONUS network Project and Verified Project Account Codes (PAC/VPAC) code are available. The Contractor will assign the PAC/VPAC at the VoIP site level which is designated as a group. This service is restricted to only offer one option per group (i.e. there could be multiple sites (groups) associated with one circuit).

The administration portal shall be used to add, update and modify the PAC/VPAC codes. There is a charge to add this to the enterprise.

### **Receptionist Attendant Web Console Software**

The web-based Attendant Console enables a user (for example, receptionist) to monitor a configurable set of users within their business group. A Premium Seat is required to use the Receptionist Attendant add-on feature.

The Attendant Console window is also integrated thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.

The Attendant Console graphically displays users' status (busy, idle, or do not disturb), as well as detailed call information. A variety of options are provided for managing the display, including: sort list of monitored users by name, department or title; filter user list by these categories; enter multiple letters of name to be displayed via automatic scrolling; select which column should appear, and in which order (for example, name, title, department, number, extension, mobile, pager, status, e-mail); and option to view duration of monitored users' calls, as well as name and number of parties they are talking to.

**OPTION:** The Receptionist Attendant Web Console can be added onto a Premium seat and paired with a Polycom 650 that can have up to 3 add-on modules.

### **Softphone Client (Business Communicator)**

The CenturyLink Business Communicator is an add-on feature for existing seats. This add-on feature allows for the user to use their desk phone from anywhere they have an Internet connection and a computer, smartphone or tablet. The number of softphone clients has to be equal to less the number of seats in the design, in fact, all seats in a customer solution may be softphones only.

There are two license types available for the softphones, but both use the same software (i.e., the SOM shall be able to change the license type for their users without having to download new software):

- **Business Communicator - Voice/Video:** Simple softphone that allows for mobile use of your business telephone number.
  - **Voice/Video Calling** - Allows the user to make and receive calls from their devices virtually anywhere they have an internet connection
  - **Call Control** - Ability to manage their phone settings such as Anywhere, Mobility, Call Forwarding, Do Not Disturb, SIM Ring, and more all through their soft client
- **Business Communicator - Collaboration:** Full unified communication experience available on all compatible devices.
  - All features of the Voice/Video version
  - **One Identity** - You have one identify across all services, voice, video, and Instant Messaging & Presence...allows for the use of a single number from any device; the user can make calls using cellular data or their cell phone minutes all while outpulsing their work number
  - **Access from any device** - Access all of your communications services from any device, including your desk phone, desktop, laptop, mobile, or tablet

- **Synchronized call logs, buddy lists and service settings** - All communications preferences are stored in the cloud and synchronized with the software on your device when you log in (chat logs are not synced but will be in a future release)
- **High definition voice and video** - Voice and video calls are enhanced with the highest quality voice (video does not get tagged for QoS)
- **Move from device to device without interrupting calls** - You can start a call on your desk phone - and seamlessly move to your mobile device
- **Full Collaboration** – Easily conference in multiple people from your buddy list, share your desktop, and host group chats from any device

With the Business Communicator, one license per user (MRC) requires purchase and that gives the user access to the client on their desktop, smartphone, and tablet. The client is compatible with Windows, Mac, iOS, and Android. Each seat can only have one license assigned to it and licenses are reusable.

### **Voice Messaging Only Seat**

This seat is designed as a standalone voicemail box for the support of calls that are not directed to a specific user's voicemail. For example, this can be a shared group only mailbox or a user that doesn't have device. Required are the following for each Voice Messaging Only Seat:

- DID TN
- Unified Messaging

Be aware that 911 calls cannot be made from a voice mail only seat. This user will have/not have access to the End User Portal. They will be limited to the telephone user interface (TUI) through the Voice Mail designated pilot number for the enterprise. They will have to enter the voicemail number and associated access code to get access.

### **Hosted VoIP**

The Contractor's Hosted VoIP platform is powered by the BroadSoft BroadWorks feature server. The Contractor's service provides many of the features that are found on a traditional PBX.

The Hosted VoIP telephone service will be delivered on the Contractor's tier 1 IQ Internet network. The Contractor's IQ network is engineered to be robust and redundant, so the SOM can count on reliable service. The Contractor's IQ Internet circuits provides quality of service (QoS), providing the voice service priority over other data traffic. This will provide the SOM with quality voice service.

The Contractor's Hosted VoIP per seat cost includes the Polycom SoundPoint IP Telephone Series. The SoundPoint IP family features the most comprehensive, best-sounding, most interoperable, high-quality IP phone solutions for businesses and enterprises of all sizes). Polycom and Hosted VoIP deliver a complete end-to-end, fully-integrated VoIP solution that ensures seamless certified interoperability. Polycom is based on open architecture standards for both voice and video.

The Contractor offers six Hosted VoIP seat types: Basic, Standard, Premium, Receptionist, Conference, Soft phone Client and Voice Mail only.

- The basic seat is designed as a phone for a lobby, break room, cafeteria or shop area that is not assigned to a specific user. The basic seat includes a Direct in Dial phone number (DID). The basic seat does not include unified messaging.
- The standard seat is designed to fit the standard calling service needs (general business, support and clerical personnel) that do not require advanced feature set. The standard seat includes a DID, standard feature package, shared call appearances (limit 10), unified messaging feature package, Contractor supported/certified soft phone client, conferencing with up to 15 additional parties, user toolbar and find me/ follow me function.
- The premium seat provides users with advanced IP phone features as well as premium phone and soft client access. The premium seat includes a DID, Advanced Feature Package with Personal Mobility Package, Contractor supported/certified soft phone client, conferencing with up to 15 additional parties, shared call appearance (limit 35).

- The conference has the same features as the basic seat with one of the Polycom conference room phones.
- The receptionist seat includes the features of a premium seat with three call appearance expansion modules.
- The soft phone Client requires a basic, standard or premium seat) for PC, MAC IOS and Android operating systems (branded CenturyLink on the iTunes and Google Play stores).
- The Voice Mail Only – Includes a telephone number and a voice mail box.

A Hosted VoIP User Portal is included with each seat. The user can manage their own phone, listen to and configure voicemail, and access call records.

Enhanced 911 is an advanced 911 service that associates an address with the incoming call to a public safety answering point (PSAP). This allows emergency services to locate the caller without the caller having to verbally provide that information. Emergency 911 dialing provided with CenturyLink IP Voice products is not traditional 911 emergency dialing.

Hosted VoIP allows the end user to update their 911 address via the portal any time of day. After phone number set up and porting on the original order, or MACD, the Contractor passes provisions 9-1-1 information based on precise "geo-coded" based coordinates. Administrators and users are required to update location information when a temporary move occurs. Updates can be done in the end user portal and if approved, will update in less than 15 minutes. Nomadic or V911 is provided to every phone numbers provisioned with the service. Contractor Hosted VoIP handsets can be moved to a temporary location (a V911 covered location other than the original location where the service was installed) for a maximum of 6 months due to taxing rules.

#### **Managed Office**

With CenturyLink® Managed Office, we manage your office communications for you. Not only does the Contractor manage the hardware and software, but the Contractor shall use cloud-based applications to deliver business services to the SOM over the Contractor's network.

Buying, maintaining, running, and managing your network are no longer a worry. And since the Contractor's solution is available at a per-seat cost, the SOM can get a predictable monthly budget. Managed Office bundles data, voice, and core business applications with end-to-end management.

#### **DATA**

- Data connection (bandwidth options from 1.5Mbps to 1Gbps—in select areas)
- Internet, Enhanced, or Private Port1,2
- ADTRAN wireless access point3
- ADTRAN routers and switches
- Uninterruptible power supply (optional)

#### **VOICE**

- Hosted VoIP using BroadSoft BroadWorks platform
- Polycom IP phones
- Unlimited local and on-net domestic long distance
- Package of off-net domestic long-distance and toll-free minutes
- Manage users/settings online
- Unified messaging

#### **APPLICATIONS**

Email, Collaboration & Productivity with Microsoft Office 365

1 Microsoft Office 365 Business Essential license (online version) which includes:

- Microsoft® Exchange Online email box (50GB mailbox)
- Microsoft® Lync Online for web conferencing, presence and Instant Messenger
- Microsoft® SharePoint® Online: 10GB shared, plus 500MB per seat

- Microsoft® Office Online
- (create/edit Excel, PowerPoint and Word via a web browser)
- Anti-malware protection and anti-spam filtering
- Email archiving, encryption and protection
- OneDrive for Business (1TB of personal online document storage per user)
- Web Presence
- Domain Name Registration and Transfer
- Security
- Endpoint Protection for your PC or laptop
- Email Protection and Continuity
- Cloud Backup
- Online data backup for PCs and Laptops (25 GB per seat)

### **Digital Signal 0 (DS0)/Digital Data Service (DDS)**

Digital Data Service (DDS) provides either a two-point or multi-point dedicated digital circuit. Both two-point and multi-point services are available in 2.4 kbps, 4.8 kbps, 9.6 kbps, 19.2 kbps and 56 kbps. 64 kbps speed is available in two-point service only.

Major applications: Data transmission to connect two or more customer locations—connect a bank to their ATM, a PC to a host computer or to connect two servers together

### **Digital Signal 1 (DS1)**

Our effective and cost-efficient Private Line: T1/DS1 is a dedicated full duplex point-to-point, high-capacity private line transport service that reliably and securely aggregates traffic on a single cost-effective circuit.

That helps the SOM cut cost and improve response time. Transmission is digital, which means the signal is clean and free of cross talk, amplified noise and distortion maximizing business efficiency. T-1/DS-1 channels can be provided between two of the SOM's designated locations, or between one location and the Contractor's wire center.

With the Contractor as the SOM's T-1/DS-1 Internet service provider, the SOM will never have to worry about communications technology slowing the SOM's business down.

Private Line: T1/DS1 transmits of isochronous serial data at 1.544Mbps. The service has the capacity of 24 voice-equivalent channels. It is provisioned on copper, fiber and in some instances, microwave radio. In some high-density cities, the service is provisioned on a synchronous optical network (SONET)-based interoffice network that connects wire centers.

### **Features and Options**

- Copper, fiber, and microwave radio provisioning
- Central office multiplexing - 24 voice-equivalent channel capacity
- Central office multiplexer-to-multiplexer connection
- Isochronous serial data transmission at 1.544Mbps
- Control of services via Command a Link™
- Clear channel capability
- Self-healing alternate route protection (SHARP) for local loop
- Automatic loop transfer protection against copper facilities failure
- Framing options include D4 framing, extended super frame, non-ANSI, and free framing
- Line code options include alternate mark inversion and binary eight zero substitution

### **Digital Signal 3 (DS3)**

CenturyLink™ T3 Line and DS3 Line Service brings you affordable high-speed digital transport with point-to-point, high-capacity PLTS you can depend on to support mission-critical business functions and applications allowing you to cut cost and improve response time. And because transmission is digital from end to end, the signal is clean and pure—free of cross talk, amplified noise, and distortion.

Bottom line, the Contractor's Private T3 Line and DS3 Line Service offer more reliability, more flexibility, and ultimately more productivity for the SOM's business.

#### **Contractor's Private T3 Line and DS3 Line Service Features**

- Electrical interface for single T3/DS3 applications
- Central office multiplexing provides 28 T1/DS1 circuits
- Self-Healing Alternate Route Protection for the local loop
- SHARP Plus for interoffice portion of circuit
- Command-a-Link™ provides circuit reconfiguration.
- Isochronous serial data transmission at 44.736 Mbps

#### **Optical Carrier – x (OC-x)**

##### **Synchronous Service Transport (SST)**

Synchronous Service Transport (SST) is a two-point broadband, shared Private Line solution that provides you with a reliable high-capacity connection for the transfer of large volumes of traffic. SST can help grow your business by offering economies of scale, scalability and interoperability.

##### **SST Features**

- SONET technology offering high reliability and survivability
- Speeds of 155.52 Mbps for OC-3, 622.08 Mbps for OC-12, 1.2 Gbps for OC-24, 2.49 Gbps for OC-48 and 9.95 Gbps for OC-192
- Superior quality of service:
  - Throughput equals purchased bandwidth (no congestion)
  - Visibility to data channels
  - Advanced monitoring/alarms and performance characteristics
  - SLAs for service availability, mean time to repair (MTTR) and SOM notification
  - Optional Self-Healing Alternate Route Protection [link to ] (SHARP) availability allows separation of working and protect fiber
  - Electronic redundancy maximizes service availability and survivability
- Interoperability with most data format system types:
  - Interoperability across equipment vendors
  - Primary rate interface (PRI) and digital data services (DDS) data and voice trunks
  - Frame relay service (FRS) and asynchronous transfer mode (ATM) packet services
  - Newer dense wavelength division multiplexing (DWDM) technologies
  - Channelized and concatenated service availability
  - 24/7 CenturyLink monitoring

#### **Foreign Exchange (FX) Service**

Foreign Exchange (FX) Service provides the ability for a user to receive service from a local Central Office that is different than the local office that would normally provide the user's service.

##### **Common uses for Foreign Exchange Service**

- Substitute for long distance—if a user receives or makes a lot of long distance calls to a different exchange, long-distance charges can be avoided by securing a phone number from that exchange.
- When a user is moving to an area served by a different exchange and they want to keep the same phone number (LNP is only available on a limited basis within an exchange).
- Obtain a custom phone number that may be available within a different exchange.
- Gain access to features not available in the user's local exchange.

FX Service is available with analog lines & trunks, as well as with ISDN services.

#### **Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)**

Integrated Services Digital Network (ISDN) offers the power to create a seamless communications system that speeds and smoothes the flow of information without the expense of dedicated lines, modems and special cabling.

ISDN Basic Rate Interface (BRI) uses advanced digital technology to move data at significantly higher speeds than standard phone lines. Unlike standard phone lines, it allows multiple communications to travel simultaneously on a single line. So the speed of the SOM's communications is dramatically increased, up to 128 Kbps, making it faster and easier for the SOM to do business.

ISDN BRI represents a major advancement in the data communications capabilities available to business and residence users. This all-digital service, based on ISDN technology, offers fast, flexible, highly reliable and digitally clear connections while offering the simplicity of dialing a telephone.

BRI provides the customer with access to the powerful capabilities of today's public telephone network for communicating across town or around the world, offering many fundamental improvements over conventional, wide-area analog communications.

### **Key Applications**

- Teleworking
- Satellite office communications
- High-speed communications
- Video-based collaboration
- High-speed access to online services (e.g., Internet, CompuServe, America Online, etc.)
- High-speed transaction verification
- Remote data monitoring
- Low volume, general data communications

### **ISDN Primary Rate Interface (PRI)**

The Contractor's Integrated Service Digital Network Primary Rate Interface (ISDN-PRI) shall provide the SOM with a flexible, reliable high-capacity connection to the public switched network. The service may be used for voice, data, video, or any other application that can be carried by one or more switched digital channels. The Contractor's ISDN-PRI service combines a stable, proven technology based on mature standards with excellent support and customer service from the Contractor.

### **Service Description**

ISDN-Primary Rate Interface (ISDN-PRI) provides a single, high-capacity facility for switched voice, data and video needs\*. ISDN-PRI divides a high-capacity circuit into multiple channels. These channels include bearer (B) channels for sending information, and a data (D) channel signal channel for controlling call connections. Each B channel provides up to 64 kbps (thousands of bits per second) of bandwidth. Analog services have a maximum of 56 kbps of bandwidth. The D-Channel handles call set-up and control. This arrangement gives ISDN-PRI the high speed and versatility to handle multiple communications tasks simultaneously.

### **Flexible Bandwidth**

B channels can be used independently for separate tasks, or can be bonded together to provide higher than 64 kbps bandwidth. This ability to dynamically allocate bandwidth makes ISDN-PRI ideal for applications like videoconferencing and large image file transfers. The rapid setup and release of calls made possible by the D channel also provides super performance as the primary link between the customer's phone system and the network.

### **Worldwide High-Quality Communications**

ISDN-PRI is a switched service and is based on international standards. This gives the SOM reliable communications to any point in the world served by the public phone network. As a digital service, the Contractor's ISDN-PRI offers crystal-clear voice connections and virtually error-free data transfers.

### **Clear Channel Capability**

In most cases, ISDN-PRI can use the full 64 kbps of bandwidth available on a B-channel. However, some elements of the local and interexchange networks may not be upgraded to clear-channel capability. In these cases, ISDN bearer channels are limited to 56 kbps. This affects only a very small percentage of the Contractor's network.

### **Wide Selection of Equipment**

Because ISDN-PRI is based on accepted standards, the customer may use a wide range of standards-compliant equipment. The Contractor offers a complete line of compatible equipment for voice, data and video applications.

\*Data and video services on ISDN PRI are only available in select markets where the Contractor is the local service provider.

### **Centrex**

Centrex is a voice communication service that directs calls through switches located at the Contractor's central office instead of through a switching system located on customer premises such as PBX or Key system. With the Contractor's Centrex, the SOM shall have immediate access to a wide variety of features, ranging from the standard to the highly sophisticated, with a minimal up-front investment.

The SOM shall not have to worry about complex equipment occupying office space. The only equipment the SOM will need is a phone or attendant console. The SOM may even be able to use a standard telephone, depending on the kind of features needed by the SOM: standard phones work well with basic features, while more sophisticated ones require a Meridian Business Set (MBS) telephone. The SOM shall be able to purchase equipment from the Contractor or, if eligible, lease it.

Features are the heart of Centrex. The SOM shall be able to select the wanted features and configure the system on a line-by-line basis to meet SOM business needs. As an office grows, new features or lines can be added - just call the Contractor, and the Contractor will make the service change.

### ***Centrex has four major components***

- Switching center equipment: Hardware and software located at the CO.
- Local lines from the switching center: Centrex station lines that connect the customer's telephones to the CO.
- Simulated access lines: Lines that connect the CO to a public switched network (any switching system that provides circuit switching capability to many customers).

CPE: Principally telephones and secretarial consoles. The SOM shall be able to purchase equipment from the Contractor or, if eligible, lease it.

### **CenturyLink Professional Services (CPS)**

CenturyLink Professional Services (CPS) includes the activities and skills associated with the planning for and building of enterprise networks. Services offered by the Contractor are divided into two distinct categories "Network Consulting" and "Integration services" (NCIS). NCIS is defined as follows:

- Network consulting services include operational assessment; network planning, design, capacity planning, maintenance planning, benchmarking, needs assessment, process improvement, network analysis and improvement.
- Network integration services include activities such as site preparation, assessments, project management, test and debug, staging, systems configuration, installation, move, add & change management, maintenance (break-fix), configuration management, help desk support, custom software development relocation services, system migration, structured cabling/conduit and security implementation.

## **6. Service Level Agreements**

Contractor shall establish Service Level Agreements (SLA) with the SOM per the Contract Transition Plan. Contractor shall provide the SOM credits for services not meeting SLAs up to the amount of the disputed monthly service charges.

The SLAs will specify the following:

1. **Service Request On-Time Completion (SROTC):** The Contractor shall measure the Service Request on Time Completion (SROTC) performance by using the duration of time between when the Contractor accepted an order and the time the SOM designated contact is notified the requested order is complete in accordance with the particular product/service technical specifications and SOM validation. The Contractor shall complete specified service requests within the following timeframes:
  - a. Measured-Rate Business Lines (1MB – quantity 1 to 5) within 3 (three) business days of the SOM service order request
  - b. Central Office Based Voice Service lines (quantity 1 to 50, same location, existing service) within 7 (seven) business days of the SOM service order request
  - c. Analog and base rate circuits (1MB – quantity 6 to 50, same location) within 10 (ten) business days of the SOM service order request
  - d. ISDN PRI Circuits, (quantity 1 – 5 same location) within 15 (fifteen) business days of the SOM service order request
  - e. Optional IP-based services within 3 (three) business days of the SOM service order request
2. **Time to Repair (TTR):** The time shall be measured from the time a Trouble Ticket is established at the Contractor's technical support help desk through any means until the Contractor's Trouble Ticket is changed to resolved status after SOM validation.

The following Service Group definitions apply to TTR in this section. The Contractor shall not exceed the objectives as stated below:

**TTR by Service Group Table**

Service Group #	Service Group Description	Performance Objective
Group 1	The following types of local service connections: <ul style="list-style-type: none"> <li>• PRI circuits</li> <li>• DS3 circuits</li> <li>• OC(X) circuits</li> <li>• Enterprise PBX trunk connections</li> <li>• Enterprise SIP connections</li> <li>• Call Center business services</li> </ul>	2.0 hours
Group 2	All other local services	2.0 hours

For a complete list of required Local Services, please see Schedule B – Requirements.

7. Reports

Contractor shall provide, at no additional cost to the SOM, reports and related data via a web interface that supports file formats jointly approved by the SOM and the Contractor. Reports and related data shall be posted to a secure web site.

The Contractor and the SOM shall develop a set of standard reports that are designed to record SOM local service performance. Reports (formats to be created by the SOM) shall be submitted to the SOM's Contract Compliance Manager for approval within 45 business days after the execution of the contract resulting from this Contract. Once both parties have agreed to the format of the reports, it shall become the standard to follow for the duration of the contract unless modified by the SOM. The Contractor shall monitor, collect, and process data for these performance reports, which provide information required for root cause analysis (RCA), chronic analysis, and assessment of conformance to performance standards. The SOM reserves the right to change the report format or frequency. An electronic copy of the reports shall be available. The Contractor shall provide the ability to create ad hoc reports, as requested by the

SOM. The Contractor shall maintain a database of SOM local service circuits. The Contractor shall provide RCA reports upon SOM request for any chronic or site specific issue. Reports shall be developed with the ability to be rolled up to increased time increments for review.

Contractor shall have available, via a web interface, reports on the following schedule:

- Daily – by noon of the following business days
- Weekly – by the end of the first business days of the following week
- Monthly – by five business days following the end of the month

Contractor shall provide the following reports on a daily basis, in total and by agency:

- Trunk group utilization (if applicable)
- Specific sites that experience 100% utilization at any time of the day, including the time of 100% utilization

Contractor shall provide the following reports on a weekly basis, in total and by agency:

- Local service that's been down for more than four hours for any given site during the week

Contractor shall provide the following SLA reports on a monthly basis:

- Service Request On-Time Completion
- Time to Repair (TTR)

Contractor shall provide the following Performance and Management Reports on a monthly basis, in total and by agency:

- Service Request Detail Report, to include for each service order
  - Service order number
  - Service description
  - Order date
  - Order completion date (including State validation)
  - SOM requestor
- Service affecting outages, including times, outage type, duration and cause
- Service Trouble Summary and Detail
- Circuit ID, including active and disconnected circuits
- Site Location, including physical address by SOM agency
- Service Type Summary (Quantity by Agency)
- Contract performance Monthly and year-to-date spend, filterable and sortable by contract, site, service and agency
- Quantity and spend reports for all services, in total and by agency

## **B. Long Distance and Toll-Free Services**

The Contractor shall be accountable for functionality represented and supported by the stated manufacturer(s) and products. The Contractor shall not be accountable for the specific manufacturer(s) and associated product use listed in the contract.

All Long Distance Services are expected to adhere to North American dialing plans and be compatible with the public switched telephone network. The Contractor shall provide Interstate and International Long Distance Service via both switched and dedicated facilities throughout the SOM. When deemed necessary by the SOM, the Contractor shall provide network redundancy.

Contractor shall provide reliable Long Distance and Toll-Free Services and a single point of contact for all services required by the SOM. The Contractor shall provide a service center to respond to all requests by the SOM regarding new and existing services and problem resolution. The SOM reserves the right to procure services, products and software as necessary through other SOM contracts.

Long Distance and Toll-Free Services made available to the SOM shall be delivered using either switched or dedicated access and/or IP-based. Flexible routing features will cover a wide variety of origination, routing, and termination scenarios. These services will be integrated with other Contractors' voice and IP products and services to give the SOM a wide variety of solutions appropriate to the SOM's current and future needs. The Contractor shall monitor the network for system misuse and fraudulent activities.

The Contractor's Outbound Long Distance, Inbound Toll Free and Internet protocol (IP) services shall connect the Contractor's IP network to the public switched telephone network (PSTN). The Contractor shall use 18/6 billing increments – domestic long-distance calls shall be rounded up to 18-seconds initially and rounded up to 6-second increments thereafter.

Domestic Toll-Free service shall be available from anywhere in the continental United States, Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands to anywhere in the United States. Domestic Toll-Free service shall have the ability to be customized with a range of enhanced routing features.

The Contractor's International Long Distance service shall provide the SOM with the ability to originate an international long-distance call from any U.S. location to over 200 international destinations. Both landline and mobile terminations shall be available.

### **1. Service Definition**

Contractor shall provide a complete list and definitions of all services that will be offered as part of the Long Distance and Toll-Free Service options.

#### **SIP Products**

##### **IP Long Distance/Toll Free**

The Contractor's suite of IP Long-Distance and Toll-Free Services shall give the SOM the ability to originate long distance calls to the worldwide PSTN and receive inbound toll-free calls from the PSTN via session initiation protocol (SIP) format. Whether used as a package or individually, IP Voice is an integrated service platform that SOM customers shall be able to rely on for fast, accurate and cost-effective voice transport.

##### **IP Long-Distance Features**

- Outbound long distance via domestic United States VoIP network to CenturyLink for transport to a PSTN via the CenturyLink national network
- Uses SIP signaling protocol
- Includes G.711 G.729A and G.729AB CODEC support
- Session border controller (SBC) hardware for customer authentication and firewall protection
- Extensive coverage to more than 250 international destinations

- Flexible minutes of use pricing to domestic and international PSTN destinations with the option for domestic tiered LATA-based pricing

#### **IP Toll-Free Features**

- Inbound 1 8XX calls routed to domestic United States VoIP Network via SIP signaling and RTP Media Stream
- Uses SIP signaling protocol
- Includes G.711 G.729A and G.729AB CODEC support
- Session border controller (SBC) hardware for customer authentication and firewall protection
- Support for enhanced toll-free features
- Origination features include Tailored Call Coverage and Shared Carrier Arrangement
- Routing features include Day-of-Week, Day-of-Year, Time-of-Day, Geographical, GeoPlus and Percentage-Allocation Routing
- Overflow features include Busy Ring-No-Answer Routing, Direct Termination Overflow Routing, In-Switch Overflow Trunk Routing, and SuperTrunk Routing
- Call information features include Dialed Number Identification Service Delivery and Dialed Number Identification Service Delivery
- Alternate Call Plan Routing
- Payphone Blocking
- Toll-free directory assistance
- Nationwide coverage, including Hawaii, Alaska, and Canada
- Easy 8XX monitoring and maintenance through Control Center
- Flexible minutes of use pricing to domestic and international PSTN destinations with the option for domestic tiered LATA-based pricing

#### **iQ SIP Trunk**

SIP trunking is rapidly becoming the standard for connecting enterprise customer premise equipment (CPE) such as Key Systems, TDM PBX, and IP-PBXs to service provider's broadband networks, in order to enhance the communications experience with new IP-based services.

Cost savings and flexibility continue to be two of the top drivers for SIP Trunking adoption amongst small, medium, and large enterprises. Interoperability with IP PBXs slowed early adoption, but the number of alternative connections, including gateways and SBCs, has alleviated the interoperability testing need and opened up SIP Trunking to a wide variety of customers.

Today's workforce needs rapid access to information, communications and collaboration tools across many sites. The flexibility of SIP Trunking provides these services through a combination of dedicated and shared SIP trunks.

Contractor has created a feature-rich SIP Trunking platform with BroadSoft that addresses the needs of today's hyper connected and mobile workforce. By unifying voice, data, video communications networks, equipment and applications, the Contractor shall help the SOM reduce complexity and costs, all while providing a consistent telecommunications experience just about anywhere regardless of the type of PC and mobile devices used.

IQ SIP Trunk uses the Contractor's global network to provide businesses of all sizes with a smart, simple and dependable SIP Trunking service that combines their voice and data over the same circuit. IQ SIP Trunk provides centralized trunking and ease of management. The SOM can scale up or down as needed to address seasonal business needs. It also provides maximum business continuity through a variety of call failover options.

The Contractor's IQ SIP Trunk enables the SOM to bring together into a seamless environment branch offices, remote workers, and employees who travel. Benefits include advanced features and functionality; control of user and feature management through a SOM facing portal backed by a secure network with quality of service (QoS) guarantees.

The Contractor's IQ SIP Trunk shall use their own network link with the SOM's on-premise IP PBX and other CPE. The Contractor's solution presents the benefits of a converged network allowing the SOM to utilize one Customer IP circuit for both data and voice needs while maintaining quality of service. IQ SIP Trunk with BroadSoft provides an expanded feature set not available with their standalone IP PBX.

**Contractor's IQ SIP Trunk Service:**

- Allows a single solution for the entire SOM, despite it being geographically distributed. The SOM shall be able to have a centralized PBX in a data center with workers connected to it via IP. The SOM can mix and match the Contractor's Hosted VoIP and the Contractor's IQ SIP Trunk seats together, so if the SOM has a few teleworkers they can provide phone service to them via Hosted VoIP and the rest of the SOM via the customer's PBX.
- Allows fixed to mobile convergence, where SOM employees access the network via a variety of telecommunications systems, including POTS, ISDN, cellular phones, and VOIP. This allows one extension to ring in multiple locations (either concurrently or sequentially, requires a Premium Seat).
- Provides a Web Portal Management with Administrative & User Portal allowing anywhere access to phone features and settings, etc.
- Offers a Receptionist Portal that is designed to combine a Receptionist Phone with a choose-and-click operator interface on a PC screen that makes it easy for a receptionist to direct calls to staff, wherever they may be.
- Offers a Business Communicator, a Unified Communications client which provides soft phone features (Group chat, file transfer/sharing, and more are coming in early 2015.)
- Enables Unified Messaging with delivery of voice mail in email format.
- One system, one platform, all voice and data needs.

**CenturyLink IQ SIP Trunk Session Descriptions**

IQ SIP Trunk Session Types: \* *Session types are mutually exclusive. Two different session types cannot be present under a single Enterprise (Tenant)*

**SIP Trunking Basic Features**

- Basic Broadworks Features
  - Additional Features Included in Basic Sessions
    - Supports the following features:
      - Calling Line ID Delivery Blocking
      - Calling Name
      - Calling Line ID Presentation
      - Calling Line ID Restriction
      - Customer Originated Trace
      - External Calling Line ID Delivery
      - Internal Calling Line ID Delivery
      - Malicious Call Trace
      - Trunk Group
- All LD/TF calls are metered
- SIP Refer
- Pooling
- Call-forwarding to PRI/POTS/Cellular
- Charge/lower session price

**SIP Trunking Standard Features**

- Standard Broadworks Features
  - Additional Features Included in Standard and Enterprise Trunk Sessions
    - Supports the following features:
      - Authentication
      - Basic Call Logs
      - Call Waiting

- Calling Line ID Delivery Blocking
  - Calling Name Retrieval
  - Calling Party Category
  - Charge Number
  - Client Call Control
  - Calling Line ID Presentation
  - Calling Line ID Restriction
  - Customer Originated Trace
  - External Calling Line ID Delivery
  - Internal Calling Line ID Delivery
  - Intercept User
  - Malicious Call Trace
  - Phone Status Monitoring
  - Physical Location
  - Preferred Carrier User
  - SMDI Message Desk
  - Third Party MWI Control
  - Third Party Voice Mail Support
  - Geo-Diverse SBCs (Enterprise Sessions only)
- SIP Refer
  - Pooling
  - Call-forwarding to PRI/POTS/Cellular
  - MOU Bucket Included
  - Charge/session

Standard features for Inbound Calling include:

- Inbound local call receipt
- Inbound Long Distance call receipt
- Inbound Toll Free Call receipt

Standard features for Outbound Calling include:

- On-net to on-net Calling (between CenturyLink VoIP products)
- Outbound Local calling
- Outbound Toll Free calling - SIP Trunk TN to an 8xx number
- Outbound Off Net Long Distance Calling
- Outbound International calling
- Nomadic 911
- Supports 411, 711(TRS), 911
- Caller ID
- Caller ID block (Privacy) - Portal capability to have private caller ID
- Privacy per call - \* code
- Class of Service Restriction on outbound international and/or long distance calls
- Dedicated VOIP Interconnect access (Allow the customer to use the RFC1918 address space); Operator Services
- Project Account Codes and Verified PACs
- Extension to Extension Calling (over CTL VoIP Network)
- TDM failover from SIP Trunk
- IPV6 support
- Automating ACME packet/Edge device- the configuration on each customer order
- Alien/unscreentd TN support
- G.711u, G.711A, G.729a, G.729ab
- T.38 Version 0
- Star code initiated features
- DTMF Support(tone recognition) (RFC2833, Inband, SIP Info, RFC2833 and SIP Info)
- SIP 300 multi-choice

- SIP Refer
- SIP Redirect
- SIP Reinvite
- Transcoding
- ANI II
- Realtime ANI

#### SIP Trunking Enterprise Features

- Standard Broadworks Features
  - Additional Features Included in Standard and Enterprise Trunk Sessions
    - Supports the following features:
      - Authentication
      - Basic Call Logs
      - Call Waiting
      - Calling Line ID Delivery Blocking
      - Calling Name Retrieval
      - Calling Party Category
      - Charge Number
      - Client Call Control
      - Calling Line ID Presentation
      - Calling Line ID Restriction
      - Customer Originated Trace
      - External Calling Line ID Delivery
      - Internal Calling Line ID Delivery
      - Intercept User
      - Malicious Call Trace
      - Phone Status Monitoring
      - Physical Location
      - Preferred Carrier User
      - SMDI Message Desk
      - Third Party MWI Control
      - Third Party Voice Mail Support
      - Geo-Diverse SBCs (Enterprise Sessions only)
- Pooling
- SIP Refer
- Call-forwarding to PRI/POTS/Cellular
- Geo-Diverse SBCs
- Enterprise Trunking
- MOU Bucket Included
- Charge/session

#### Standard features for Inbound Calling include:

- Inbound local call receipt
- Inbound Long Distance call receipt
- Inbound Toll Free Call receipt

#### Standard features for Outbound Calling include:

- On-net to on-net Calling (between CenturyLink VoIP products)
- Outbound Local calling
- Outbound Toll Free calling - SIP Trunk TN to an 8xx number
- Outbound Off Net Long Distance Calling
- Outbound International calling
- Nomadic 911
- Supports 411, 711(TRS), 911
- Caller ID

- Caller ID block (Privacy) - Portal capability to have private caller ID
- Privacy per call - \* code
- Class of Service Restriction on outbound international and/or long distance calls
- Dedicated VOIP Interconnect access (Allow the customer to use the RFC1918 address space); Operator Services
- Project Account Codes and Verified PACs
- Extension to Extension Calling (over CTL VoIP Network)
- TDM failover from SIP Trunk
- IPV6 support
- Automating ACME packet/Edge device- the configuration on each customer order
- Alien/unscreened TN support
- G.711u, G.711A, G.729a, G.729ab
- T.38 Version 0
- Star code initiated features
- DTMF Support(tone recognition) (RFC2833, Inband, SIP Info, RFC2833 and SIP Info)
- SIP 300 multi-choice
- SIP Refer
- SIP Redirect
- SIP Reinvite
- Transcoding
- ANI II
- Realtime ANI

### **Enhanced Features**

#### **Alternate Call Routing**

Shall allow the SOM to have toll-free call routing plans provisioned for future implementation. The SOM shall be able to have up to 20 alternate call plans per toll-free number, ranging from a simple switched plan and/or dedicated route plan with multiple linking features. Each Alternate Call Route plan is a distinct and independent plan. Each plan shall be able to have different features and terminating addresses. Termination shall be Switched and Dedicated.

#### **Busy Ring-No-Answer (BRNA)**

Shall allow the SOM to define alternate locations to terminate toll-free calls for busy or no-answer conditions. Up to four terminating destinations shall be able to be defined for BRNA: Primary, 1<sup>st</sup> route advance, 2<sup>nd</sup> route advance and final route advance. The terminating addresses shall be able to be either dedicated or switched in any order, but there shall be at least one dedicated termination to allow the use of BRNA. Call route advance to alternate destinations on All Trunk Busy (ATB), CPE "busy" reject messages (ISDN or SS7 signaling) and/or ring-no-answer timeout. Termination shall be Switched and/or Dedicated, as long as there is one Dedicated terminating address.

#### **Day of Week**

Shall allow the SOM to have toll-free calls routed to different terminating locations based on the day of week a call is placed. Termination shall be Switched and Dedicated.

#### **Day of Year**

Shall allow the SOM to have toll-free calls routed to different terminating locations based on the day of year a call is placed. This type of routing is commonly referred to as Holiday Routing. There are 21 standard holidays and the SOM shall be able to add unlimited special days as holidays for their 8XX. Termination shall be Switched and Dedicated.

#### **Dialed Number Identification Service (DNIS)**

Digits delivered to a dedicated trunk group that shall be able to be used by the SOM's equipment to identify the specific toll-free number dialed by the caller. DNIS is defined for each TF number and can be 2 to 10-digits (often DNIS is the BXX dialed number, but does not have to be). Termination shall be Dedicated Only.

### **Direct Termination Overflow (DTO) & Trunk to Trunk**

Sends overflow calls to a pre-determined terminating location if the initial location trunk capacity is fully utilized. The overflow routing shall be able to be defined with multiple dedicated route choices with the ability to route to a final switched terminating location. It is important to note that if a switched location is used, it shall be the last in the overflow sequence. Termination shall be Dedicated Only (overflow to a switched permitted as final overflow).

### **CenturyLink EZ Route**

A network-based, customer-configured IVR platform. It answers calls, provides message announcements, houses SOM routing databases and supports call routing to live agents or other IVR applications. Integration shall also be with premises-based Cisco ICM or Genesys T-Server software, and links to QWCC applications. Termination shall be Switched and Dedicated.

### **Industry Toll Free Directory Assistance**

Shall allow the SOM to publish their toll-free number(s) in AT&T's Directory Assistance database. By dialing 1-800-555-1212, a caller can obtain the toll-free service number associated with a particular toll-free service customer name, as specified by the caller. Termination shall be Switched or Dedicated.

### **Intelligent Pre-Route (IPR) Description**

Shall allow the SOM to provide pre-routing instructions from their Cisco ICM intelligent call processing to the Contractor's carried toll-free calls. Contrary to using hard coded toll-free routing for an 8XX number in the Contractor's SCP, IPR shall allow the SOM to provide routing (through an inquiry to their Cisco ICM) for the initial termination of their toll-free calls. This service requires the SOM have a Cisco ICM (GeoTel) intelligent call processor and send "labels" which can be interpreted as routing instructions by the Contractor's voice network for toll-free calls. {Default routing is programmed in the Contractor's SCP in the event the SOM ICM does not respond with routing instructions in 500ms.} Termination shall be Switched or Dedicated.

### **In-Switch Overflow Trunk Overflow**

Shall allow the SOM to overflow toll-free calls to multiple trunk groups in a single QCC switch. Sends overflow calls to a pre-determined group of physical trunk groups in a single QCC switch when the initial location trunk capacity is fully utilized. This overflow feature only allows termination to toll-free calls to dedicated trunk groups (all provisioned on a single QCC Voice switch). QCC allows In-Switch Overflow trunk groups of up to ten physical trunk groups in a QCC Sonus NGS switch or up to 220 physical trunk groups in a QCC Nortel DMS250 switch. Termination shall be Dedicated Only.

### **Geographical Routing and GeoPlus Routing**

Shall route calls automatically to the SOM's chosen location, based on the originating location of the caller. The Contractor shall offer two types of GeoRouting: Basic and CenturyLink GeoPlus™.

BNPA, NPA/NXX, ANI, State and LATA only, define basic GeoRouting. CenturyLink GeoPlus™ routing can be defined by zip code, cities and congressional districts, to name a few. (Note: This advanced option is only offered through an alliance with AdGeo Telecom. Contact AdGeo directly at: 888-947-3100 or. [www.Qwestgeoplus.com](http://www.Qwestgeoplus.com). Termination shall be Switched and Dedicated.

### **International Toll Free Service (ITFS)**

ITFS allows the SOM to originate toll-free calls from outside the domestic Continental United States and ECC locations (Alaska, Hawaii, Canada, Puerto Rico and the U.S. Virgin Islands). Toll-free calls can originate from over 50 global locations with each country utilizing its own International toll-free number specific dialing plan. Termination shall be Switched and Dedicated.

### **Menu Routing**

Shall allow SOM callers to select, via pre-recorded messages and touch tone options, where their call shall terminate or provide a message. Unlike E2 Route, the Contractor builds the applications and changes are only completed by orders. Termination shall be Switched and Dedicated

### **Percent Allocation**

Shall allow the SOM to have toll-free calls routed to different terminating locations or a different DNIS to the same dedicated termination trunk group based on pre-defined percentages. It is important to note that percentage allocation routing is probability-based. The higher the volume of calls over a given period of time, the greater the accuracy of the allocation. (Link to NTS Voice web site to review the Percent Allocation - Distribution Explanation) Termination shall be Switched and Dedicated.

**Project Account Codes (PACs)**

Shall allow the tracking of toll-free calling volumes based on SOM codes entered after a Toll Free number is dialed (as response to prompt).

There are two types of PAC codes:

Non-verified: each code is verified against a predefined digit length only; no specific codes are verified.  
Verified: each code is verified against a specific list of codes, all of the same digit length (SOM provided or Contractor created). Termination shall be Switched and Dedicated.

**Contractor Control Center for Toll-free**

Shall allow the SOM an Internet-based real-time management tool for their toll-free service. Termination shall be Switched and Dedicated.

The following tools are available from the Contractor for Toll Free:

- BCall Routing Tree Management
- Configuration Reports
- Traffic Utilization Reports

**Real-time ANI**

Digit(s) delivered with calls that identify the caller's originating number. Termination shall be Dedicated Only.

**SuperTrunk Overflow**

Shall allow the SOM to overflow toll-free calls to multiple trunk groups in a single QCC switch. Sends calls to a predetermined group of physical trunk groups in a single QCC switch in a round robin repeating cyclical distribution (overflowing to the next trunk group in the sequence if an All Trunk Busy condition is experienced). This overflow feature only allows termination to toll-free calls to dedicated trunk groups (all provisioned on a single QCC Voice switch). QCC allows SuperTrunk Overflow trunk groups of up to ten physical trunk groups in a QCC Sonus NGS switch or up to 220 physical trunk groups in a QCC Nortel DMS250 switch. Termination shall be Dedicated Only.

**Tailored Call Coverage (TCC)**

Shall allow the SOM to have calls blocked or allowed from one or more specific originating areas, when defined by LATA, State, NPA, NPA/NXX or 10-digit ANI. The TCC feature is also used to support "Shared Traffic" when the Contractor is the Resp Org and the SOM wants to have an 8XX number carried by multiple IXCs. Termination shall be Switched and Dedicated.

**Time of Day (TOD)**

Shall allow a customer to have toll-free calls routed to different terminating locations based on the time of day a call is dialed or placed. Termination shall be Switched and Dedicated.

**Transfer and Release (TnR)**

Shall allow the SOM to utilize network transfer (pull the call back into the Contractor's network and terminate in to a different location) for their toll-free calls. When a transfer is complete, the original terminating location facilities (trunk) are available for additional calls. TnR shall allow the SOM to transfer toll-free calls to other QCC 8XX number(s); QCC dedicated access trunk groups or switched ring-to numbers. A TnR Dialing Plan is established for each toll-free number with TnR to allow a customer to complete transfers (and possibly to utilize abbreviated (less than 10- digit) dialing for the transfers. {NOTE: TnR from dedicated can only be implemented when the dedicated access facility is provisioned from a Nortel DMS250 SPM interface module.}

Termination shall be Dedicated or Switched, but requires at least one Dedicated termination as the primary or in the TnR Dialing Plan.

## 2. Contract Transition Plan

The Contract Transition Plan documents all the activities necessary to transfer services and features from the current SOM Local Voice Services contract to the new contract. Some of the activities include identifying key transition issues, transition objectives, including SLAs, risks, tasks and responsibilities, resources, timeframes and policies and procedures.

As part of the Contract Transition Plans, the Contractor shall provide both a Contract Transition-In Plan and a Contract Transition-Out Plan. Within 15 business days after contract execution, the Contractor shall provide a Contract Transition-In Plan to the SOM for approval. Upon the SOM's approval, the Contractor shall execute the Contract Transition-In Plan within a mutually agreed-upon timeframe. The Contractor shall provide the Contract Transition-Out Plan 90 days prior to the contract termination date. The approved Contract Transition-Out Plan is shall be initiated 60 days before the contract termination date.

All new requests for switched services after the contract effective date will be processed within five (5) Business Days. If the effective date is on or before the 7th day of a month, all Long Distance Services currently provided to the SOM by Contractor shall have Contract pricing applied on the first day of the second monthly billing period after the Effective Date.

The final inventory of all services shall be provided to the SOM in a digital format for all services being transitioned from the Contractor.

The Contract Transition Plan shall be delivered in MS Project Plan format or equivalent, include a schedule for all transition activities, and identify Contractor and SOM tasks, subtasks and activities that exist as line items within the transition plan.

As part of the Transition Plan, when transitioning in and out of the contract, when requested by the SOM, the Contractor shall provide number portability for all telephone numbers transitioned to any Carrier designated by the SOM. The final inventory of all services shall be provided to the SOM in a digital format for all services being transitioned from the Contractor.

- i. Transition In - Transitioning from the incumbent Carrier providing Toll-Free Services to the SOM shall be done after site survey has been completed identifying all current Toll-Free Services.
- ii. Transition In - The Contractor shall establish accounts based on the SOM provided current Toll-Free numbers that are ported to the Contractor's Toll-Free Services.
- iii. Transition In - The Contractor and the SOM shall transition all Toll-Free Services provided by other Toll-Free Carriers to the awarded Contractor.
- iv. Transition In - The day services are available for use, service charges will begin. Usage charges, however, are billed in arrears and those appearing on any invoice shall be charged for the previous period with appropriate proration.

Implementation of the project shall include the following activities:

1. **Planning.** Upon bid award Contractor shall work with the SOM's team to develop and confirm the Project Scope of Work. Contractor shall lead the development of a Project Plan that will outline the project tasks, assign responsibilities, identify risks, and define the schedule for project implementation. The approach relies heavily on detailed planning to ensure that the transition to new services is as transparent to end users as possible. The planning phase of the project includes the following items:
  - Detailed design and technical review to ensure all segments of the Scope of Work have been identified.

- Assign responsibility to each project task. A list of roles and responsibilities will be prepared to ensure each team member is accountable for their part of the project.
  - Development of a project schedule.
  - Establishment of Change Management Process (as needed). This process will outline the method of reviewing change requests and shall include the team members who shall be responsible for reviewing and approval of change requests.
  - Creation of Communication Plan. This plan shall include regular meeting schedules, agreement on project documentation preparation and storage, escalation procedures, and project reporting structures.
  - Development of Cutover Plan (as needed). This plan shall detail the steps required and personnel needed to transition to the new Contractor services. Cutover for a large project may require several phases as the implementation progresses.
  - Risk assessment and risk mitigation procedures development (as needed).
2. **Implementation.** After the Project Plan is approved, the implementation shall commence with the placement of network and equipment orders. The SOM is expected to assist in preparation of each site and coordination of circuit & equipment installation. Network and equipment testing will be conducted prior to cutover. Contractor may maintain an Outstanding Issues Log to ensure that team members are held accountable for items that need to be completed, and to ensure that open issues are followed through to completion.
3. **Cutover/Transition.** A Cutover Plan, if required as determined by the Contractor within 30 business days of contract execution, shall be developed during the planning phase of the project that will outline all the tasks required to transition to the new Contractor products and services. This plan shall also identify each organization and individual necessary to make the transition. Contractor shall coordinate cutover schedules with Contractor, vendors, other carriers if applicable, and SOM's personnel to schedule cutover windows as specified by the SOM. Contingency plans shall also be in place in the event that prior service needs to be restored. The Cutover Plan shall also include testing procedures for the new products and services. Contractor shall work with the SOM to provide post-cutover support.
4. **Project Closure.** Upon completion of the implementation phase, Contractor shall compile documentation for the services installed including circuit identification, equipment lists, and network diagrams (if applicable). Detailed contact information for maintenance and repair services shall also be provided. A closure meeting shall be held with the SOM and Contractor to review the documentation and ensure that the project is completed according to specifications.
3. **Service Ordering**

Contractor shall offer presales technology/services support to assist the SOM in selecting the best value solution(s) based on SOM needs. At the SOM's discretion, the Contractor shall provide pricing quotes for a variety of voice service options.

The SOM shall issue a voice service order request to the Contractor for the procurement (or termination) of the selected service(s).

Contractor shall provide a formal ordering process which assures the SOM will not be responsible or charged for any services ordered outside of agreed-upon formal service order process.

Contractor shall provide the SOM a method of placing all service orders electronically via email or online through a secure portal. Order confirmation from the Contractor shall be in a digital format. All service orders shall be placed and approved by a designated SOM contact. A link to "designated SOM contacts" for each service option shall be provided to Contractor(s) with final Contract for signature. All service orders shall include, but are not limited to, the following:

- Service Order Number
- Requesting Agency
- Time and Date of Service Order

- Service Description
- Name and phone number of designated SOM requestor who initiated the service order
- Name and phone number of End User Contact

Requests for pricing and new services shall be sent to [SOMOrders@centurylink.com](mailto:SOMOrders@centurylink.com). A member of the Contractor's sales team will respond to the SOM with a quote and any required forms, if necessary, to process the request. When an order is received and accepted, an email reply will be sent to the SOM with confirmation of receipt and order numbers. Confirmation of order completion will also be sent to the SOM via email, including any due dates related to the order.

Contractor shall inform the SOM requestor of any expedite fees and shall document the date, time and name of the SOM requestor who approved the expedited service and related fees on the service order.

Contractor shall be able to track service orders from receipt of the order until delivery to the SOM. Service orders shall be processed and provisioned within the agreed-upon timeframe as specified within Section 1.104 I.B.6. Long Distance and Toll-Free Services - Service Level Agreements.

#### 4. Support Services

Contractor shall provide a technical support help desk, including incident reporting and problem management. Warranty and maintenance services shall be delivered within the contracted timeframes, as documented in Section 1.104 I.A.6. Local Services - Service Level Agreements.

Contractor shall provide the State the ability to submit Trouble Tickets electronically. The Contractor shall provide details of Trouble Ticket status via confirmation email back to the State, including periodic updates with detail and frequency.

The SOM prefers that the Contractor provide a web-based tracking system for Trouble Ticket management and provide the State visibility into this system. If the Contractor provides a web-based tracking system, the Contractor shall provide the SOM the ability to view details of Trouble Ticket status, including periodic updates with mutually agreed-upon detail and frequency.

a. The technical support help desk shall:

- i. Be available 24X7X365 for problem reporting and technical assistance through a Toll-Free number and email address
- ii. Coordinate trouble response with SOM staff
- iii. Be staffed with skilled technical staff that can diagnose and correct telecommunication voice problems
- iv. Have an automated ticket tracking system
- v. Provide the ability for contractor to open ticket and provide ticket tracking number upon initial customer contact
- vi. Track all Trouble Tickets and provide updates, at a minimum of 1 hour intervals, to the SOM
- vii. Provide the ability for the SOM to submit Trouble Tickets electronically
- viii. Record history and resolution of all Trouble Tickets
- ix. Analyze Trouble Tickets for trends and chronic problems
- x. Follow current industry best practices for network performance management
- xi. Exchange ticket information between the Contractor's ticketing system and the SOM's ticketing system. (SOM uses BMC Remedy v 7.X)
- xii. Work with the SOM to prioritize the Trouble Ticket based on the following matrix:

Category	Description
Level 1	SOM is experiencing a total service outage or service degradation that requires immediate attention.
Level 2	Service is impaired, causing some business process

	degradation.
Level 3	SOM is experiencing intermittent service impairment.

### **Support Desk Description**

The Contractor shall maintain a 24 hour a day support desk. To report trouble, the SOM shall be able to call the following number: 800-524-5249.

Technicians on the Contractor's support desk will determine the problem and then dispatch a locally based technician to repair the service as needed.

For some services, the Contractor shall provide a free, secure self-service web portal (<http://centurylink.com/business/login>) that can be used to open trouble tickets for service issues.

Ongoing maintenance shall be performed on a regular basis on the Contractor's service infrastructure including basic wireline repair and network equipment that supports voice service. Repair services are handled during regularly scheduled maintenance windows during overnight hours. Maintenance evolutions scheduled and customers are notified by email or by the assigned service manager.

### **Outages and Pending Changes**

The Contractor shall maintain a proactive monitoring and notification objective of 10 minutes from receipt of a customer circuit physical outage event for data services. The Contractor shall employ platform-specific alarm thresholds to identify service impairments. The Contractor's internal systems correlate network alarms to customers, generating a trouble ticket for automatic customer notification. Automatic notification shall be provided to the SOM when subscribing to ATM, Frame or IP-based services and comes in the form of e-mail or text page.

For non-IP services, the Contractor shall analyze the impairment parameters and employ the necessary resources for isolating the problem. The Contractor's objective is to inform the SOM of carrier outages within 10 minutes of identification and verification of the event.

For manual notification (non IP-based), upon receipt of an outage ticket:

- The representative will pull port statistics to validate circuit is still down.
- If statistics reflect an outage situation is still present, the representative will call the customer contact for the circuit to validate whether this was a planned or unplanned outage, and, if unplanned, validate it is not due to customer power or CPE before working to mitigate the outage issue.

### **Internal Communication**

The Contractor's ticketing systems shall be able to sub ticket to other groups. When sub ticketing, the originating group will follow it up with a phone call or e-mail, depending upon agreement between groups, to ensure ticket was received. When issue has been resolved the sub ticket is closed and the group will follow up with the originating group based on preferred method.

### **Client Communication**

The Contractor shall provide, at no additional cost to the SOM, automatic notifications to the SOM. If this option is not available or preferable, the SOM shall have the option of being notified by phone or email.

#### **b. Escalation Procedures**

Escalation procedures, including timely resolution of issues, are of vital importance to the SOM and therefore, are vital for acceptable contract performance. The Contractor and the SOM shall jointly initiate and coordinate escalation procedures. The Contractor shall submit to the SOM for approval the procedures that the Contractor will use for the escalation of issues. The Contractor shall escalate issues based on agreed-upon guidelines.

Contractor shall provide escalation procedures to the SOM, including:

- i. Prioritization of Trouble Tickets
- ii. Notification to one or more client contacts of a ticket's escalation and status changes

Contractor shall track, measure, and report to the SOM, at no additional cost to the SOM, service Time to Resolve (TTR) goal and actual metrics. The Contractor's trouble resolution progress shall be tracked and measured according to the established 2 hour Time to Resolve (TTR) goals for service categories listed in the SLAs.

Contractor shall provide updated service escalation procedures within one business day of a change to the escalation procedure or any points of contact.

For a complete list of Support and Maintenance requirements please see Schedule B - Requirements.

c. Fraud Prevention and Control

Within 30 days of contract execution, the Contractor shall submit a Fraud Control Plan to the SOM outlining the Contractor's methods for the prevention of unauthorized use of any contracted voice services. The Fraud Control Plan shall describe the Contractor's methods for fraud detection, including its fraud center ability to monitor for fraudulent call activity 24x7x365. The Contractor shall operate a fraud center staffed with analysts that are trained to detect suspected fraud or abuse on services interconnected to Contractor facilities.

Contractor shall report immediately to the SOM any indication of fraud or misuse of the Contractor's network and/or contracted call plans and take corrective action. The Contractor shall monitor and report:

- Sudden irregular outbound calling patterns
- account or calling card excessive call duration
- high quantity of outbound calls to the same geographic location
- questionable third party charge-backs

At the SOM's direction, Contractor shall establish special handling procedures to notify the SOM of suspected fraudulent use. This shall include after hours, weekends, and holidays.

Contractor shall not bill the SOM for any confirmed unauthorized (fraudulent) calls. The SOM will handle the invoicing of any suspected fraudulent calls via the invoice dispute resolution process referenced in Section 1.601.

5. Optional Services

The SOM reserves the right to award these services to the Contractor if the SOM sees additional value for that award.

Services may include but are not limited to:

- a. Customer Self Service Applications (e.g. Cloud-based apps)
- b. DTMF and speech recognition
- c. Voice response
- d. On line reporting and management
- e. Text to Speech
- f. Geo-Spatial Routing
- g. Routing
- h. Call reporting
- i. Flexible On-Hold Messaging
- j. Exception Handling
- k. Custom Scripting

- I. Vendor-Hosted IVR Services
- m. Over-the-Phone Interpretation (OPI) Services

Additional Seats, Session Features and Add-Ons  
 Seat Types for IQ SIP Only  
 TN = Telephone Number

<u>Product Description/Label</u>	<u>Features Offered/Comments</u>	<u>Unit</u>
• SIP TN (SIP Basic/SIP Standard)	Standard Features	Per TN/Seat
• SIP Mobility TN	Includes Standard Features, Anywhere and Personal Mobility	Per TN/Seat
• SIP Feature Rich TN (SIP Premium)	Feature set equivalent to a Premium Seat* for Hosted VoIP	Per TN/Seat (does not include physical handset)
• SIP E911 Add-on (not an actual Seat, but an add-on to any of the above seats)	ELIN/ERL Mapping, Bulk upload of user information, V911, USPS Address Information	Per TN, Main group 911 address is included free

**\*Hosted VoIP Premium Seat –**

This seat is designed to fit the needs of the majority of a company's professional employees. This seat provides users with advanced IP phone features as well as soft client access. Supports the following features:

- Advanced Feature Package with Personal Mobility Package
- Voice Mail
- Unified Messaging Feature Package
- Shared Call Appearance (limit 35)
- Conferencing with up to 15 additional parties
- Call forwarding

**Analog Device Information**

The devices supported are the Cisco SPA 122 and 3102 discussed within this document. Each analog device supports two ports; therefore, each of these devices can have up to two seats assigned if required. These are often used as a basic non-IP based telephony devices such as overhead paging interface, wireless phones or faxes. The devices are supported for all seat types.

The Contractor shall support the connectivity to the device and not troubleshoot the actual device using the service (i.e. fax, overhead paging unit/system, wireless phone, etc.).

Devices that have been tested or the following:

- FXO ports: Overhead Paging Interface (requires the 3102), no feature access codes available
- FXS ports: Hotline (auto-ring down) extensions Station users, overhead paging interface, fax machines are supported via the pass-through method only, TTY devices and 711 Support.

**Anywhere Feature (Premium Seat)**

Callers dial one number and can reach you on any phone the user chooses. This is set up in the End User Portal so that an alternate desk phone, cell phone, and/or a soft phone can ring simultaneously. Users with this service can add multiple phone numbers in the portal to ring during inbound calls which performs a simultaneous ring feature to the selected devices.

The customer can use the end user portal to list all telephone numbers, and allow these numbers to ring when calls are received.

In addition, Anywhere adds the functionality of placing outbound calls from external devices such as mobile phones. The end user will use a configured device that has its phone number entered in the portal then dial the Anywhere TN that is configured per group. Once they dial the Anywhere TN from their pre-configured device, the user is then prompted to enter the phone number they wish to call, which will then show their Outbound Caller ID as though they are calling from their office phone.

Users are also able to use the retrieve FAC code \*11 to move a call from the remote device (i.e., mobile phone) back to their primary device once at that location. For example, if a user is on a conference call and wants to go downstairs to grab some coffee, they can call into the Anywhere TN from their mobile phone and then dial \*11, the call will then be moved to their mobile device. When they get back to their desk they can pick up their desk phone and dial \*11 again and it will pull the call back to their desk phone.

The SOM shall be able to order the anywhere group feature and an additional TN to use to configure the Anywhere TN per group. This shared number will allow users to dial from remote devices to engage the system for outbound dialing.

#### **Auto Attendant Function**

The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, 1 = Marketing, 2 = Sales, and so on).

Configuration via the web interface allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension.

A group can have multiple Auto Attendants configured, either individually (for example, customer service with separate business hours) or integrated into a multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

The SOM can use 0-9, #, \* for creating of options. There is a limit of 50 trees available in each auto attendant. The SOM shall be able to order an additional TN to use to configure each Auto Attendant

#### **Additional DID's Number**

These are additional/spare numbers that are not associated with a seat or add on features. If you take the total number of telephone numbers on the account and subtract the number of basic seats, standard seats, premium seats, hunt groups, auto attendants, and anywhere TN's, you'll have the total number of "Additional DID's".

#### **Hunt Group Feature**

The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy. For each hunt group TN is required.

#### ***Hunt Group Voice Mail Add-On***

For any Hunt Groups that the SOM wants to terminate into a voice mail box, the SOM shall be able to purchase the Hunt Group Voice Mail Add-on feature.

#### **PAC/VPAC**

Through the SONUS network Project and Verified Project Account Codes (PAC/VPAC) code are available. The Contractor will assign the PAC/VPAC at the VoIP site level which is designated as a group. This service is restricted to only offer one option per group (i.e. there could be multiple sites (groups) associated with one circuit).

The administration portal will be used to add, update and modify the PAC/VPAC codes. There is a charge to add this to the enterprise.

#### **Receptionist Attendant Web Console Software**

The web-based Attendant Console enables a user (for example, receptionist) to monitor a configurable set of users within their business group. A Premium Seat is required to use the Receptionist Attendant add-on feature.

The Attendant Console window is also integrated thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.

The Attendant Console graphically displays users' status (busy, idle, or do not disturb), as well as detailed call information. A variety of options are provided for managing the display, including: sort list of monitored users by name, department or title; filter user list by these categories; enter multiple letters of name to be displayed via automatic scrolling; select which column should appear, and in which order (for example, name, title, department, number, extension, mobile, pager, status, e-mail); and option to view duration of monitored users' calls, as well as name and number of parties they are talking to.

**OPTION:** The Receptionist Attendant Web Console can be added onto a Premium seat and paired with a Polycom 650 that can have up to 3 add-on modules.

#### **Softphone Client (Business Communicator)**

The CenturyLink Business Communicator is an add-on feature for existing seats. This add-on feature allows for the user to use their desk phone from anywhere they have an internet connection and a computer, smartphone or tablet. The number of softphone clients has to be equal to less the number of seats in the design, in fact, all seats in a customer solution may be softphones only.

There are two license types available for the softphones, but both use the same software (i.e., a customer can change their license type for their users without having to download new software):

- **Business Communicator - Voice/Video:** Simple softphone that allows for mobile use of your business telephone number.
  - **Voice/Video Calling** - Allows the user to make and receive calls from their devices virtually anywhere they have an internet connection
  - **Call Control** - Ability to manage their phone settings such as Anywhere, Mobility, Call Forwarding, Do Not Disturb, SIM Ring, and more all through their soft client
- **Business Communicator - Collaboration:** Full unified communication experience available on all compatible devices.
  - All features of the Voice/Video version
  - **One Identity** - You have one identify across all services, voice, video, and Instant Messaging & Presence...allows for the use of a single number from any device; the user can make calls using cellular data or their cell phone minutes all while outpulsing their work number
  - **Access from any device** - Access all of your communications services from any device, including your desk phone, desktop, laptop, mobile, or tablet
  - **Synchronized call logs, buddy lists and service settings** - All communications preferences are stored in the cloud and synchronized with the software on your device when you log in (chat logs are not synced but will be in a future release)
  - **High definition voice and video** - Voice and video calls are enhanced with the highest quality voice (video does not get tagged for QoS)
  - **Move from device to device without interrupting calls** - You can start a call on your desk phone - and seamlessly move to your mobile device
  - **Full Collaboration** - Easily conference in multiple people from your buddy list, share your desktop, and host group chats from any device

With the Business Communicator, one license per user (MRC) requires purchase and that gives the user access to the client on their desktop, smartphone, and tablet. The client is

compatible with Windows, Mac, iOS, and Android. Each seat can only have one license assigned to it and licenses are reusable.

### **Voice Messaging Only Seat**

This seat is designed as a standalone voicemail box for the support of calls that are not directed to a specific user's voicemail. For example, this can be a shared group only mailbox or a user that doesn't have device. Required are the following for each Voice Messaging Only Seat:

- DID TN
- Unified Messaging

Be aware that 911 calls cannot be made from a voice mail only seat. This user will have/not have access to the End User Portal. They will be limited to the telephone user interface (TUI) through the Voice Mail designated pilot number for the enterprise. They will have to enter the voicemail number and associated access code to get access.

### **Hosted VoIP**

The Contractor's Hosted VoIP platform is powered by the BroadSoft BroadWorks feature server. The Contractor's service provides many of the features that are found on a traditional PBX.

The Hosted VoIP telephone service will be delivered on the Contractor's tier 1 IQ Internet network. The Contractor's IQ network is engineered to be robust and redundant, so the SOM can count on reliable service. The Contractor's IQ Internet circuits provides quality of service (QoS), providing the voice service priority over other data traffic. This will provide the SOM with quality voice service.

The Contractor's Hosted VoIP per seat cost includes the Polycom SoundPoint IP Telephone Series. The SoundPoint IP family features the most comprehensive, best-sounding, most interoperable, high-quality IP phone solutions for businesses and enterprises of all sizes. Polycom and Hosted VoIP deliver a complete end-to-end, fully-integrated VoIP solution that ensures seamless certified interoperability. Polycom is based on open architecture standards for both voice and video.

The Contractor offers six Hosted VoIP seat types: Basic, Standard, Premium, Receptionist, Conference, Soft phone Client and Voice Mail only.

- The basic seat is designed as a phone for a lobby, break room, cafeteria or shop area that is not assigned to a specific user. The basic seat includes a Direct in Dial phone number (DID). The basic seat does not include unified messaging.
- The standard seat is designed to fit the standard calling service needs (general business, support and clerical personnel) that do not require advanced feature set. The standard seat includes a DID, standard feature package, shared call appearances (limit 10), unified messaging feature package, CenturyLink supported/certified soft phone client, conferencing with up to 15 additional parties, user toolbar and find me/ follow me function.
- The premium seat provides users with advanced IP phone features as well as premium phone and soft client access. The premium seat includes a DID, Advanced Feature Package with Personal Mobility Package, Contractor supported/certified soft phone client, conferencing with up to 15 additional parties, shared call appearance (limit 35)
- The conference has the same features as the basic seat with one of the Polycom conference room phones.
- The receptionist seat includes the features of a premium seat with three call appearance expansion modules.
- The soft phone Client requires a basic, standard or premium seat) for PC, MAC IOS and Android operating systems (branded CenturyLink on the iTunes and Google Play stores)
- The Voice Mail Only – Includes a telephone number and a voice mail box

A Hosted VoIP User Portal is included with each seat. The user can manage their own phone, listen to and configure voicemail, and access call records.

Enhanced 911 is an advanced 911 service that associates an address with the incoming call to a public safety answering point (PSAP). This allows emergency services to locate the caller without the caller having to verbally provide that information. Emergency 911 dialing provided with CenturyLink IP Voice products is not traditional 911 emergency dialing.

Hosted VoIP allows the end user to update their 911 address via the portal anytime a day. After phone number set up and porting on the original order, or MACD, Contractor passes provisions 9-1-1 information based on precise "geo-coded" based coordinates. Administrators and users are required to update location information when a temporary move occurs. Updates can be done in the end user portal and if approved, will update in less than 15 minutes. Nomadic or V911 is provided to every phone numbers provisioned with the service. Contractor Hosted VoIP handsets can be moved to a temporary location (a V911 covered location other than the original location where the service was installed) for a maximum of 6 months due to taxing rules.

### **Managed Office**

With CenturyLink® Managed Office, we manage your office communications for you. Not only does the Contractor manage the hardware and software, but the Contractor shall use cloud-based applications to deliver business services to the SOM over the Contractor's network.

Buying, maintaining, running, and managing your network are no longer a worry. And since the Contractor's solution is available at a per-seat cost, the SOM can get a predictable monthly budget. Managed Office bundles data, voice, and core business applications with end-to-end management.

### **DATA**

- Data connection (bandwidth options from 1.5Mbps to 1Gbps—in select areas)
- Internet, Enhanced, or Private Port1,2
- ADTRAN wireless access point3
- ADTRAN routers and switches
- Uninterruptible power supply (optional)

### **VOICE**

- Hosted VoIP using BroadSoft BroadWorks platform
- Polycom IP phones
- Unlimited local and on-net domestic long distance
- Package of off-net domestic long-distance and toll-free minutes
- Manage users/settings online
- Unified messaging

### **APPLICATIONS**

Email, Collaboration & Productivity with Microsoft Office 365

1 Microsoft Office 365 Business Essential license (online version) which includes:

- Microsoft® Exchange Online email box (50GB mailbox)
- Microsoft® Lync Online for web conferencing, presence and Instant Messenger
- Microsoft® SharePoint® Online: 10GB shared, plus 500MB per seat
- Microsoft® Office Online
- (create/edit Excel, PowerPoint and Word via a web browser)
- Anti-malware protection and anti-spam filtering
- Email archiving, encryption and protection
- OneDrive for Business (1TB of personal online document storage per user)
- Web Presence
- Domain Name Registration and Transfer
- Security
- Endpoint Protection for your PC or laptop
- Email Protection and Continuity
- Cloud Backup

- Online data backup for PCs and Laptops (25 GB per seat)

### **Calling Cards (Worldcard)**

When traveling, Worldcard® shall keep SOM users connected with a toll-free access number for placing long-distance calls from domestic and international locations. Worldcard offers calling access from the U.S. to over 200 countries. If abroad, Worldcard provides access to over 80 countries for calls back home. Limited international country-to-country calling is also available.

Worldcard offers unsurpassed CenturyLink™ service quality and a combination of calling features that make it ideal for the busy professional.

- Speed dialing allows you to program up to 9 frequently-dialed numbers
- Make multiple domestic calls without hanging up or redialing access numbers and authorization codes
- With the star key, a user can correct misdialed numbers or incorrectly-entered authorization codes; press the star key again to redial without having to hang up
- Choose a personalized card number and PIN code
- Simplify tracking by using optional project accounting codes (PAC) and verified project accounting codes (VPAC)
- Customize and/or co-brand your card (minimum quantities apply)  
Additionally, wallet-size dialing guide with dialing tips makes finding country and access codes easy and convenient.

### **Stretch your dollar with flexible billing**

Worldcard saves users money with flexible pricing options. Choose between flat rates or CenturyLink Total Advantage™ rates with a low surcharge. (Additional surcharges apply when using payphones.)

### **Service and support to keep you connected**

Worldcard is backed by dedicated customer service and 24/7/365 support.

There are six main types of calls customers can make using Worldcard:

1. Domestic (within the United States)
2. Canadian origination
  - Canada to Canada
  - Canada to United States
  - Canada to all international direct dial countries, including Mexico
3. Canadian termination (switched termination only)
  - Canada to Canada
  - International to Canada
  - United States to Canada
4. Domestic to international
  - United States to over 250 international destinations, both landline and mobile
5. International to United States and Mexico
  - Originate calls from over 80 countries
6. International to international
  - Limited origination from over 50 countries

The Contractor's Worldcard domestic service is available from the United States, Canada, and U.S. territories. It is available to the U.S., CN, and U.S. territories. The Contractor's Worldcard international service originates from over 80 international locations which terminate to the U.S. It originates and terminates calls in over 50 international locations. Calls originating in the U.S. and Canada terminate to over 250 international destinations (both landline and mobile).

### **Virtual Network Services (VNS)**

Virtual Network Services (VNS) are the Contractor's premier services for long-distance and international calling. The services offer multi-location entities the convenience, cost savings and control that are only achievable through a virtual network. Customers receive integrated pricing and reporting

features and support across all CenturyLink Total Advantage services. Switched and dedicated access available through VNS for domestic customers and calling card access is available around the world.

**Features**

VNS customers receive both switched and DAL/PRI access, each with full access to VNS features. Worldcard, the Contractor's calling card, is also available and priced at VNS rates. However, the calling card does not provide access to VNS features. The best access method for a customer's office is often determined by the call volume, including enhanced toll-free service calls to that location. Some of a customer's offices will use switched access, others will use DAL/PRI access, and some will use both.

**VNS switched**

This service is ideal for smaller locations. The customer chooses us as their primary interexchange carrier (PIC) long distance service provider for that location's ANI(s). We receive and transmit calls to the ANI via facilities connecting to the local exchange carrier's (LEC's) local switch serving the ANI. The service is available throughout the U.S.

**Dedicated Access Line (DAL)/PRI access**

DAL/PRI access is a group of private lines (also called special access lines) from the customer's PBX or Centrex to the CenturyLink nearest switch. This service is ideal for customers with large locations. For customers with a significant amount of VNS traffic to and from this site, the most cost-effective approach is to pay the installation and monthly fixed charges for DAL/PRI access. Customers pay the lower VNS use charges for calls from DAL/PRI's, versus using the local loops to the LEC and paying the higher switched access VNS use rates.

6. Service Level Agreements

Contractor shall establish Service Level Agreements (SLAs) with the SOM per the Contract Transition Plan. The following Service Group definitions apply to the appropriate SLAs listed in this section. The SOM reserves the right to request credits for services not meeting SLAs up to the amount of the disputed monthly service charges.

Service Group #	Service Group Description
Group 1	<ul style="list-style-type: none"> <li>• PRIs</li> <li>• DS3 circuits</li> <li>• OC(X) circuits</li> <li>• Enterprise PBX/IVR trunk connections</li> <li>• Enterprise SIP connections</li> <li>• Call Center business services</li> </ul>
Group 2	All other services

- a. **Network Availability:** The Contractor shall measure the Network Availability on a Monthly basis, per service type, as follows.

$\text{Monthly Network Availability} = (100\% - \text{NAD})$ $\text{Network Availability Downtime (NAD)} = \left[ \frac{\text{Total minutes of network non-availability per impacted service per calendar month}}{\{(\text{number of days in the calendar month}) \times (24 \text{ hours}) \times (60 \text{ minutes})\}} \right] \times 100$
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- i. The availability of Group 1 shall be at 99.999% or better.
- ii. The availability of Group 2 shall be at 99.99% or better.

- b. **Time to Repair (TTR):** The time shall be measured from the time a Trouble Ticket is established at the Contractor's technical support help desk through any means until the Contractor's Trouble Ticket is changed to resolved status after SOM validation.

Contractor shall not exceed the objective as stated below:

**TTR by Service Group Table**

Service Group #	Performance Objective
Group 1	2.0 hours
Group 2	4.0 hours

For a complete list of required Local Services, please see Schedule B – Requirements.

## 7. Reports

Contractor shall provide, at no additional cost to the SOM, reports and related data via a web interface that supports file formats jointly approved by the SOM and the Contractor. Reports and related data shall be posted to a secure web site.

The Contractor and the SOM shall develop a set of standard reports that are designed to record SOM Long Distance and Toll-Free service performance. Reports (formats to be created by the SOM) shall be submitted to the SOM's Contract Compliance Manager for approval within 45 business days after the execution of the contract resulting from this RFP. Once both parties have agreed to the format of the reports, it shall become the standard to follow for the duration of the contract unless modified by the SOM. The Contractor shall monitor, collect, and process data for these performance reports, which provide information required for Root Cause Analysis (RCA), chronic analysis, and assessment of conformance to performance standards. The SOM reserves the right to change the report format or frequency. An electronic copy of the reports shall be available. The Contractor shall provide the ability to create ad hoc reports, as requested by the SOM (e.g. the time it takes to reroute a Toll-Free number from one dedicated location to another dedicated location and a switched location to another switched location at the request of the SOM).

The Contractor shall maintain a database of SOM service circuits. The Contractor shall provide RCA reports upon SOM request for any chronic or site specific issue.

The Contractor shall have available, preferably via a web interface, reports on the following schedule:

- Daily – by noon of the following business days
- Weekly – by the end of the first business days of the following week
- Monthly – by five business days following the end of the month

The Contractor shall provide the following reports on a daily basis, in total and by agency:

- Trunk group utilization (if applicable)
- Specific sites that experience 100% utilization at any time of the day, including the time of 100% utilization

The Contractor shall provide the following reports on a weekly basis, in total and by agency:

- Services that have been down for more than four hours for any given site during the week

The Contractor shall provide the following SLA reports on a monthly basis, in total and by agency:

- Network Availability
- Time to Repair (TTR) metric

The Contractor shall provide the following Performance and Management Reports on a monthly basis:

- Service Request Detail Report, to include for each service order
  - Service order number
  - Service description

- Order date
- Order completion date
- SOM requestor
- Service affecting outages, including times, outage type, duration and cause
- Listing of all Toll-Free outages resulting in the requirement to re-route Toll-Free traffic. Report is to include the numbers affected, the time of the outage and the time of successful re-routing of traffic
- Service Trouble Summary and Detail
- Circuit ID, including active and disconnected circuits
- Site Location, including physical address by SOM agency
- Service Type Summary (Quantity by Agency)
- Contract performance Monthly and year-to-date spend, filterable and sortable by contract, site, service and agency
- Quantity and spend reports for all services
- Financial Summary Report, including total spend year-to-date, contract inception to date and remaining contract dollars
- Trouble Ticket summary by priority with detail (e.g. high/medium/low)

The Contractor shall maintain and make available to the State historical report data as follows:

- 40 rolling days of summary data history
- 8 rolling days of call detail record history
- 90 rolling days of alarm history

### **1.200 Roles and Responsibilities**

#### **1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES**

##### **A. Contractor Staff**

The Contractor shall provide, and update when changed, an organizational chart indicating lines of authority for personnel involved in performance of this Contract and relationships of this staff to other programs or functions of the firm. This chart shall show lines of authority to the next senior level of management and indicate who within the firm shall have primary responsibility and final authority for the work. The chart shall show the Account Manager and his/her place in the organization, names of managers and directors, up to the Chief Executive Officer (CEO). The organizational chart should be included as Attachment 2 – Company Organizational Chart of the proposal.

##### **1. Key Personnel**

All Key Personnel may be subject to the SOM's interview and approval process. Any Key Personnel staff substitution shall have the prior approval of the SOM in accordance with the Contract. The SOM has identified the following as Key Personnel for this SOW:

- **Account Manager/Single Point of Contact (SPOC)**

Contractor shall provide an **Account Manager/SPOC** to interact with the designated personnel from the SOM to ensure a smooth transition to the new contract. The Account Manager shall coordinate all of the activities of assigned Contractor personnel and create all reports required by the SOM. The Account Manager responsibilities shall include, at a minimum:

- The Account Manager must act as the Single Point of Contact (SPOC) for any issue related to the issued contract
- Escalation point for contract issues, risks, and other concerns
- Utilize Contract Change Management
- Communicate on order and delivery status and issues
- Route calls or requests to the appropriate resource
- Manage resolution of order and delivery issues
- Provide information on business processes for using the contract
- Manage all defined Contractor responsibilities in this Scope of Services

- Manage and report on the project's budget
- Process all submitted SOW requests and deliver detailed service and price proposals
- Deliver all contract required reports on product and service delivery, and SLA compliance
- Facilitate dispute resolution, including any invoice concerns
- Advise the SOM of performance under the terms and conditions of the Contract

**B. On Site Work Requirements**

**1. Location of Work**

Work is to be performed at SOM-owned or leased facilities.

**2. Hours of Operation:**

- a. Normal SOM working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. No overtime will be authorized or paid.
- b. The SOM is not obligated to provide SOM management of assigned work outside of normal SOM working hours. The SOM reserves the right to modify the work hours in the best interest of the project.
- c. Contractor shall observe the same standard holidays as SOM employees. The SOM does not compensate for holiday pay.

**3. Travel:**

- a. No travel or expenses will be reimbursed. This includes travel costs related to training provided to the SOM by Contractor.
- b. Travel time will not be reimbursed.

**4. Additional Security and Background Check Requirements:**

Contractor shall present certifications evidencing satisfactory Michigan SOM Police Background checks ICHAT and drug tests for all staff identified for assignment to this project.

In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project.

Contractor will pay for all costs associated with ensuring their staff meets all requirements.

**1.202 SOM STAFF, ROLES, AND RESPONSIBILITIES**

The SOM project team will consist of Executive Sponsors, project support, and a DTMB project manager.

**Executive Sponsors**

The Executive Sponsors represent the DTMB executive team by providing the vision for the contract, securing departmental support for the contract, and providing high level direction to the team.

The SOM's Executive Sponsors will provide the following services:

- Act as a vocal and visible champion within the SOM.
- Provide high level direction to the team.
- Keep abreast of major contract activities and performance.
- Make important decisions related to scope and direction.
- Solicit the SOM resources necessary for the contract.

Name	Agency/Division	Title	Phone/e-mail
David Wilson	DTMB Network and Telecommunications Services	Director	(517) 241-7552 <a href="mailto:wilsond7@michigan.gov">wilsond7@michigan.gov</a>

**Contract Compliance Manager**

DTMB will assign a Contract Compliance Manager who will be responsible for the SOM's infrastructure and coordinate with the Contractor in determining the system configuration.

The SOM's Contract Compliance Manager will provide the following services:

- Collect information necessary to monitor each Contractor's performance against SLA requirements
- Attend periodic meetings to review each Contractor's deliverables and metrics
- Facilitate communication between each Contractor and SOM departments/divisions
- Conduct regular and ongoing reviews of each Contractor's performance
- Make key implementation decisions, as identified by each Contractor's Bills of Materials and Project Plans

Name	Agency/Division	Title	Phone/e-mail
Scott Hall	DTMB Network and Telecommunications Services	Contract Compliance Manager	517-241-4255 <a href="mailto:halls9@michigan.gov">halls9@michigan.gov</a>

**SOM Project Manager** – for the Transition and other projects, as needed

The SOM's Project Manager must provide the following services:

- Coordinate the SOM resources necessary for the project.
- Provide acceptance and sign-off of deliverable/milestone and invoices.
- Collect information necessary to monitor the Contractor's performance against SLA requirements.
- Attend periodic meetings to review the Contractors' deliverables and metrics.
- Escalate outstanding/high priority issues.
- Utilize change control procedures and resolve transition project-related issues.
- Conduct regular and ongoing reviews of the transition project.
- Document and archive all important project decisions.
- Provide status updates to compliance manager and executive sponsors.

Name	Agency/Division	Title	Phone/e-mail
TBD	DTMB	SOM Project Manager	TBD

#### **DTMB Contract Administrator**

DTMB will assign a Contract Administrator who will manage post contractual activities which include but are not limited to:

- Negotiating or clarifying contractual provisions.
- Approving amendments to or extensions of the Contract.
- Participating in scheduled reviews of Contract milestones and deliverables.
- Resolving Contract issues between the SOM and the Contractor.
- Verifying that all contractual activities are complete prior to contract close out.
- Document and archive all important contract decisions.

Name	Agency/Division	Title	Phone/e-mail
Michael Breen	DTMB Purchasing	SOM Buyer	517-241-7720 <a href="mailto:breenm@michigan.gov">breenm@michigan.gov</a>

### **1.203 OTHER ROLES AND RESPONSIBILITIES**

#### **1.300 Project Plan**

#### **1.301 CONTRACT MANAGEMENT**

##### **A. Orientation Meeting**

Within 10 business days after contract signing, the Contractor may be required to attend an orientation meeting to discuss the content and procedures of the Contract. The meeting must be held in Lansing, Michigan, at a date and time mutually acceptable to the SOM and the Contractor. The SOM shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

## **B. Performance Review Meetings**

The SOM requires the Contractor to attend monthly meetings, at a minimum, to review performance under the Contract and monthly monitoring reports. The meetings must be held in Lansing, Michigan, or by teleconference, as mutually agreed by the SOM and the Contractors.

## **C. Contract Control**

1. The Contractor shall carry out this project under the direction and control of the DTMB **Network and Telecommunications Services** Division.
2. Within 20 business days of Contract execution, the Contractor shall submit a project plan to the State project manager(s) for final approval. This project plan must be in agreement with Article 1, Section 1.104 Work and Deliverables.

### **1.302 RESERVED**

#### **1.400 Project Management**

The Contractor shall assign a Project Manager to oversee major service implementations. The Project Manager's contact information must be provided to the State when any Major Service Implementation is initiated.

The Contractor's Statement of Work must include:

- Project Objective
- Scope of Work
- Design, if required by the State
- Deliverables
- Acceptance Criteria
- Payment by accepted milestone
- Agency Responsibilities and Assumptions
- Escalation Plan
- Work Breakdown Structure

*Note:* Before a project can commence, the State must approve the project plan, which must include the Contractor's SOW, to-be built design and a price quote based on deliverables.

#### **1.401 ISSUE MANAGEMENT**

An issue is an identified event that if not addressed may affect schedule, scope, quality, or budget.

The Contractor shall maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the State's Contract Compliance Manager on an agreed-upon schedule, with email notifications and updates. The issue log must be updated and, at a minimum, must contain the following elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue
- Priority for issue resolution (to be mutually agreed-upon by the State and the Contractor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

The Contractor shall work with the SOM to provide an escalation plan within 20 business days of contract execution. The escalation plan must include contact information of the appropriate personnel to be notified in the event an issue needs to be escalated. Issues shall be escalated for resolution from level 1 through level 3, as defined below:

Level 1 – Contract Compliance Manager

Level 2 – DTMB Network and Telecommunications Service Manager

Level 3 – Infrastructure Services General Manager

(Note: Names must be defined at the Kickoff meeting)

#### **1.402 RISK MANAGEMENT**

A risk is an unknown circumstance or event that, if it occurs, may have an impact on the project.

The Contractor is ultimately responsible for establishing a risk management plan and process. The plan will include the identification and recording of risk items, prioritization of risks, definition of mitigation strategies, monitoring of risk items, and periodic risk assessment reviews with the SOM.

A risk management plan format shall be submitted to the SOM for approval within twenty (20) business days after the effective date of the contract resulting from the RFP. The risk management plan must be developed during the initial planning phase of the project, and be in accordance with the SOM's PMM (Suite) methodology. Once both parties have agreed to the format of the plan, it shall become the standard to follow for the duration of the contract. The plan must be updated bi-weekly by the Contractor.

The Contractor shall provide the tool to track risks. The Contractor shall work with the SOM and allow input into the prioritization of risks.

The Contractor is responsible for identification of risks for each phase of the contract/project and reporting to the SOM Project Manager. Mitigating and/or eliminating assigned risks must be the responsibility of the Contractor. The SOM must assume the same responsibility for risks assigned to them.

#### **1.403 SERVICE CHANGE MANAGEMENT**

Service change management is defined as the process to communicate, assess, monitor, and control all changes to system resources, services and processes.

The Contractors must employ the change control methodologies to notify the SOM of any changes that may adversely affect service performance or availability.

During the course of a project, circumstances may dictate that a change is made to the scope of work, processes or services offered. Either the SOM or the Contractor can propose changes to the services provided by this contract. Changes can occur because of a change in the SOM's business requirements, advances in technology, or something as small as a new feature to a product or service. When change does occur, it shall be monitored, documented, tracked by the Contractor, at no additional cost to the SOM, and discussed in progress meetings. Documentation of change shall include at a minimum the reason the change was requested, the effect on the solution, and changes to the project cost and schedule. This information shall be kept in the project change log, which forms part of the regular project status report.

The SOM and Contractor will complete a periodic review, not to exceed once every eighteen (18) continuous months, of all services and metrics in scope for this contract. Any contract changes resulting in an increase in costs for in scope services will only be considered at this periodic review.

### **1.500 Acceptance**

#### **1.501 CRITERIA**

The following is standard acceptance criteria for document deliverables. Any other specific criteria are identified in Section 1.104 Work and Deliverables.

#### **Document Deliverables Process**

1. Documents are dated and in electronic format, compatible with State of Michigan software.
2. Draft documents are not accepted as final deliverables.
3. The documents must be reviewed and accepted in accordance with the requirements of the Contract and Appendices.
4. DTMB must review documents within a mutually agreed-upon timeframe.
  - a. Approvals must be written and signed by DTMB Project Manager.
  - b. Issues must be documented and submitted to the Contractor.
  - c. After issues are resolved or waived, the Contractor shall resubmit documents for approval within 30 days of receipt.

#### **1.502 FINAL ACCEPTANCE**

CONTRACT NO. 071B6600099

Final acceptance is expressly conditioned upon completion of ALL deliverables/milestones, completion of ALL tasks in the project plan as approved, completion of ALL applicable inspection and/or testing procedures, and the certification by the State that the Contractor has met the defined requirements.

**1.600 Compensation and Payment**

**1.601 COMPENSATION AND PAYMENT**

1. Firm, fixed price
  - Contractor(s) will be paid based upon the contracted fixed price.
  - Contractor(s) will submit monthly invoices for products and services delivered with documentation to explain all components of the billing as referenced in this Section (Invoicing).
2. For approved Time and Materials (T&M) work:
  - Contractor will provide a process for acquiring optional services on a time and materials basis.
  - Firm, fixed unit rates for T&M work to be provided with project proposal.
  - Contractor will submit monthly invoices for time and material services.
3. The parties agree that the Services/Deliverables to be rendered by Bidders pursuant to the Contract (and any future amendments of it) must be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under the Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against the Contract. Contractor shall perform in accordance with the Contract, including the Statements of Work/Purchase Orders executed under it.
4. Payment Terms: Net 45 days.

**Method of Payment**

The contractors will be paid by the methods listed above. The Pricing Table(s) must be completed by the Contractor by submitting pricing information online through Buy4Michigan.com. Pricing information must be submitted in Schedule C – Local, Long Distance and Toll-Free Pricing Tables.

**Travel**

The SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. Travel time must not be reimbursed.

**Invoicing**

The Contractor will be required to provide, through an electronic delivery method, each of its invoices directly to the SOM's third-party billing agent for all SOM services delivered by or through the Contractor. The Contractor will submit properly itemized invoices to "Bill to" Address on Purchase Order, including:

- Invoice Date
- Previous Period Payment Amount and Date
- Contract Number
- SOM Purchase Order Number
- Account Number
- Service Order Number and/or Item Codes
- Contractor name, address, phone number
- Individual Service Description
- Description of any commodities/hardware, including quantity ordered
- Date(s) of delivery and/or date(s) of installation and set-up
- Start and end dates for the period
- Price for each item, or Contractor's list price for each item and applicable discounts
- Net invoice price for each item
- Shipping costs
- Other applicable charges
- Total invoice price
- Call Detail Records, including origination and termination numbers, start times, length of call (minutes of use), location (e.g. city and state), called party ID

- Payment terms, including any available prompt payment discount
- Any mandated regulatory fee(s) with mandate cited

The Contractor shall notify the SOM when a circuit or feature is ready to be used. Once the SOM is notified of the circuit or feature readiness, before billing commences, the SOM shall have five business days to inform the Contractor if the circuit or feature fails to function error-free. Billing shall commence, on the Start of Service Date, upon circuit or feature acceptance by the SOM or on the sixth business day following circuit or feature ready notification if the SOM does not inform the Contractor. Charges for services of less than one (1) month's duration shall be prorated. Contractor invoices shall be paid via Electronic Funds Transfer (EFT).

The SOM shall have the right to withhold payment of a disputed amount on an invoice until the dispute is settled or resolved. If the investigation of the disputed amount is found to be settled in the SOM's favor, this disputed amount shall appear as an adjustment credit on the next billing invoice, following dispute resolution. If the disputed amount is determined to be billed correctly, the disputed amount shall carry forward to the next billing invoice, following dispute resolution, as a pending balance due. Late charges shall not accrue while any invoiced charge is in dispute.

Expedite fees shall be delineated on the Contractor's invoice. Upon request, the service provider shall provide the name of the SOM requestor who approved the fees and respective supporting documentation.

Trouble or repair charges shall be clearly identified in the same manner as any other service as to description, rate, etc. Any service outage not caused by the SOM shall be credited.

The Contractor shall provide Call Detail records to the SOM and/or the SOM's designated third-party agent. Calls shall be clearly delineated on the invoice by time, length, number and location called. The Contractor shall split out any higher-capacity services amongst multiple accounts (agencies) as defined by the SOM. The Contractor shall be able to aggregate multiple sites into a single invoice for the SOM and/or invoice individual sites/SOM agencies separately as directed by the SOM. The Contractor shall invoice each Dialed Number Identification Service separately. Invoice format must clearly define the type and quantity of services provided.

The SOM understands that it is required to pay mandated regulatory fees. All regulatory charges must be itemized.

The Contractor shall provide a list of regulatory fees and the specific cite requiring such fees be passed on to the SOM. When a regulatory fee is imposed or changed, a Contract Change Notice is required. Late fees will not be paid by the SOM for regulatory fees imposed and billed prior to issuance of a Change Notice by DTMB Procurement.

#### **1.602 RESERVED**

#### **II. Requirements**

Detailed requirements for the Local, Long Distance and Toll-Free Services contract for the SOM are listed in Schedule B - Requirements. The Contractor shall provide the information requested per the instructions contained within the worksheet.

**Schedule B – Requirements**

A	B	C	D	E
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response Schedule B Yes (Y) No (N) With Modifications (W)	Comments
<b>Local Services</b>				
1.0	The Contractor must offer Measured Business Lines and features.	M	Y	
2.0	The Contractor must offer Direct Inward Dialing (DID) lines and numbers.	M	Y	
3.0	The Contractor must offer Direct Outward Dialing (DOD) lines and numbers.	M	Y	
4.0	The Contractor shall offer Foreign Exchange Lines.	E	Y	
5.0	The Contractor shall offer Off Premise Extensions.	E	Y	
6.0	The Contractor must offer ISDN Primary Rate Interface (PRI).	M	Y	
7.0	The Contractor must offer ISDN Basic Rate Interface (BRI).	M	Y	
8.0	The Contractor shall offer Session Initiated Protocol (SIP) trunking for both incoming and outgoing voice traffic.	E	Y	
9.0	The Contractor shall offer Optical Carrier (OC) level (X) service.	E	Y	
9.1	The Contractor shall offer Digital Signal Level Zero (DS0) service.	E	Y	
9.2	The Contractor shall offer Digital Signal Level One (DS1) service.	E	Y	
9.3	The Contractor shall offer Digital Signal Level Three (DS3) service.	E	Y	
10.0	The Contractor shall provide number portability for telephone numbers transitioned to any carrier designated by the SOM.	E	Y	

A	B	C	D	E
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response Schedule B Yes (Y) No (N) With Modifications (W)	Comments
11.0	The Contractor must reserve and make available dedicated phone numbers for SOM use.	M	Y	
12.0	The Contractor shall be able to block any collect calls or 3rd party calls.	E	Y	
12.1	At the SOM's request, the Contractor shall be able to allow collect calls or 3 <sup>rd</sup> party calls.	E	Y	
13.0	The Contractor must provide caller identification services, including caller name and number.	M	Y	
14.0	The Contractor shall provide automatic call distribution services that provide call queuing, holding calls until a trunk is available.	E	Y	
15.0	The Contractor shall provide a feature that determines the route a call will take based upon predetermined rules and variables.	E	Y	
15.1	The routing feature shall allow the routing patterns to be changed as a function of time of day	E	Y	
16.0	The Contractor shall provide the ability for an end user to answer any call within an associated preset pickup group.	E	Y	
17.0	The Contractor must restrict all SOM office lines with line equipment from dialing 900 and/or 976 calls unless the SOM requests that the restrictions be removed.	M	Y	
18.0	The Contractor shall provide hardware, software and/or services that are ADA compliant.	E	Y	
18.1	The Contractor shall either partner with such a service to make the hardware, software or services available to the state, or provide directly.	E	Y	
<b>Local Long Distance and Toll-Free Services</b>				

A Req. No.	B Requirement	C Mandatory (M) Expected (E) Optional (O)	D Req. Response Schedule B Yes (Y) No (N) With Modifications (W)	E Comments
19.0	The Contractor must provide Intrastate, Interstate and International Long Distance Service throughout the state via switched and dedicated facilities.	M	Y	
20.0	The Contractor must be able to block collect calls or 3rd party calls.	M	Y	
20.1	At the SOM's request, the Contractor must be able to allow collect calls or 3 <sup>rd</sup> party calls.	M	Y	
21.0	The Contractor must provide Intrastate, Interstate and International Long Distance operator services either directly or through its subcontractors 24x7x365.	M	Y	
22.0	The Contractor must provide Domestic Toll Free service, which shall be available from anywhere in the continental United States, Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands to anywhere in the United States.	M	Y	
23.0	The Contractor must provide Domestic Toll Free service offered with both switched and dedicated services.	M	Y	
24.0	The Contractor must provide a routing service that will allow the SOM to have calls routed to different terminating locations based on the time of day a call is placed, the day of week a call is placed, and on the day of year a call is placed.	M	Y	
25.0	The Contractor must provide the ability to route calls to multiple different terminating locations based upon a State designated percentage distribution.	M	Y	

A	B	C	D	E
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response Schedule B Yes (Y) No (N) With Modifications (W)	Comments
26.0	The Contractor must provide Dialed Number Identification Service that identifies the specific toll-free number among multiple toll-free numbers terminating on the same Dedicated Access Line/T-1.	M	Y	
27.0	The Contractor shall be able to configure call routing.	E	Y	
28.0	The Contractor shall provide the ability to send overflow calls to a pre-determined terminating location.	E	Y	
29.0	The Contractor shall provide overflow routing for dedicated access that will include multiple dedicated route choices with the ability to route to a final switched terminating location.	E	Y	
30.0	The Contractor shall be able to reroute a number to another available switched or dedicated location after notification from the SOM.	E	Y	
31.0	The Contractor shall provide the ability to route calls to a new location if the original location is either busy or in a no answer condition.	E	Y	
32.0	The Contractor shall provide the ability to route calls based on originating call location.	E	Y	
33.0	The Contractor shall provide the ability for calls to terminate to multiple trunk groups in a single voice switch.	E	Y	
34.0	The Contractor's international toll free service shall allow the SOM to originate toll free calls from outside the domestic United States and from the Contractor's extended call coverage locations, which should include Canada, Alaska, Hawaii, Puerto Rico, Guam, and US Virgin Islands.	E	Y	

A	B	C	D	E
Req. No.	Requirement	Mandatory (M) Expected (E) Optional (O)	Req. Response Schedule B Yes (Y) No (N) With Modifications (W)	Comments
35.0	The Contractor shall provide the ability for callers to select where the call terminates via pre-recorded messages and touch tone options.	E	Y	
36.0	The Contractor shall allow the SOM to block calls from telephones identified as payphones.	E	Y	
37.0	The Contractor shall be able to route SOM toll free numbers at the national 800/SMS database level to more than one carrier's network.	E	Y	
38.0	The Contractor shall be able to block and/or reroute calls from specific originating areas defined by LATA, NPA, NAP/NXX, 10-digit ANI or state.	E	Y	
39.0	The Contractor shall provide the SOM the ability to transfer calls (calling party) to other locations during the same call.	E	Y	
40.0	The Contractor shall provide number portability for telephone numbers transitioned to any carrier designated by the SOM.	E	Y	
41.0	"Pass-through" fees that are not specifically mandated by a regulatory body must not be invoiced as a separate line item	E	Y	
41.1	Providers must cite (federal/state) statute requiring any itemized pass-through fees.	E	Y	

**Schedule C – Cost**

**Table 1: Local Service Costs**

\*Recurring Charges to be entered as \$x.yyyyy per call or \$x.yyyyy per minute.

Flat rate per month for unlimited # of calls or unlimited minutes is preferred, if available.

No.	Category	Unit Type (where applicable) Ex: Per Minute or Per Call	Recurring Charges	Non-Recurring Installation Charges (If Applicable)	Expedite Fees, (If Applicable)	Comments (Bidder must explain how it arrived at the costs identified)
1	<b>Service Definition – NOT APPLICABLE</b>					
2	<b>Contract Transition Plan (Bidder to provide one-time costs, if applicable)</b>					
	Transition-In Plan	N/A	N/A			
	Transition-Out Plan	N/A	N/A			
3	<b>Service Ordering (Bidder to add rows as necessary)</b>					
	Pre-Sales Support	N/A	N/A	<i>Reserved</i>	<i>Reserved</i>	
	<b>Local Voice Service</b>					
	Analog Lines and Associated Features	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
	Analog Trunks	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Digital Signal 0 (DS0)/Digital Data Service (DDS)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located	

Digital Signal 1 (DS1)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Digital Signal 3 (DS3)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Optical Carrier – x (OC-x) - Synchronous Service Transport (SST)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Foreign Exchange (FX) Service	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
ISDN Primary Rate Interface (PRI)	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
Centrex	Based upon Tariff, Local Exchange, and Location	Refer to Attachments A thru F	Refer to Attachments A thru F		Services Availability are dependent on which CenturyLink traditional Local Service Area the location is located
<b>iQ SIP Trunk Service</b>					CenturyLink iQ Networking port is required iQ SIP Trunk Service - Priced ICB.
<b>SIP TRUNK SESSION PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Session	Per Session	\$4.50	\$0.00		

SIP Trunk Enterprise Session	Per Session	\$11.25	\$0.00		
<b>SIP TRUNK SEAT PRICING UNDER SIP TRUNK STANDARD SESSIONS:</b>					
<b>SIP TRUNK SEAT PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Seats	Per Seat	\$0.25	\$0.00		
SIP Trunk Premium Seats	Per Seat	\$3.00	\$0.00		
SIP Trunk Mobility Seats	Per Seat	\$2.50	\$0.00		
<b>SIP TRUNK SEAT PRICING UNDER SIP TRUNK ENTERPRISE SESSIONS:</b>					
<b>SIP TRUNK SEAT PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Seats	Per Seat	\$0.25	\$0.00		
SIP Trunk Premium Seats	Per Seat	\$3.00	\$0.00		
SIP Trunk Mobility Seats	Per Seat	\$2.50	\$0.00		
CenturyLink IQ SIP Trunk Additional Charges. The following pricing table replaces the "Optional Features and Other Charges" table in Section 1 of the Rate Sheet. Pricing for additional options will be provided on an individual case bases upon State's request.					
<b>Component</b>					
Hunt Groups (per Hunt Group)	Per Hunt Group	\$ 4.95	\$ 10.00		
Voice Mail for Hunt Groups (per Hunt Group)	Per Hunt Group	\$ 5.95	N/A		
Auto Attendant (per Auto Attendant)	Per Auto Attendant	\$ 14.95	\$ 10.00		
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only		\$ 2.95	N/A		
Receptionist Web Console (per console)	Per Console	\$ 49.00	N/A		

Voice Mail Only Seat (per Voice Mail Only Seat) 911 calls cannot be made from a voice mail only seat.	Per Voice Mail Only Seat	\$ 5.95	N/A		
Available TN (new and ported) (per Available TN) <sup>1 An</sup> available TN is an unallocated TN Customer retains in a pool for later use.	Per Available TN	\$ 0.2500	N/A		
Anywhere TN (find me/follow me) (per Anywhere TN)	Per Available TN	\$ 21.95	\$ 10.00		
Enhanced E911 service (per TN)	Per TN	\$ 0.1500	N/A		
Alien TN 911 Service Call (per Incident)	Per Incident	N/A	\$ 75.00		
PAC/PAC (per Product Account <sup>1</sup> )	Per Product Account	N/A	\$ 15.00		
Basic business white page listing (MRC per listing) <sup>2</sup>	Per Listing	\$ 1.95	N/A		
Directory Assistance (per call)	Per Call	\$ 1.99	N/A		
VoIP Expedited Installation Charge (per Enterprise) <sup>3</sup>	Per Enterprise	N/A	\$ 500.00		
Extended Wiring NRC (per circuit) (if provided by CenturyLink) <sup>4</sup>	Per Circuit	N/A	\$ 276.00		
SIP REFER (per Session) <sup>5</sup>	Per Session	N/A	N/A		
Domestic Off-Net Calls (per minute)	Cost Per Minute	See Domestic and International Voice-Dedicated			
<sup>1</sup> Per Product Account means per CenturyLink IQ Networking port or primary host location.					
<sup>2</sup> Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region/in-franchise locations only. "In-Region" means CenturyLink QC's 14-state local service territory.					
<sup>3</sup> Per Enterprise means company-wide across all Customer locations.					

<sup>4</sup> CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.

<sup>5</sup> CenturyLink is not currently charging for the SIP REFER feature. However, CenturyLink reserves the right to begin charging for this feature in the future.

<b>Virtual Seat Pricing</b> (applicable to both Hosted VoIP and SIP Trunk)					
Virtual Seats	Per Seat	\$ 11.00	\$ -		1 – 50 Seats
	Per Seat	\$ 11.00	\$ -		51 – 150 Seats
	Per Seat	\$ 11.00	\$ -		151 + Seats
<b>Hosted VoIP Service</b>					CenturyLink iQ Networking port is required Hosted VoIP Service - Priced ICB.
Hosted VoIP Service is dependent upon the final design and location. Pricing will be provided on an Individual Case Basis (ICB)	Final Solution - SOW/Seat/Options	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>Seat Type - Seat MRC for Locations with 60 Month Initial Term</b>					
Premium Seats	Per Seat	\$ 18.00	\$ -		
Conference Room Seats	Per Seat	\$ 45.00	\$ -		
Receptionist Seats	Per Seat	\$ 45.90	\$ -		
Analog Seats	Per Seat	\$ 121.50	\$ -		
Admin Seats	Per Seat	\$ 33.30	\$ -		
<b>Handset Type - Model (TBD)</b>					

Premium	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Admin	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Receptionist	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Conference Room	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Virtual	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Analog	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Contact Center Basic	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>Hosted VoIP Additional Charges.</b> The following pricing table replaces the "Optional Features and Other Charges" table in Section 1 of the Rate Sheet. Please refer to the pricing in the RFP, Attachment 8					
Hunt Groups (per Hunt Group)	Per Hunt Group	\$ 3.71	\$ 10.00		
Hosted VoIP Voicemail for Group Features (per Group)	Per Group	\$ 4.46	N/A		
Auto Attendant (per Auto Attendant)	Per Auto Attendant	\$ 11.21	\$ 10.00		
Anywhere TNs (per Anywhere TN)	Per Anywhere TN	\$ 16.46	\$ 10.00		
Receptionist Web Console (per console)	Per Console	\$ 36.75	N/A		
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only		\$ 2.21	N/A		

Business Communicator Collaboration (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice/Video Calling with IM and Presence		\$ 4.46	N/A		
Voice Mail Only Seat (per Voice Mail Only Seat) <sup>1</sup> <small>911 calls cannot be made from a voice mail only seat</small>	Per Voice Mail Only Seat	\$ 4.46	N/A		
Available TNs (new and ported) (per Available TN). An available TN is an unallocated TN Customer retains in a pool for later use.	Per Available TN	\$ 0.2100	N/A		
Basic business white page listing (MRC per listing) <sup>2</sup>	Per Listing	\$ 1.46	N/A		
Directory Assistance (per call)	Per Call	\$ 1.49	N/A		
Domestic Off-Net Calls (per minute)	Cost Per Minute	See Domestic and International Voice-Dedicated			
International Off-Net Calls (per minute)	Cost Per Minute	See the Hosted VoIP International Off-Net Call Price List at <a href="http://www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls">www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls</a>			
Extended Wiring NRC (per circuit) (if provided by CenturyLink) <sup>3</sup>	Cost Per Circuit	N/A	\$ 276.00		

PAC/VPAC (per product account) <sup>4</sup>	Per Product Account	N/A	\$	15.00	
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<sup>1</sup> The Available TN MRC applies to any TNs over the initial TNs included with the HV seats

<sup>2</sup> Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region/in-franchise locations only. "In-Region" means CenturyLink QC's 14-state local service territory.

<sup>3</sup> CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.

<sup>4</sup> Per product account means per CenturyLink IQ Networking port or primary host location.

<b>Managed Office Service</b>					CenturyLink IQ Networking port is required Managed Office Service - Priced ICB.
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Managed Office Service is dependent upon the final design and location. Pricing will be provided on an Individual Case Basis (ICB)

<b>CenturyLink Professional Services</b>	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F		
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<b>Local Access</b>					
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Local Access either TDM or Ethernet are price dependent upon the location. Pricing will be on ICB

Expedite Fees	Per Local Access Circuit			DS1 - \$1000.00 DS3 - \$1500.00 OCn - \$1800.00	
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<b>iQ Networking</b>					
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iQ Networking is a requirement for most of the CenturyLink VoIP Services. iQ Networking will be priced on an ICB based upon the circuit location, circuit type, port and speed.

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**4 Support Services - NOT APPLICABLE**

<b>Optional Services (Bidder to add rows as necessary)</b>					
5	EXAMPLE:	EXAMPLE:			
	Circuit Demarcation Extension	Hourly Rate			
6	<b>Service Level Agreements - NOT APPLICABLE</b>				
<b>Reports (Bidder is to add rows as necessary)</b>					
7	Special Reporting Per Request				
	for reports not included in normal scope				

**Table 2: Long Distance and Toll-Free Service Costs**

**\*Recurring Charges to be entered as \$x.yyyyy per minute.**

**Flat rate per month for unlimited # of calls or unlimited minutes is preferred, if available.**

No.	Category	Unit Type (where applicable)  Ex: Per Minute or Per Call	Recurring Charges	Non- Recurring Installation Charges (If Applicable)	Expedite Fees, (If Applicable)	Comments (Bidder must explain how it arrived at the costs identified)
1	<b>Service Definition – NOT APPLICABLE</b>					
2	<b>Contract Transition Plan (Bidder to provide one-time costs, if applicable)</b>					
	Transition-In Plan	N/A	N/A			
	Transition-Out Plan	N/A	N/A			
3	<b>Service Ordering (Bidder to add rows as necessary)</b>					
	Pre-Sales Support	N/A	N/A	<i>Reserved</i>	<i>Reserved</i>	
	<b>Long Distance Voice Service</b>					
	<b>Domestic Interstate - Outbound Long Distance</b>					
	For all Interstate Long Distance usage, CenturyLink will bill Customer an 18 second minimum per call and 6 second increments.					
	<i>Origination – Termination</i>					
	Dedicated – Switched	Cost Per Minute	\$0.0100			
	Switched – Switched	Cost Per Minute	\$0.0200			
	Dedicated – Dedicated (VNS)	Cost Per Minute	\$0.0100			
	<b>Domestic Intrastate - Outbound Long Distance - (including interLATA and intraLATA) by State</b>					
	<b>Michigan</b>					
	<i>Origination – Termination</i>					
	Dedicated – Switched	Cost Per Minute	\$0.0100			
	Switched – Switched	Cost Per Minute	\$0.0200			
	Dedicated – Dedicated (VNS)	Cost Per Minute	\$0.0100			
<b>Domestic Intrastate - Outbound Long Distance - (including interLATA and intraLATA) by State</b>						
ALABAMA	Dedicated - Cost Per Minute	\$0.0222				
ARIZONA	Dedicated - Cost Per Minute	\$0.0317				

ARKANSAS	Dedicated - Cost Per Minute	\$0.0286			
CALIFORNIA	Dedicated - Cost Per Minute	\$0.0180			
COLORADO	Dedicated - Cost Per Minute	\$0.0307			
CONNECTICUT	Dedicated - Cost Per Minute	\$0.0219			
DELAWARE	Dedicated - Cost Per Minute	\$0.0244			
District of Columbia	Dedicated - Cost Per Minute	\$0.0318			
FLORIDA	Dedicated - Cost Per Minute	\$0.0270			
GEORGIA	Dedicated - Cost Per Minute	\$0.0250			
HAWAII	Dedicated - Cost Per Minute	N/A			
IDAHO	Dedicated - Cost Per Minute	\$0.0391			
ILLINOIS	Dedicated - Cost Per Minute	\$0.0132			
INDIANA	Dedicated - Cost Per Minute	\$0.0108			
IOWA	Dedicated - Cost Per Minute	\$0.0315			
KANSAS	Dedicated - Cost Per Minute	\$0.0196			
KENTUCKY	Dedicated - Cost Per Minute	\$0.0230			
LOUISIANA	Dedicated - Cost Per Minute	\$0.0220			
MAINE	Dedicated - Cost Per Minute	\$0.0223			
MARYLAND	Dedicated - Cost Per Minute	\$0.0270			
MASSACHUSETTS	Dedicated - Cost Per Minute	\$0.0205			
MICHIGAN	Dedicated - Cost Per Minute	\$0.0100			

MINNESOTA	Dedicated - Cost Per Minute	\$0.0305			
MISSISSIPPI	Dedicated - Cost Per Minute	\$0.0252			
MISSOURI	Dedicated - Cost Per Minute	\$0.0362			
MONTANA	Dedicated - Cost Per Minute	\$0.0464			
NEBRASKA	Dedicated - Cost Per Minute	\$0.0334			
NEVADA	Dedicated - Cost Per Minute	\$0.0233			
NEW HAMPSHIRE	Dedicated - Cost Per Minute	\$0.0394			
NEW JERSEY	Dedicated - Cost Per Minute	\$0.0284			
NEW MEXICO	Dedicated - Cost Per Minute	\$0.0358			
NEW YORK	Dedicated - Cost Per Minute	\$0.0260			
NORTH CAROLINA	Dedicated - Cost Per Minute	\$0.0329			
NORTH DAKOTA	Dedicated - Cost Per Minute	\$0.0552			
OHIO	Dedicated - Cost Per Minute	\$0.0173			
OKLAHOMA	Dedicated - Cost Per Minute	\$0.0257			
OREGON	Dedicated - Cost Per Minute	\$0.0191			
PENNSYLVANIA	Dedicated - Cost Per Minute	\$0.0250			
RHODE ISLAND	Dedicated - Cost Per Minute	\$0.0231			
SOUTH CAROLINA	Dedicated - Cost Per Minute	\$0.0281			
SOUTH DAKOTA	Dedicated - Cost Per Minute	\$0.0636			
TENNESSEE	Dedicated - Cost Per Minute	\$0.0273			

TEXAS	Dedicated - Cost Per Minute	\$0.0236			
UTAH	Dedicated - Cost Per Minute	\$0.0227			
VERMONT	Dedicated - Cost Per Minute	\$0.0344			
VIRGINIA	Dedicated - Cost Per Minute	\$0.0366			
WASHINGTON	Dedicated - Cost Per Minute	\$0.0247			
WEST VIRGINIA	Dedicated - Cost Per Minute	\$0.0252			
WISCONSIN	Dedicated - Cost Per Minute	\$0.0210			
WYOMING	Dedicated - Cost Per Minute	\$0.0218			
ALABAMA	Switched - Cost Per Minute	\$0.0391			
ARIZONA	Switched - Cost Per Minute	\$0.0531			
ARKANSAS	Switched - Cost Per Minute	\$0.0807			
CALIFORNIA	Switched - Cost Per Minute	\$0.0306			
COLORADO	Switched - Cost Per Minute	\$0.0577			
CONNECTICUT	Switched - Cost Per Minute	\$0.0281			
DELAWARE	Switched - Cost Per Minute	\$0.0351			
District of Columbia	Switched - Cost Per Minute	\$0.0597			
FLORIDA	Switched - Cost Per Minute	\$0.0461			
GEORGIA	Switched - Cost Per Minute	\$0.0432			
HAWAII	Switched - Cost Per Minute	\$0.0557			
IDAHO	Switched - Cost Per Minute	\$0.0734			

ILLINOIS	Switched - Cost Per Minute	\$0.0218			
INDIANA	Switched - Cost Per Minute	\$0.0218			
IOWA	Switched - Cost Per Minute	\$0.0582			
KANSAS	Switched - Cost Per Minute	\$0.0439			
KENTUCKY	Switched - Cost Per Minute	\$0.0339			
LOUISIANA	Switched - Cost Per Minute	\$0.0281			
MAINE	Switched - Cost Per Minute	\$0.0357			
MARYLAND	Switched - Cost Per Minute	\$0.0364			
MASSACHUSETTS	Switched - Cost Per Minute	\$0.0281			
MICHIGAN	Switched - Cost Per Minute	\$0.0200			
MINNESOTA	Switched - Cost Per Minute	\$0.0551			
MISSISSIPPI	Switched - Cost Per Minute	\$0.0281			
MISSOURI	Switched - Cost Per Minute	\$0.0668			
MONTANA	Switched - Cost Per Minute	\$0.0620			
NEBRASKA	Switched - Cost Per Minute	\$0.0479			
NEVADA	Switched - Cost Per Minute	\$0.0324			
NEW HAMPSHIRE	Switched - Cost Per Minute	\$0.0702			
NEW JERSEY	Switched - Cost Per Minute	\$0.0432			
NEW MEXICO	Switched - Cost Per Minute	\$0.0621			
NEW YORK	Switched - Cost Per Minute	\$0.0526			

NORTH CAROLINA	Switched - Cost Per Minute	\$0.0479			
NORTH DAKOTA	Switched - Cost Per Minute	\$0.0917			
OHIO	Switched - Cost Per Minute	\$0.0218			
OKLAHOMA	Switched - Cost Per Minute	\$0.0555			
OREGON	Switched - Cost Per Minute	\$0.0292			
PENNSYLVANIA	Switched - Cost Per Minute	\$0.0502			
RHODE ISLAND	Switched - Cost Per Minute	\$0.0392			
SOUTH CAROLINA	Switched - Cost Per Minute	\$0.0379			
SOUTH DAKOTA	Switched - Cost Per Minute	\$0.1032			
TENNESSEE	Switched - Cost Per Minute	\$0.0309			
TEXAS	Switched - Cost Per Minute	\$0.0477			
UTAH	Switched - Cost Per Minute	\$0.0397			
VERMONT	Switched - Cost Per Minute	\$0.0483			
VIRGINIA	Switched - Cost Per Minute	\$0.0652			
WASHINGTON	Switched - Cost Per Minute	\$0.0510			
WEST VIRGINIA	Switched - Cost Per Minute	\$0.0560			
WISCONSIN	Switched - Cost Per Minute	\$0.0471			
WYOMING	Switched - Cost Per Minute	\$0.0397			
<b>International Voice Services</b>					
<b>International Voice Service</b>	<b>Initial Billing Period</b>	<b>Incremental Billing Period</b>			
Outbound U.S. to International	30 seconds	6 seconds			
Outbound U.S. to Canada	30 seconds	6 seconds			

Outbound U.S. to Mexico	60 seconds	60 seconds			
<b>International Outbound Long Distance</b>					
<b>Terminating Country</b>					
Default Rate: (Any country that is not listed and ILD/IDD service is provided)	Dedicated - Cost Per Minute	\$ 0.4500			
Afghanistan	Dedicated - Cost Per Minute	\$ 0.4874			
Afghanistan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4012			
Albania	Dedicated - Cost Per Minute	\$ 0.2289			
Albania - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2199			
Algeria	Dedicated - Cost Per Minute	\$ 0.1953			
Algeria - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4154			
Andorra	Dedicated - Cost Per Minute	\$ 0.0875			
Andorra - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3078			
Angola	Dedicated - Cost Per Minute	\$ 0.2961			
Angola - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3171			
Anguilla	Dedicated - Cost Per Minute	\$ 0.1659			
Anguilla - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2591			
Antarctica	Dedicated - Cost Per Minute	\$ 3.0679			
Antigua	Dedicated - Cost Per Minute	\$ 0.1588			
Antigua - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2363			
Argentina	Dedicated - Cost Per Minute	\$ 0.0551			
Argentina - Buenos Aires	Dedicated - Cost Per Minute	\$ 0.0113			
Argentina - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1909			

Armenia	Dedicated - Cost Per Minute	\$ 0.2499			
Armenia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2709			
Aruba	Dedicated - Cost Per Minute	\$ 0.1239			
Aruba - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2754			
Ascension Island	Dedicated - Cost Per Minute	\$ 2.1564			
Australia	Dedicated - Cost Per Minute	\$ 0.0284			
Australia - Melbourne	Dedicated - Cost Per Minute	\$ 0.0195			
Australia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1376			
Australia - Sydney	Dedicated - Cost Per Minute	\$ 0.0189			
Austria	Dedicated - Cost Per Minute	\$ 0.0517			
Austria - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2094			
Austria - Vienna	Dedicated - Cost Per Minute	\$ 0.0295			
Azerbaijan	Dedicated - Cost Per Minute	\$ 0.2798			
Azerbaijan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4163			
Bahamas	Dedicated - Cost Per Minute	\$ 0.1445			
Bahamas - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2918			
Bahrain	Dedicated - Cost Per Minute	\$ 0.2121			
Bahrain - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2331			
Bangladesh	Dedicated - Cost Per Minute	\$ 0.2369			
Bangladesh - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3539			

Barbados	Dedicated - Cost Per Minute	\$ 0.1659			
Barbados - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2551			
Belarus	Dedicated - Cost Per Minute	\$ 0.2476			
Belarus - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3079			
Belgium	Dedicated - Cost Per Minute	\$ 0.0241			
Belgium - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1628			
Belize	Dedicated - Cost Per Minute	\$ 0.2819			
Belize - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3127			
Benin	Dedicated - Cost Per Minute	\$ 0.2878			
Benin - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2896			
Bermuda	Dedicated - Cost Per Minute	\$ 0.0987			
Bhutan	Dedicated - Cost Per Minute	\$ 0.4319			
Bhutan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4725			
Bolivia	Dedicated - Cost Per Minute	\$ 0.1744			
Bosnia & Herzegovina	Dedicated - Cost Per Minute	\$ 0.1651			
Bosnia & Herzegovina - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3797			
Botswana	Dedicated - Cost Per Minute	\$ 0.2224			
Botswana - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2706			
Brazil	Dedicated - Cost Per Minute	\$ 0.0735			
Brazil - Belo Horizonte	Dedicated - Cost Per Minute	\$ 0.0446			

Brazil - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1751			
Brazil - Rio de Janeiro	Dedicated - Cost Per Minute	\$ 0.0577			
Brazil - Sao Paulo	Dedicated - Cost Per Minute	\$ 0.0225			
British Virgin Islands	Dedicated - Cost Per Minute	\$ 0.1323			
British Virgin Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3417			
Brunei	Dedicated - Cost Per Minute	\$ 0.2121			
Brunei - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2331			
Bulgaria	Dedicated - Cost Per Minute	\$ 0.1365			
Bulgaria - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4859			
Burkina Faso	Dedicated - Cost Per Minute	\$ 0.3488			
Burkina Faso - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3699			
Burundi	Dedicated - Cost Per Minute	\$ 0.4683			
Burundi - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1906			
Cambodia	Dedicated - Cost Per Minute	\$ 0.5271			
Cambodia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.5481			
Cameroon	Dedicated - Cost Per Minute	\$ 0.2209			
Cameroon - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3354			
Canada	Dedicated - Cost Per Minute	\$ 0.0123			
Cape Verde Islands	Dedicated - Cost Per Minute	\$ 0.2678			
Cape Verde Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3413			

Cayman Islands	Dedicated - Cost Per Minute	\$ 0.1155			
Cayman Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2009			
Central African Republic	Dedicated - Cost Per Minute	\$ 1.2306			
Central African Republic - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4725			
Chad	Dedicated - Cost Per Minute	\$ 0.7183			
Chad - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.5129			
Chile	Dedicated - Cost Per Minute	\$ 0.1071			
Chile - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1880			
Chile - Santiago	Dedicated - Cost Per Minute	\$ 0.0418			
China	Dedicated - Cost Per Minute	\$ 0.0853			
China - Beijing	Dedicated - Cost Per Minute	\$ 0.0379			
China - Fuzhou	Dedicated - Cost Per Minute	\$ 0.0173			
China - Guangzhou	Dedicated - Cost Per Minute	\$ 0.0381			
China - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1449			
China - Shanghai	Dedicated - Cost Per Minute	\$ 0.0172			
Christmas & Cocos Islands	Dedicated - Cost Per Minute	\$ 0.1410			
Colombia	Dedicated - Cost Per Minute	\$ 0.0932			
Colombia - Bogota	Dedicated - Cost Per Minute	\$ 0.0242			
Colombia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1701			
Comoros	Dedicated - Cost Per Minute	\$ 0.7455			

Comoros - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.9902			
Congo	Dedicated - Cost Per Minute	\$ 0.7319			
Cook Islands	Dedicated - Cost Per Minute	\$ 3.1395			
Costa Rica	Dedicated - Cost Per Minute	\$ 0.1218			
Costa Rica - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1428			
Croatia	Dedicated - Cost Per Minute	\$ 0.1571			
Croatia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4327			
Cuba	Dedicated - Cost Per Minute	\$ 1.0265			
Cuba - Guantanamo Bay	Dedicated - Cost Per Minute	\$ 1.1000			
Cyprus	Dedicated - Cost Per Minute	\$ 0.1659			
Cyprus - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.8394			
Czech Republic	Dedicated - Cost Per Minute	\$ 0.1281			
Czech Republic - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.6644			
Czech Republic - Prague	Dedicated - Cost Per Minute	\$ 0.0360			
Denmark	Dedicated - Cost Per Minute	\$ 0.0525			
Denmark - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1575			
Diego Garcia	Dedicated - Cost Per Minute	\$ 2.6506			
Djibouti	Dedicated - Cost Per Minute	\$ 0.4535			
Dominica	Dedicated - Cost Per Minute	\$ 0.1724			
Dominica - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2535			

Dominican Republic	Dedicated - Cost Per Minute	\$ 0.1381			
Dominican Republic - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1155			
East Timor	Dedicated - Cost Per Minute	\$ 3.9348			
Ecuador	Dedicated - Cost Per Minute	\$ 0.1451			
Ecuador - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3038			
Egypt	Dedicated - Cost Per Minute	\$ 0.1810			
Egypt - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2583			
El Salvador	Dedicated - Cost Per Minute	\$ 0.2333			
El Salvador - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2487			
Equatorial Guinea	Dedicated - Cost Per Minute	\$ 0.5523			
Eritrea	Dedicated - Cost Per Minute	\$ 0.3805			
Estonia	Dedicated - Cost Per Minute	\$ 0.1701			
Estonia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4455			
Ethiopia	Dedicated - Cost Per Minute	\$ 0.3465			
Ethiopia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3675			
Faeroe Islands	Dedicated - Cost Per Minute	\$ 0.3137			
Falkland Islands	Dedicated - Cost Per Minute	\$ 1.9332			
Fiji Islands	Dedicated - Cost Per Minute	\$ 0.3102			
Fiji Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3710			
Finland	Dedicated - Cost Per Minute	\$ 0.1036			

Finland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1260			
France	Dedicated - Cost Per Minute	\$ 0.0210			
France - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1447			
France - Paris	Dedicated - Cost Per Minute	\$ 0.0143			
French Antilles	Dedicated - Cost Per Minute	\$ 0.1491			
French Antilles - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0876			
French Guiana	Dedicated - Cost Per Minute	\$ 0.1974			
French Guiana - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0159			
French Polynesia	Dedicated - Cost Per Minute	\$ 0.3968			
Gabon	Dedicated - Cost Per Minute	\$ 0.5021			
Gabon - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.5264			
Gambia	Dedicated - Cost Per Minute	\$ 0.4884			
Gambia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.7821			
Georgia	Dedicated - Cost Per Minute	\$ 0.2983			
Georgia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3107			
Germany	Dedicated - Cost Per Minute	\$ 0.0210			
Germany - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1807			
Ghana	Dedicated - Cost Per Minute	\$ 0.3117			
Ghana - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2579			
Gibraltar	Dedicated - Cost Per Minute	\$ 0.2118			

Gibraltar - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3280			
Greece	Dedicated - Cost Per Minute	\$ 0.0653			
Greece - Athens	Dedicated - Cost Per Minute	\$ 0.0305			
Greece - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1447			
Greenland	Dedicated - Cost Per Minute	\$ 1.0457			
Greenland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4358			
Grenada	Dedicated - Cost Per Minute	\$ 0.1793			
Grenada - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2673			
Guadeloupe	Dedicated - Cost Per Minute	\$ 0.1533			
Guadeloupe - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2596			
Guatemala	Dedicated - Cost Per Minute	\$ 0.1687			
Guatemala - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1827			
Guinea	Dedicated - Cost Per Minute	\$ 0.8647			
Guinea - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3253			
Guinea Bissau	Dedicated - Cost Per Minute	\$ 1.4724			
Guyana	Dedicated - Cost Per Minute	\$ 0.2975			
Guyana - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3439			
Haiti	Dedicated - Cost Per Minute	\$ 0.3680			
Haiti - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3680			
Honduras	Dedicated - Cost Per Minute	\$ 0.2520			

Honduras - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2940			
Hong Kong	Dedicated - Cost Per Minute	\$ 0.0565			
Hong Kong - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0861			
Hungary	Dedicated - Cost Per Minute	\$ 0.0847			
Hungary - Budapest	Dedicated - Cost Per Minute	\$ 0.0610			
Hungary - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1938			
Iceland	Dedicated - Cost Per Minute	\$ 0.1365			
Iceland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2080			
India	Dedicated - Cost Per Minute	\$ 0.1418			
India - Bangalore	Dedicated - Cost Per Minute	\$ 0.0235			
India - Bombay	Dedicated - Cost Per Minute	\$ 0.0246			
India - Calcutta	Dedicated - Cost Per Minute	\$ 0.1043			
India - Hyderabad	Dedicated - Cost Per Minute	\$ 0.0309			
India - Madras	Dedicated - Cost Per Minute	\$ 0.0242			
India - New Delhi	Dedicated - Cost Per Minute	\$ 0.0243			
India - Pune	Dedicated - Cost Per Minute	\$ 0.0243			
India - Punjab	Dedicated - Cost Per Minute	\$ 0.0241			
India - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2331			
Indonesia	Dedicated - Cost Per Minute	\$ 0.1043			
Indonesia - Jakarta	Dedicated - Cost Per Minute	\$ 0.0243			

Indonesia - Surabaya	Dedicated - Cost Per Minute	\$ 0.0336			
Indonesia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1783			
INMARSAT	Dedicated - Cost Per Minute	\$ 2.5247			
International Networks	Dedicated - Cost Per Minute	\$ 10.9375			
International Networks Satellite	Dedicated - Cost Per Minute	\$ 4.0343			
Iran	Dedicated - Cost Per Minute	\$ 0.2608			
Iran - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3549			
Iraq	Dedicated - Cost Per Minute	\$ 0.1337			
Iraq - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1907			
Ireland	Dedicated - Cost Per Minute	\$ 0.0525			
Ireland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2478			
Iridium	Dedicated - Cost Per Minute	\$ 11.2056			
Israel	Dedicated - Cost Per Minute	\$ 0.0263			
Israel - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0901			
Italy - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2698			
Italy	Dedicated - Cost Per Minute	\$ 0.0223			
Ivory Coast	Dedicated - Cost Per Minute	\$ 0.3498			
Ivory Coast - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3684			
Jamaica	Dedicated - Cost Per Minute	\$ 0.1770			
Jamaica - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2834			

Japan	Dedicated - Cost Per Minute	\$ 0.0324			
Japan - Osaka	Dedicated - Cost Per Minute	\$ 0.1040			
Japan - Tokyo	Dedicated - Cost Per Minute	\$ 0.0555			
Japan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1606			
Jordan	Dedicated - Cost Per Minute	\$ 0.2608			
Jordan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3017			
Kazakhstan	Dedicated - Cost Per Minute	\$ 0.1052			
Kazakhstan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1441			
Kenya	Dedicated - Cost Per Minute	\$ 0.2415			
Kenya - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2625			
Kiribati	Dedicated - Cost Per Minute	\$ 1.7040			
Kuwait	Dedicated - Cost Per Minute	\$ 0.2129			
Kuwait - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3003			
Kyrgyzstan	Dedicated - Cost Per Minute	\$ 0.1789			
Kyrgyzstan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2612			
Laos	Dedicated - Cost Per Minute	\$ 0.4739			
Laos - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.5960			
Latvia	Dedicated - Cost Per Minute	\$ 0.3124			
Latvia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.7952			
Lebanon	Dedicated - Cost Per Minute	\$ 0.2449			

Lebanon - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2927			
Lesotho	Dedicated - Cost Per Minute	\$ 0.2457			
Lesotho - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2786			
Liberia	Dedicated - Cost Per Minute	\$ 0.3614			
Liberia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3967			
Libya	Dedicated - Cost Per Minute	\$ 0.3058			
Libya - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.6480			
Liechtenstein	Dedicated - Cost Per Minute	\$ 0.1266			
Liechtenstein - Mobile/SS	Dedicated - Cost Per Minute	\$ 1.4957			
Lithuania	Dedicated - Cost Per Minute	\$ 0.1651			
Lithuania - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2784			
Luxembourg	Dedicated - Cost Per Minute	\$ 0.0525			
Luxembourg - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2308			
Macau	Dedicated - Cost Per Minute	\$ 0.2242			
Macau - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2499			
Macedonia	Dedicated - Cost Per Minute	\$ 0.1701			
Macedonia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4374			
Madagascar	Dedicated - Cost Per Minute	\$ 0.7287			
Madagascar - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.7497			
Malawi	Dedicated - Cost Per Minute	\$ 0.1911			

Malawi - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2121			
Malaysia	Dedicated - Cost Per Minute	\$ 0.0303			
Malaysia - Kuala Lumpur	Dedicated - Cost Per Minute	\$ 0.0172			
Malaysia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0901			
Maldives	Dedicated - Cost Per Minute	\$ 0.7379			
Maldives - Mobile/SS	Dedicated - Cost Per Minute	\$ 1.6093			
Mali	Dedicated - Cost Per Minute	\$ 0.3856			
Mali - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4466			
Malta	Dedicated - Cost Per Minute	\$ 0.1617			
Malta - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2438			
Marshall Islands	Dedicated - Cost Per Minute	\$ 0.4182			
Mauritania	Dedicated - Cost Per Minute	\$ 0.7604			
Mauritius	Dedicated - Cost Per Minute	\$ 0.3292			
Mauritius - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3938			
Mayotte Island	Dedicated - Cost Per Minute	\$ 1.1170			
Mayotte Island - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4864			
Mexico	Dedicated - Cost Per Minute	\$ 0.0754			
Mexico - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1313			
Micronesia	Dedicated - Cost Per Minute	\$ 0.2888			
Moldova	Dedicated - Cost Per Minute	\$ 1.2615			

Moldova - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4404			
Monaco	Dedicated - Cost Per Minute	\$ 0.0757			
Monaco - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4600			
Mongolia	Dedicated - Cost Per Minute	\$ 0.4935			
Montenegro	Dedicated - Cost Per Minute	\$ 0.0251			
Montenegro - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0398			
Montserrat	Dedicated - Cost Per Minute	\$ 0.2671			
Montserrat - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2888			
Morocco	Dedicated - Cost Per Minute	\$ 0.4106			
Morocco - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4311			
Morocco - Casablanca	Dedicated - Cost Per Minute	\$ 0.0505			
Mozambique	Dedicated - Cost Per Minute	\$ 0.2548			
Mozambique - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3508			
Myanmar	Dedicated - Cost Per Minute	\$ 0.6257			
Namibia	Dedicated - Cost Per Minute	\$ 0.2783			
Namibia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2825			
Nauru	Dedicated - Cost Per Minute	\$ 2.3666			
Nepal	Dedicated - Cost Per Minute	\$ 0.3129			
Nepal - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3938			
Netherlands	Dedicated - Cost Per Minute	\$ 0.0210			

Netherlands - Mobile/SS	Dedicated - Cost Per Minute	\$	0.1890		
Netherlands Antilles	Dedicated - Cost Per Minute	\$	0.1316		
Netherlands Antilles - Mobile/SS	Dedicated - Cost Per Minute	\$	0.1798		
New Caledonia	Dedicated - Cost Per Minute	\$	0.3423		
New Zealand	Dedicated - Cost Per Minute	\$	0.0653		
New Zealand - Mobile/SS	Dedicated - Cost Per Minute	\$	0.1664		
Nicaragua	Dedicated - Cost Per Minute	\$	0.1680		
Nicaragua - Mobile/SS	Dedicated - Cost Per Minute	\$	0.2884		
Niger	Dedicated - Cost Per Minute	\$	0.3259		
Niger - Mobile/SS	Dedicated - Cost Per Minute	\$	0.3997		
Nigeria	Dedicated - Cost Per Minute	\$	0.2362		
Nigeria - Mobile/SS	Dedicated - Cost Per Minute	\$	0.2827		
Niue	Dedicated - Cost Per Minute	\$	1.3125		
Norfolk Island	Dedicated - Cost Per Minute	\$	2.9762		
North Korea	Dedicated - Cost Per Minute	\$	1.2685		
Norway	Dedicated - Cost Per Minute	\$	0.0525		
Norway - Mobile/SS	Dedicated - Cost Per Minute	\$	0.2211		
Oman	Dedicated - Cost Per Minute	\$	0.2730		
Oman - Mobile/SS	Dedicated - Cost Per Minute	\$	0.3402		
Pakistan	Dedicated - Cost Per Minute	\$	0.3045		

Pakistan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3003			
Palau	Dedicated - Cost Per Minute	\$ 0.5674			
Palestine	Dedicated - Cost Per Minute	\$ 0.2770			
Palestine - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2450			
Panama	Dedicated - Cost Per Minute	\$ 0.1651			
Panama - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1911			
Papua New Guinea	Dedicated - Cost Per Minute	\$ 1.5552			
Paraguay	Dedicated - Cost Per Minute	\$ 0.1827			
Paraguay - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2141			
Peru	Dedicated - Cost Per Minute	\$ 0.1228			
Peru - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1867			
Philippines	Dedicated - Cost Per Minute	\$ 0.1418			
Philippines - Manila	Dedicated - Cost Per Minute	\$ 0.2070			
Philippines - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1838			
Poland	Dedicated - Cost Per Minute	\$ 0.1288			
Poland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2024			
Portugal	Dedicated - Cost Per Minute	\$ 0.3260			
Portugal - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1628			
Qatar	Dedicated - Cost Per Minute	\$ 0.3203			
Qatar - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3570			

Reunion Island	Dedicated - Cost Per Minute	\$ 0.3786			
Reunion Island - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4108			
Romania	Dedicated - Cost Per Minute	\$ 0.1050			
Russia	Dedicated - Cost Per Minute	\$ 0.1012			
Russia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1365			
Russia - Moscow	Dedicated - Cost Per Minute	\$ 0.0382			
Russia - St. Petersburg	Dedicated - Cost Per Minute	\$ 0.0618			
Rwanda	Dedicated - Cost Per Minute	\$ 0.3521			
Rwanda - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2835			
San Marino	Dedicated - Cost Per Minute	\$ 0.1026			
Sao Tome	Dedicated - Cost Per Minute	\$ 2.3405			
Saudi Arabia	Dedicated - Cost Per Minute	\$ 0.2209			
Saudi Arabia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3129			
Senegal	Dedicated - Cost Per Minute	\$ 0.3878			
Senegal - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.6465			
Serbia	Dedicated - Cost Per Minute	\$ 0.1458			
Serbia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4696			
Seychelles Islands	Dedicated - Cost Per Minute	\$ 0.4670			
Sierra Leone	Dedicated - Cost Per Minute	\$ 0.7047			
Singapore	Dedicated - Cost Per Minute	\$ 0.0813			

Singapore - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1155			
Slovak Republic	Dedicated - Cost Per Minute	\$ 0.1252			
Slovak Republic - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1999			
Slovenia	Dedicated - Cost Per Minute	\$ 0.1365			
Slovenia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.5021			
Solomon Islands	Dedicated - Cost Per Minute	\$ 1.9311			
Solomon Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 1.0395			
Somalia	Dedicated - Cost Per Minute	\$ 1.2875			
South Africa	Dedicated - Cost Per Minute	\$ 0.0654			
South Africa - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1867			
South Korea	Dedicated - Cost Per Minute	\$ 0.0607			
South Korea - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.0775			
South Sudan	Dedicated - Cost Per Minute	\$ 1.0775			
Spain	Dedicated - Cost Per Minute	\$ 0.0643			
Spain - Barcelona	Dedicated - Cost Per Minute	\$ 0.0221			
Spain - Madrid	Dedicated - Cost Per Minute	\$ 0.0293			
Spain - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1906			
Sri Lanka	Dedicated - Cost Per Minute	\$ 0.3475			
Sri Lanka - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3129			
St. Helena	Dedicated - Cost Per Minute	\$ 4.0460			

St. Kitts	Dedicated - Cost Per Minute	\$ 0.1608			
St. Kitts - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3723			
St. Lucia	Dedicated - Cost Per Minute	\$ 0.1533			
St. Lucia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2643			
St. Maarten	Dedicated - Cost Per Minute	\$ 0.0393			
St. Pierre & Miquelon	Dedicated - Cost Per Minute	\$ 0.2915			
St. Vincent	Dedicated - Cost Per Minute	\$ 0.1841			
St. Vincent - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2650			
Sudan	Dedicated - Cost Per Minute	\$ 0.3591			
Sudan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2904			
Suriname	Dedicated - Cost Per Minute	\$ 0.3668			
Suriname - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3452			
Swaziland	Dedicated - Cost Per Minute	\$ 0.1617			
Swaziland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2463			
Sweden	Dedicated - Cost Per Minute	\$ 0.0420			
Sweden - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1810			
Switzerland	Dedicated - Cost Per Minute	\$ 0.0252			
Switzerland - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2503			
Syria	Dedicated - Cost Per Minute	\$ 0.3003			
Syria - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3213			

Taiwan	Dedicated - Cost Per Minute	\$ 0.0565			
Taiwan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1068			
Taiwan - Taipei	Dedicated - Cost Per Minute	\$ 0.0228			
Tajikistan	Dedicated - Cost Per Minute	\$ 0.2087			
Tanzania	Dedicated - Cost Per Minute	\$ 0.3163			
Tanzania - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3297			
Thailand	Dedicated - Cost Per Minute	\$ 0.0648			
Thailand - Bangkok	Dedicated - Cost Per Minute	\$ 0.0414			
Thailand - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1617			
Togo	Dedicated - Cost Per Minute	\$ 0.6013			
Togo - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3938			
Tokelau	Dedicated - Cost Per Minute	\$ 1.4724			
Tonga Islands	Dedicated - Cost Per Minute	\$ 0.6651			
Tonga Islands - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2893			
Trinidad & Tobago	Dedicated - Cost Per Minute	\$ 0.1651			
Trinidad & Tobago - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1637			
Tunisia	Dedicated - Cost Per Minute	\$ 0.6534			
Tunisia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.7111			
Turkey	Dedicated - Cost Per Minute	\$ 0.1491			
Turkey - Ankara	Dedicated - Cost Per Minute	\$ 0.0669			

Turkey - Istanbul	Dedicated - Cost Per Minute	\$ 0.0652			
Turkey - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1877			
Turkmenistan	Dedicated - Cost Per Minute	\$ 0.3416			
Turks & Caicos	Dedicated - Cost Per Minute	\$ 0.2242			
Turks & Caicos - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2845			
Tuvalu	Dedicated - Cost Per Minute	\$ 1.6651			
Uganda	Dedicated - Cost Per Minute	\$ 0.2209			
Uganda - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2499			
Ukraine	Dedicated - Cost Per Minute	\$ 0.1331			
Ukraine - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1995			
United Arab Emirates	Dedicated - Cost Per Minute	\$ 0.2390			
United Arab Emirates - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3308			
United Kingdom	Dedicated - Cost Per Minute	\$ 0.0197			
United Kingdom - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.4038			
Uruguay	Dedicated - Cost Per Minute	\$ 0.1785			
Uruguay - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2088			
Uruguay - Montevideo	Dedicated - Cost Per Minute	\$ 0.0957			
Uzbekistan	Dedicated - Cost Per Minute	\$ 0.1371			
Uzbekistan - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2670			
Vanuatu	Dedicated - Cost Per Minute	\$ 1.4115			

Venezuela	Dedicated - Cost Per Minute	\$ 0.1052			
Venezuela - Caracas	Dedicated - Cost Per Minute	\$ 0.0492			
Venezuela - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.1909			
Vietnam	Dedicated - Cost Per Minute	\$ 0.2520			
Vietnam - Hanoi	Dedicated - Cost Per Minute	\$ 0.0813			
Vietnam - Ho Chi Minh City	Dedicated - Cost Per Minute	\$ 0.1497			
Vietnam - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3045			
Wallis & Futuna	Dedicated - Cost Per Minute	\$ 1.3125			
Western Samoa	Dedicated - Cost Per Minute	\$ 0.7915			
Western Samoa - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.6791			
Yemen	Dedicated - Cost Per Minute	\$ 0.2843			
Yemen - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3326			
Zaire	Dedicated - Cost Per Minute	\$ 0.6454			
Zaire - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.3910			
Zambia	Dedicated - Cost Per Minute	\$ 0.2209			
Zambia - Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2499			
Zimbabwe	Dedicated - Cost Per Minute	\$ 0.1785			
Zimbabwe- Mobile/SS	Dedicated - Cost Per Minute	\$ 0.2558			
<b>Terminating Country</b>					
Default Rate: (Any country that is not listed and ILD/IDDD service is provided)	Switched - Cost Per Minute	\$ 0.5000			
Afghanistan	Switched - Cost Per Minute	\$ 0.4979			

Afghanistan - Mobile/SS	Switched - Cost Per Minute	\$ 0.4012			
Albania	Switched - Cost Per Minute	\$ 0.2394			
Albania - Mobile/SS	Switched - Cost Per Minute	\$ 0.2372			
Algeria	Switched - Cost Per Minute	\$ 0.2058			
Algeria - Mobile/SS	Switched - Cost Per Minute	\$ 0.4326			
Andorra	Switched - Cost Per Minute	\$ 0.0980			
Andorra - Mobile/SS	Switched - Cost Per Minute	\$ 0.3251			
Angola	Switched - Cost Per Minute	\$ 0.3066			
Angola - Mobile/SS	Switched - Cost Per Minute	\$ 0.3276			
Anguilla	Switched - Cost Per Minute	\$ 0.1764			
Anguilla - Mobile/SS	Switched - Cost Per Minute	\$ 0.2763			
Antarctica	Switched - Cost Per Minute	\$ 3.0852			
Antigua	Switched - Cost Per Minute	\$ 0.1760			
Antigua - Mobile/SS	Switched - Cost Per Minute	\$ 0.2468			
Argentina	Switched - Cost Per Minute	\$ 0.0656			
Argentina - Buenos Aires	Switched - Cost Per Minute	\$ 0.0113			
Argentina - Mobile/SS	Switched - Cost Per Minute	\$ 0.2014			
Armenia	Switched - Cost Per Minute	\$ 0.2604			
Armenia - Mobile/SS	Switched - Cost Per Minute	\$ 0.2814			
Aruba	Switched - Cost Per Minute	\$ 0.1383			

Aruba - Mobile/SS	Switched - Cost Per Minute	\$ 0.2926			
Ascension Island	Switched - Cost Per Minute	\$ 2.1737			
Australia	Switched - Cost Per Minute	\$ 0.0456			
Australia - Melbourne	Switched - Cost Per Minute	\$ 0.0195			
Australia - Mobile/SS	Switched - Cost Per Minute	\$ 0.1481			
Australia - Sydney	Switched - Cost Per Minute	\$ 0.0189			
Austria	Switched - Cost Per Minute	\$ 0.0622			
Austria - Mobile/SS	Switched - Cost Per Minute	\$ 0.2267			
Austria - Vienna	Switched - Cost Per Minute	\$ 0.0295			
Azerbaijan	Switched - Cost Per Minute	\$ 0.2903			
Azerbaijan - Mobile/SS	Switched - Cost Per Minute	\$ 0.4336			
Bahamas	Switched - Cost Per Minute	\$ 0.1617			
Bahamas - Mobile/SS	Switched - Cost Per Minute	\$ 0.3090			
Bahrain	Switched - Cost Per Minute	\$ 0.2226			
Bahrain - Mobile/SS	Switched - Cost Per Minute	\$ 0.2436			
Bangladesh	Switched - Cost Per Minute	\$ 0.2474			
Bangladesh - Mobile/SS	Switched - Cost Per Minute	\$ 0.3644			
Barbados	Switched - Cost Per Minute	\$ 0.1764			
Barbados - Mobile/SS	Switched - Cost Per Minute	\$ 0.2724			
Belarus	Switched - Cost Per Minute	\$ 0.2649			

Belarus - Mobile/SS	Switched - Cost Per Minute	\$ 0.3252			
Belgium	Switched - Cost Per Minute	\$ 0.0413			
Belgium - Mobile/SS	Switched - Cost Per Minute	\$ 0.1733			
Belize	Switched - Cost Per Minute	\$ 0.2991			
Belize - Mobile/SS	Switched - Cost Per Minute	\$ 0.3232			
Benin	Switched - Cost Per Minute	\$ 0.3051			
Benin - Mobile/SS	Switched - Cost Per Minute	\$ 0.3069			
Bermuda	Switched - Cost Per Minute	\$ 0.1092			
Bhutan	Switched - Cost Per Minute	\$ 0.4424			
Bhutan - Mobile/SS	Switched - Cost Per Minute	\$ 0.4830			
Bolivia	Switched - Cost Per Minute	\$ 0.1916			
Bosnia & Herzegovina	Switched - Cost Per Minute	\$ 0.1768			
Bosnia & Herzegovina - Mobile/SS	Switched - Cost Per Minute	\$ 0.3969			
Botswana	Switched - Cost Per Minute	\$ 0.2223			
Botswana - Mobile/SS	Switched - Cost Per Minute	\$ 0.2878			
Brazil	Switched - Cost Per Minute	\$ 0.0840			
Brazil - Belo Horizonte	Switched - Cost Per Minute	\$ 0.0446			
Brazil - Mobile/SS	Switched - Cost Per Minute	\$ 0.1923			
Brazil - Rio de Janeiro	Switched - Cost Per Minute	\$ 0.0577			
Brazil - Sao Paulo	Switched - Cost Per Minute	\$ 0.0225			

British Virgin Islands	Switched - Cost Per Minute	\$ 0.1496			
British Virgin Islands - Mobile/SS	Switched - Cost Per Minute	\$ 0.3590			
Brunei	Switched - Cost Per Minute	\$ 0.2226			
Brunei - Mobile/SS	Switched - Cost Per Minute	\$ 0.2436			
Bulgaria	Switched - Cost Per Minute	\$ 0.1470			
Bulgaria - Mobile/SS	Switched - Cost Per Minute	\$ 0.5032			
Burkina Faso	Switched - Cost Per Minute	\$ 0.3485			
Burkina Faso - Mobile/SS	Switched - Cost Per Minute	\$ 0.3872			
Burundi	Switched - Cost Per Minute	\$ 0.4788			
Burundi - Mobile/SS	Switched - Cost Per Minute	\$ 0.1071			
Cambodia	Switched - Cost Per Minute	\$ 0.5376			
Cambodia - Mobile/SS	Switched - Cost Per Minute	\$ 0.5586			
Cameroon	Switched - Cost Per Minute	\$ 0.2314			
Cameroon - Mobile/SS	Switched - Cost Per Minute	\$ 0.3459			
Canada	Switched - Cost Per Minute	\$ 0.0241			
Cape Verde Islands	Switched - Cost Per Minute	\$ 0.2783			
Cape Verde Islands - Mobile/SS	Switched - Cost Per Minute	\$ 0.3518			
Cayman Islands	Switched - Cost Per Minute	\$ 0.1260			
Cayman Islands - Mobile/SS	Switched - Cost Per Minute	\$ 0.2181			
Central African Republic	Switched - Cost Per Minute	\$ 1.2479			

Central African Republic - Mobile/SS	Switched - Cost Per Minute	\$ 0.4830			
Chad	Switched - Cost Per Minute	\$ 0.7288			
Chad - Mobile/SS	Switched - Cost Per Minute	\$ 0.5234			
Chile	Switched - Cost Per Minute	\$ 0.1244			
Chile - Mobile/SS	Switched - Cost Per Minute	\$ 0.1985			
Chile - Santiago	Switched - Cost Per Minute	\$ 0.0418			
China	Switched - Cost Per Minute	\$ 0.0958			
China - Beijing	Switched - Cost Per Minute	\$ 0.0379			
China - Fuzhou	Switched - Cost Per Minute	\$ 0.0173			
China - Guangzhou	Switched - Cost Per Minute	\$ 0.0381			
China - Mobile/SS	Switched - Cost Per Minute	\$ 0.1554			
China - Shanghai	Switched - Cost Per Minute	\$ 0.0172			
Christmas & Cocos Islands	Switched - Cost Per Minute	\$ 0.1583			
Colombia	Switched - Cost Per Minute	\$ 0.1037			
Colombia - Bogota	Switched - Cost Per Minute	\$ 0.0242			
Colombia - Mobile/SS	Switched - Cost Per Minute	\$ 0.1806			
Comoros	Switched - Cost Per Minute	\$ 0.7628			
Comoros - Mobile/SS	Switched - Cost Per Minute	\$ 1.0074			
Congo	Switched - Cost Per Minute	\$ 0.7492			
Cook Islands	Switched - Cost Per Minute	\$ 3.1500			

Costa Rica	Switched - Cost Per Minute	\$ 0.1323			
Costa Rica - Mobile/SS	Switched - Cost Per Minute	\$ 0.1533			
Croatia	Switched - Cost Per Minute	\$ 0.1676			
Croatia - Mobile/SS	Switched - Cost Per Minute	\$ 0.4328			
Cuba	Switched - Cost Per Minute	\$ 1.0437			
Cuba - Guantanamo Bay	Switched - Cost Per Minute	\$ 1.1200			
Cyprus	Switched - Cost Per Minute	\$ 0.1764			
Cyprus - Mobile/SS	Switched - Cost Per Minute	\$ 0.8396			
Czech Republic	Switched - Cost Per Minute	\$ 0.1386			
Czech Republic - Mobile/SS	Switched - Cost Per Minute	\$ 0.6646			
Czech Republic - Prague	Switched - Cost Per Minute	\$ 0.0360			
Denmark	Switched - Cost Per Minute	\$ 0.0630			
Denmark - Mobile/SS	Switched - Cost Per Minute	\$ 0.1680			
Diego Garcia	Switched - Cost Per Minute	\$ 2.6679			
Djibouti	Switched - Cost Per Minute	\$ 0.4708			
Dominica	Switched - Cost Per Minute	\$ 0.1829			
Dominica - Mobile/SS	Switched - Cost Per Minute	\$ 0.2707			
Dominican Republic	Switched - Cost Per Minute	\$ 0.1381			
Dominican Republic - Mobile/SS	Switched - Cost Per Minute	\$ 0.1260			
East Timor	Switched - Cost Per Minute	\$ 3.9521			

Ecuador	Switched - Cost Per Minute	\$ 0.1614			
Ecuador - Mobile/SS	Switched - Cost Per Minute	\$ 0.3038			
Egypt	Switched - Cost Per Minute	\$ 0.1915			
Egypt - Mobile/SS	Switched - Cost Per Minute	\$ 0.2688			
El Salvador	Switched - Cost Per Minute	\$ 0.2506			
El Salvador - Mobile/SS	Switched - Cost Per Minute	\$ 0.2659			
Equatorial Guinea	Switched - Cost Per Minute	\$ 0.5628			
Eritrea	Switched - Cost Per Minute	\$ 0.3910			
Estonia	Switched - Cost Per Minute	\$ 0.1806			
Estonia - Mobile/SS	Switched - Cost Per Minute	\$ 0.4627			
Ethiopia	Switched - Cost Per Minute	\$ 0.3570			
Ethiopia - Mobile/SS	Switched - Cost Per Minute	\$ 0.3780			
Faeroe Islands	Switched - Cost Per Minute	\$ 0.3309			
Falkland Islands	Switched - Cost Per Minute	\$ 1.9505			
Fiji Islands	Switched - Cost Per Minute	\$ 0.3274			
Fiji Islands - Mobile/SS	Switched - Cost Per Minute	\$ 0.3815			
Finland	Switched - Cost Per Minute	\$ 0.1036			
Finland - Mobile/SS	Switched - Cost Per Minute	\$ 0.1365			
France	Switched - Cost Per Minute	\$ 0.0315			
France - Mobile/SS	Switched - Cost Per Minute	\$ 0.1552			

France - Paris	Switched - Cost Per Minute	\$ 0.0143			
French Antilles	Switched - Cost Per Minute	\$ 0.1596			
French Antilles - Mobile/SS	Switched - Cost Per Minute	\$ 0.0876			
French Guiana	Switched - Cost Per Minute	\$ 0.2079			
French Guiana - Mobile/SS	Switched - Cost Per Minute	\$ 0.0159			
French Polynesia	Switched - Cost Per Minute	\$ 0.4140			
Gabon	Switched - Cost Per Minute	\$ 0.5193			
Gabon - Mobile/SS	Switched - Cost Per Minute	\$ 0.5436			
Gambia	Switched - Cost Per Minute	\$ 0.5057			
Gambia - Mobile/SS	Switched - Cost Per Minute	\$ 0.7994			
Georgia	Switched - Cost Per Minute	\$ 0.3088			
Georgia - Mobile/SS	Switched - Cost Per Minute	\$ 0.3212			
Germany	Switched - Cost Per Minute	\$ 0.0335			
Germany - Mobile/SS	Switched - Cost Per Minute	\$ 0.1979			
Ghana	Switched - Cost Per Minute	\$ 0.3290			
Ghana - Mobile/SS	Switched - Cost Per Minute	\$ 0.2751			
Gibraltar	Switched - Cost Per Minute	\$ 0.2223			
Gibraltar - Mobile/SS	Switched - Cost Per Minute	\$ 0.3453			
Greece	Switched - Cost Per Minute	\$ 0.0758			
Greece - Athens	Switched - Cost Per Minute	\$ 0.0305			

Greece - Mobile/SS	Switched - Cost Per Minute	\$ 0.1552			
Greenland	Switched - Cost Per Minute	\$ 1.0629			
Greenland - Mobile/SS	Switched - Cost Per Minute	\$ 0.4463			
Grenada	Switched - Cost Per Minute	\$ 0.1898			
Grenada - Mobile/SS	Switched - Cost Per Minute	\$ 0.2845			
Guadeloupe	Switched - Cost Per Minute	\$ 0.1638			
Guadeloupe - Mobile/SS	Switched - Cost Per Minute	\$ 0.2701			
Guatemala	Switched - Cost Per Minute	\$ 0.1860			
Guatemala - Mobile/SS	Switched - Cost Per Minute	\$ 0.1999			
Guinea	Switched - Cost Per Minute	\$ 0.8819			
Guinea - Mobile/SS	Switched - Cost Per Minute	\$ 0.3358			
Guinea Bissau	Switched - Cost Per Minute	\$ 1.4896			
Guyana	Switched - Cost Per Minute	\$ 0.3080			
Guyana - Mobile/SS	Switched - Cost Per Minute	\$ 0.3544			
Haiti	Switched - Cost Per Minute	\$ 0.3853			
Haiti - Mobile/SS	Switched - Cost Per Minute	\$ 0.3853			
Honduras	Switched - Cost Per Minute	\$ 0.2625			
Honduras - Mobile/SS	Switched - Cost Per Minute	\$ 0.3045			
Hong Kong	Switched - Cost Per Minute	\$ 0.0670			
Hong Kong - Mobile/SS	Switched - Cost Per Minute	\$ 0.0966			

Hungary	Switched - Cost Per Minute	\$ 0.0847			
Hungary - Budapest	Switched - Cost Per Minute	\$ 0.0610			
Hungary - Mobile/SS	Switched - Cost Per Minute	\$ 0.2043			
Iceland	Switched - Cost Per Minute	\$ 0.1470			
Iceland - Mobile/SS	Switched - Cost Per Minute	\$ 0.2185			
India	Switched - Cost Per Minute	\$ 0.1523			
India - Bangalore	Switched - Cost Per Minute	\$ 0.0235			
India - Bombay	Switched - Cost Per Minute	\$ 0.0246			
India - Calcutta	Switched - Cost Per Minute	\$ 0.1043			
India - Hyderabad	Switched - Cost Per Minute	\$ 0.0309			
India - Madras	Switched - Cost Per Minute	\$ 0.0242			
India - New Delhi	Switched - Cost Per Minute	\$ 0.0243			
India - Pune	Switched - Cost Per Minute	\$ 0.0243			
India - Punjab	Switched - Cost Per Minute	\$ 0.0241			
India - Mobile/SS	Switched - Cost Per Minute	\$ 0.2436			
Indonesia	Switched - Cost Per Minute	\$ 0.1215			
Indonesia - Jakarta	Switched - Cost Per Minute	\$ 0.0243			
Indonesia - Surabaya	Switched - Cost Per Minute	\$ 0.0336			
Indonesia - Mobile/SS	Switched - Cost Per Minute	\$ 0.1888			
INMARSAT	Switched - Cost Per Minute	\$ 2.5247			

International Networks	Switched - Cost Per Minute	\$ 10.9548			
International Networks Satellite	Switched - Cost Per Minute	\$ 4.0343			
Iran	Switched - Cost Per Minute	\$ 0.2713			
Iran - Mobile/SS	Switched - Cost Per Minute	\$ 0.3654			
Iraq	Switched - Cost Per Minute	\$ 0.1385			
Iraq - Mobile/SS	Switched - Cost Per Minute	\$ 0.1907			
Ireland	Switched - Cost Per Minute	\$ 0.0630			
Ireland - Mobile/SS	Switched - Cost Per Minute	\$ 0.2650			
Iridium	Switched - Cost Per Minute	\$ 11.2229			
Israel	Switched - Cost Per Minute	\$ 0.0368			
Israel - Mobile/SS	Switched - Cost Per Minute	\$ 0.1006			
Italy - Mobile/SS	Switched - Cost Per Minute	\$ 0.2870			
Italy	Switched - Cost Per Minute	\$ 0.0360			
Ivory Coast	Switched - Cost Per Minute	\$ 0.3671			
Ivory Coast - Mobile/SS	Switched - Cost Per Minute	\$ 0.3856			
Jamaica	Switched - Cost Per Minute	\$ 0.1875			
Jamaica - Mobile/SS	Switched - Cost Per Minute	\$ 0.3007			
Japan	Switched - Cost Per Minute	\$ 0.0497			
Japan - Osaka	Switched - Cost Per Minute	\$ 0.1040			
Japan - Tokyo	Switched - Cost Per Minute	\$ 0.0555			

Japan - Mobile/SS	Switched - Cost Per Minute	\$ 0.1763			
Jordan	Switched - Cost Per Minute	\$ 0.2713			
Jordan - Mobile/SS	Switched - Cost Per Minute	\$ 0.3122			
Kazakhstan	Switched - Cost Per Minute	\$ 0.1157			
Kazakhstan - Mobile/SS	Switched - Cost Per Minute	\$ 0.1546			
Kenya	Switched - Cost Per Minute	\$ 0.2520			
Kenya - Mobile/SS	Switched - Cost Per Minute	\$ 0.2730			
Kiribati	Switched - Cost Per Minute	\$ 1.7212			
Kuwait	Switched - Cost Per Minute	\$ 0.2234			
Kuwait - Mobile/SS	Switched - Cost Per Minute	\$ 0.3108			
Kyrgyzstan	Switched - Cost Per Minute	\$ 0.1961			
Kyrgyzstan - Mobile/SS	Switched - Cost Per Minute	\$ 0.2717			
Laos	Switched - Cost Per Minute	\$ 0.4844			
Laos - Mobile/SS	Switched - Cost Per Minute	\$ 0.6065			
Latvia	Switched - Cost Per Minute	\$ 0.3296			
Latvia - Mobile/SS	Switched - Cost Per Minute	\$ 0.8125			
Lebanon	Switched - Cost Per Minute	\$ 0.2554			
Lebanon - Mobile/SS	Switched - Cost Per Minute	\$ 0.3032			
Lesotho	Switched - Cost Per Minute	\$ 0.2562			
Lesotho - Mobile/SS	Switched - Cost Per Minute	\$ 0.2958			

Liberia	Switched - Cost Per Minute	\$ 0.3786			
Liberia - Mobile/SS	Switched - Cost Per Minute	\$ 0.4072			
Libya	Switched - Cost Per Minute	\$ 0.3230			
Libya - Mobile/SS	Switched - Cost Per Minute	\$ 0.6652			
Liechtenstein	Switched - Cost Per Minute	\$ 0.1306			
Liechtenstein - Mobile/SS	Switched - Cost Per Minute	\$ 1.5129			
Lithuania	Switched - Cost Per Minute	\$ 0.1756			
Lithuania - Mobile/SS	Switched - Cost Per Minute	\$ 0.2889			
Luxembourg	Switched - Cost Per Minute	\$ 0.0630			
Luxembourg - Mobile/SS	Switched - Cost Per Minute	\$ 0.2481			
Macau	Switched - Cost Per Minute	\$ 0.2347			
Macau - Mobile/SS	Switched - Cost Per Minute	\$ 0.2604			
Macedonia	Switched - Cost Per Minute	\$ 0.1806			
Macedonia - Mobile/SS	Switched - Cost Per Minute	\$ 0.4546			
Madagascar	Switched - Cost Per Minute	\$ 0.7392			
Madagascar - Mobile/SS	Switched - Cost Per Minute	\$ 0.7602			
Malawi	Switched - Cost Per Minute	\$ 0.2016			
Malawi - Mobile/SS	Switched - Cost Per Minute	\$ 0.2226			
Malaysia	Switched - Cost Per Minute	\$ 0.0475			
Malaysia - Kuala Lumpur	Switched - Cost Per Minute	\$ 0.0172			

Malaysia - Mobile/SS	Switched - Cost Per Minute	\$ 0.1006		
Maldives	Switched - Cost Per Minute	\$ 0.7551		
Maldives - Mobile/SS	Switched - Cost Per Minute	\$ 1.6266		
Mali	Switched - Cost Per Minute	\$ 0.4029		
Mali - Mobile/SS	Switched - Cost Per Minute	\$ 0.4639		
Malta	Switched - Cost Per Minute	\$ 0.1722		
Malta - Mobile/SS	Switched - Cost Per Minute	\$ 0.2611		
Marshall Islands	Switched - Cost Per Minute	\$ 0.4355		
Mauritania	Switched - Cost Per Minute	\$ 0.7776		
Mauritius	Switched - Cost Per Minute	\$ 0.3397		
Mauritius - Mobile/SS	Switched - Cost Per Minute	\$ 0.4043		
Mayotte Island	Switched - Cost Per Minute	\$ 1.1343		
Mayotte Island - Mobile/SS	Switched - Cost Per Minute	\$ 0.4969		
Mexico	Switched - Cost Per Minute	\$ 0.0894		
Mexico - Mobile/SS	Switched - Cost Per Minute	\$ 0.1313		
Micronesia	Switched - Cost Per Minute	\$ 0.2993		
Moldova	Switched - Cost Per Minute	\$ 1.2602		
Moldova - Mobile/SS	Switched - Cost Per Minute	\$ 0.4509		
Monaco	Switched - Cost Per Minute	\$ 0.0930		
Monaco - Mobile/SS	Switched - Cost Per Minute	\$ 0.4772		

Mongolia	Switched - Cost Per Minute	\$ 0.5040		
Montenegro	Switched - Cost Per Minute	\$ 0.0251		
Montenegro - Mobile/SS	Switched - Cost Per Minute	\$ 0.0398		
Montserrat	Switched - Cost Per Minute	\$ 0.2844		
Montserrat - Mobile/SS	Switched - Cost Per Minute	\$ 0.2993		
Morocco	Switched - Cost Per Minute	\$ 0.4278		
Morocco - Mobile/SS	Switched - Cost Per Minute	\$ 0.4483		
Morocco - Casablanca	Switched - Cost Per Minute	\$ 0.0505		
Mozambique	Switched - Cost Per Minute	\$ 0.2653		
Mozambique - Mobile/SS	Switched - Cost Per Minute	\$ 0.3680		
Myanmar	Switched - Cost Per Minute	\$ 0.6362		
Namibia	Switched - Cost Per Minute	\$ 0.2888		
Namibia - Mobile/SS	Switched - Cost Per Minute	\$ 0.2997		
Nauru	Switched - Cost Per Minute	\$ 2.3839		
Nepal	Switched - Cost Per Minute	\$ 0.3234		
Nepal - Mobile/SS	Switched - Cost Per Minute	\$ 0.4043		
Netherlands	Switched - Cost Per Minute	\$ 0.0368		
Netherlands - Mobile/SS	Switched - Cost Per Minute	\$ 0.1995		
Netherlands Antilles	Switched - Cost Per Minute	\$ 0.1422		
Netherlands Antilles - Mobile/SS	Switched - Cost Per Minute	\$ 0.1915		

New Caledonia	Switched - Cost Per Minute	\$ 0.3528			
New Zealand	Switched - Cost Per Minute	\$ 0.0758			
New Zealand - Mobile/SS	Switched - Cost Per Minute	\$ 0.1769			
Nicaragua	Switched - Cost Per Minute	\$ 0.1803			
Nicaragua - Mobile/SS	Switched - Cost Per Minute	\$ 0.3057			
Niger	Switched - Cost Per Minute	\$ 0.3431			
Niger - Mobile/SS	Switched - Cost Per Minute	\$ 0.4169			
Nigeria	Switched - Cost Per Minute	\$ 0.2467			
Nigeria - Mobile/SS	Switched - Cost Per Minute	\$ 0.2932			
Niue	Switched - Cost Per Minute	\$ 1.3230			
Norfolk Island	Switched - Cost Per Minute	\$ 2.9935			
North Korea	Switched - Cost Per Minute	\$ 1.2857			
Norway	Switched - Cost Per Minute	\$ 0.0630			
Norway - Mobile/SS	Switched - Cost Per Minute	\$ 0.2383			
Oman	Switched - Cost Per Minute	\$ 0.2835			
Oman - Mobile/SS	Switched - Cost Per Minute	\$ 0.3574			
Pakistan	Switched - Cost Per Minute	\$ 0.3150			
Pakistan - Mobile/SS	Switched - Cost Per Minute	\$ 0.3108			
Palau	Switched - Cost Per Minute	\$ 0.5847			
Palestine	Switched - Cost Per Minute	\$ 0.2770			

Palestine - Mobile/SS	Switched - Cost Per Minute	\$	0.2623			
Panama	Switched - Cost Per Minute	\$	0.1756			
Panama - Mobile/SS	Switched - Cost Per Minute	\$	0.2016			
Papua New Guinea	Switched - Cost Per Minute	\$	1.5724			
Paraguay	Switched - Cost Per Minute	\$	0.1932			
Paraguay - Mobile/SS	Switched - Cost Per Minute	\$	0.2246			
Peru	Switched - Cost Per Minute	\$	0.1333			
Peru - Mobile/SS	Switched - Cost Per Minute	\$	0.1972			
Philippines	Switched - Cost Per Minute	\$	0.1590			
Philippines - Manila	Switched - Cost Per Minute	\$	0.2070			
Philippines - Mobile/SS	Switched - Cost Per Minute	\$	0.1943			
Poland	Switched - Cost Per Minute	\$	0.1460			
Poland - Mobile/SS	Switched - Cost Per Minute	\$	0.2129			
Portugal	Switched - Cost Per Minute	\$	0.3433			
Portugal - Mobile/SS	Switched - Cost Per Minute	\$	0.1733			
Qatar	Switched - Cost Per Minute	\$	0.3308			
Qatar - Mobile/SS	Switched - Cost Per Minute	\$	0.3675			
Reunion Island	Switched - Cost Per Minute	\$	0.3891			
Reunion Island - Mobile/SS	Switched - Cost Per Minute	\$	0.4213			
Romania	Switched - Cost Per Minute	\$	0.1155			

Russia	Switched - Cost Per Minute	\$ 0.1117			
Russia - Mobile/SS	Switched - Cost Per Minute	\$ 0.1470			
Russia - Moscow	Switched - Cost Per Minute	\$ 0.0382			
Russia - St. Petersburg	Switched - Cost Per Minute	\$ 0.0618			
Rwanda	Switched - Cost Per Minute	\$ 0.3626			
Rwanda - Mobile/SS	Switched - Cost Per Minute	\$ 0.2835			
San Marino	Switched - Cost Per Minute	\$ 0.1130			
Sao Tome	Switched - Cost Per Minute	\$ 2.3577			
Saudi Arabia	Switched - Cost Per Minute	\$ 0.2314			
Saudi Arabia - Mobile/SS	Switched - Cost Per Minute	\$ 0.3234			
Senegal	Switched - Cost Per Minute	\$ 0.4050			
Senegal - Mobile/SS	Switched - Cost Per Minute	\$ 0.6638			
Serbia	Switched - Cost Per Minute	\$ 0.1630			
Serbia - Mobile/SS	Switched - Cost Per Minute	\$ 0.4869			
Seychelles Islands	Switched - Cost Per Minute	\$ 0.4843			
Sierra Leone	Switched - Cost Per Minute	\$ 0.7219			
Singapore	Switched - Cost Per Minute	\$ 0.0918			
Singapore - Mobile/SS	Switched - Cost Per Minute	\$ 0.1260			
Slovak Republic	Switched - Cost Per Minute	\$ 0.1357			
Slovak Republic - Mobile/SS	Switched - Cost Per Minute	\$ 0.2165			

Slovenia	Switched - Cost Per Minute	\$ 0.1470			
Slovenia - Mobile/SS	Switched - Cost Per Minute	\$ 0.5193			
Solomon Islands	Switched - Cost Per Minute	\$ 1.9484			
Solomon Islands - Mobile/SS	Switched - Cost Per Minute	\$ 1.0500			
Somalia	Switched - Cost Per Minute	\$ 1.3047			
South Africa	Switched - Cost Per Minute	\$ 0.0653			
South Africa - Mobile/SS	Switched - Cost Per Minute	\$ 0.1972			
South Korea	Switched - Cost Per Minute	\$ 0.0712			
South Korea - Mobile/SS	Switched - Cost Per Minute	\$ 0.0880			
South Sudan	Switched - Cost Per Minute	\$ 1.0836			
Spain	Switched - Cost Per Minute	\$ 0.0816			
Spain - Barcelona	Switched - Cost Per Minute	\$ 0.0221			
Spain - Madrid	Switched - Cost Per Minute	\$ 0.0293			
Spain - Mobile/SS	Switched - Cost Per Minute	\$ 0.2079			
Sri Lanka	Switched - Cost Per Minute	\$ 0.3477			
Sri Lanka - Mobile/SS	Switched - Cost Per Minute	\$ 0.3234			
St. Helena	Switched - Cost Per Minute	\$ 4.0632			
St. Kitts	Switched - Cost Per Minute	\$ 0.1780			
St. Kitts - Mobile/SS	Switched - Cost Per Minute	\$ 0.3895			
St. Lucia	Switched - Cost Per Minute	\$ 0.1638			

St. Lucia - Mobile/SS	Switched - Cost Per Minute	\$ 0.2748			
St. Maarten	Switched - Cost Per Minute	\$ 0.0393			
St. Pierre & Miquelon	Switched - Cost Per Minute	\$ 0.3088			
St. Vincent	Switched - Cost Per Minute	\$ 0.1946			
St. Vincent - Mobile/SS	Switched - Cost Per Minute	\$ 0.2822			
Sudan	Switched - Cost Per Minute	\$ 0.3696			
Sudan - Mobile/SS	Switched - Cost Per Minute	\$ 0.3077			
Suriname	Switched - Cost Per Minute	\$ 0.3773			
Suriname - Mobile/SS	Switched - Cost Per Minute	\$ 0.3624			
Swaziland	Switched - Cost Per Minute	\$ 0.1722			
Swaziland - Mobile/SS	Switched - Cost Per Minute	\$ 0.2636			
Sweden	Switched - Cost Per Minute	\$ 0.0525			
Sweden - Mobile/SS	Switched - Cost Per Minute	\$ 0.1915			
Switzerland	Switched - Cost Per Minute	\$ 0.0424			
Switzerland - Mobile/SS	Switched - Cost Per Minute	\$ 0.2675			
Syria	Switched - Cost Per Minute	\$ 0.3108			
Syria - Mobile/SS	Switched - Cost Per Minute	\$ 0.3318			
Taiwan	Switched - Cost Per Minute	\$ 0.0670			
Taiwan - Mobile/SS	Switched - Cost Per Minute	\$ 0.1240			
Taiwan - Taipei	Switched - Cost Per Minute	\$ 0.0228			

Tajikistan	Switched - Cost Per Minute	\$ 0.2223			
Tanzania	Switched - Cost Per Minute	\$ 0.3335			
Tanzania - Mobile/SS	Switched - Cost Per Minute	\$ 0.3402			
Thailand	Switched - Cost Per Minute	\$ 0.0753			
Thailand - Bangkok	Switched - Cost Per Minute	\$ 0.0414			
Thailand - Mobile/SS	Switched - Cost Per Minute	\$ 0.1722			
Togo	Switched - Cost Per Minute	\$ 0.6186			
Togo - Mobile/SS	Switched - Cost Per Minute	\$ 0.4043			
Tokelau	Switched - Cost Per Minute	\$ 1.4896			
Tonga Islands	Switched - Cost Per Minute	\$ 0.6823			
Tonga Islands - Mobile/SS	Switched - Cost Per Minute	\$ 0.2933			
Trinidad & Tobago	Switched - Cost Per Minute	\$ 0.1756			
Trinidad & Tobago - Mobile/SS	Switched - Cost Per Minute	\$ 0.1742			
Tunisia	Switched - Cost Per Minute	\$ 0.6707			
Tunisia - Mobile/SS	Switched - Cost Per Minute	\$ 0.7284			
Turkey	Switched - Cost Per Minute	\$ 0.1596			
Turkey - Ankara	Switched - Cost Per Minute	\$ 0.0669			
Turkey - Istanbul	Switched - Cost Per Minute	\$ 0.0652			
Turkey - Mobile/SS	Switched - Cost Per Minute	\$ 0.1982			
Turkmenistan	Switched - Cost Per Minute	\$ 0.3521			

Turks & Caicos	Switched - Cost Per Minute	\$ 0.2347			
Turks & Caicos - Mobile/SS	Switched - Cost Per Minute	\$ 0.3017			
Tuvalu	Switched - Cost Per Minute	\$ 1.7023			
Uganda	Switched - Cost Per Minute	\$ 0.2314			
Uganda - Mobile/SS	Switched - Cost Per Minute	\$ 0.2604			
Ukraine	Switched - Cost Per Minute	\$ 0.1436			
Ukraine - Mobile/SS	Switched - Cost Per Minute	\$ 0.2117			
United Arab Emirates	Switched - Cost Per Minute	\$ 0.2533			
United Arab Emirates - Mobile/SS	Switched - Cost Per Minute	\$ 0.3413			
United Kingdom	Switched - Cost Per Minute	\$ 0.0302			
United Kingdom - Mobile/SS	Switched - Cost Per Minute	\$ 0.4211			
Uruguay	Switched - Cost Per Minute	\$ 0.1890			
Uruguay - Mobile/SS	Switched - Cost Per Minute	\$ 0.2261			
Uruguay - Montevideo	Switched - Cost Per Minute	\$ 0.0957			
Uzbekistan	Switched - Cost Per Minute	\$ 0.1476			
Uzbekistan - Mobile/SS	Switched - Cost Per Minute	\$ 0.2670			
Vanuatu	Switched - Cost Per Minute	\$ 1.4287			
Venezuela	Switched - Cost Per Minute	\$ 0.1157			
Venezuela - Caracas	Switched - Cost Per Minute	\$ 0.0492			
Venezuela - Mobile/SS	Switched - Cost Per Minute	\$ 0.2014			

Vietnam	Switched - Cost Per Minute	\$ 0.2625			
Vietnam - Hanoi	Switched - Cost Per Minute	\$ 0.0813			
Vietnam - Ho Chi Minh City	Switched - Cost Per Minute	\$ 0.1497			
Vietnam - Mobile/SS	Switched - Cost Per Minute	\$ 0.3150			
Wallis & Futuna	Switched - Cost Per Minute	\$ 1.3230			
Western Samoa	Switched - Cost Per Minute	\$ 0.8088			
Western Samoa - Mobile/SS	Switched - Cost Per Minute	\$ 0.6791			
Yemen	Switched - Cost Per Minute	\$ 0.2948			
Yemen - Mobile/SS	Switched - Cost Per Minute	\$ 0.3431			
Zaire	Switched - Cost Per Minute	\$ 0.6627			
Zaire - Mobile/SS	Switched - Cost Per Minute	\$ 0.4015			
Zambia	Switched - Cost Per Minute	\$ 0.2314			
Zambia - Mobile/SS	Switched - Cost Per Minute	\$ 0.2604			
Zimbabwe	Switched - Cost Per Minute	\$ 0.1890			
Zimbabwe- Mobile/SS	Switched - Cost Per Minute	\$ 0.2663			
<b>IP Long Distance</b>					
IP Long Distance	Cost Per Minute	Same Rates as Domestic Dedicated Rates Above			
<b>Toll-Free Voice Service</b>					
<b>Domestic Interstate - Toll Free</b>					
For all Interstate Long Distance usage, CenturyLink will bill Customer an 18 second minimum per call and 6 second increments.					
<i>Origination – Termination</i>					
Switched – Dedicated	Cost Per Minute	\$0.0100			

Switched – Switched	Cost Per Minute	\$0.0200			
<b>Domestic Intrastate - Toll Free - (including interLATA and intraLATA) by State</b>					
<b>Michigan</b>					
<i>Origination – Termination</i>					
Switched – Dedicated	Cost Per Minute	\$0.0100			
Switched – Switched	Cost Per Minute	\$0.0200			
<b>Domestic Intrastate - Toll Free - (including interLATA and intraLATA) by State</b>					
ALABAMA	Dedicated - Cost Per Minute	\$0.0227			
ARIZONA	Dedicated - Cost Per Minute	\$0.0391			
ARKANSAS	Dedicated - Cost Per Minute	\$0.0336			
CALIFORNIA	Dedicated - Cost Per Minute	\$0.0217			
COLORADO	Dedicated - Cost Per Minute	\$0.0355			
CONNECTICUT	Dedicated - Cost Per Minute	\$0.0252			
DELAWARE	Dedicated - Cost Per Minute	\$0.0244			
District of Columbia	Dedicated - Cost Per Minute	\$0.0318			
FLORIDA	Dedicated - Cost Per Minute	\$0.0278			
GEORGIA	Dedicated - Cost Per Minute	\$0.0270			
HAWAII	Dedicated - Cost Per Minute	N/A			
IDAHO	Dedicated - Cost Per Minute	\$0.0462			
ILLINOIS	Dedicated - Cost Per Minute	\$0.0151			
INDIANA	Dedicated - Cost Per Minute	\$0.0158			
IOWA	Dedicated - Cost Per Minute	\$0.0324			
KANSAS	Dedicated - Cost Per Minute	\$0.0236			
KENTUCKY	Dedicated - Cost Per Minute	\$0.0230			

LOUISIANA	Dedicated - Cost Per Minute	\$0.0270			
MAINE	Dedicated - Cost Per Minute	\$0.0245			
MARYLAND	Dedicated - Cost Per Minute	\$0.0315			
MASSACHUSETTS	Dedicated - Cost Per Minute	\$0.0225			
MICHIGAN	Dedicated - Cost Per Minute	\$0.0100			
MINNESOTA	Dedicated - Cost Per Minute	\$0.0335			
MISSISSIPPI	Dedicated - Cost Per Minute	\$0.0252			
MISSOURI	Dedicated - Cost Per Minute	\$0.0412			
MONTANA	Dedicated - Cost Per Minute	\$0.0476			
NEBRASKA	Dedicated - Cost Per Minute	\$0.0343			
NEVADA	Dedicated - Cost Per Minute	\$0.0233			
NEW HAMPSHIRE	Dedicated - Cost Per Minute	\$0.0405			
NEW JERSEY	Dedicated - Cost Per Minute	\$0.0334			
NEW MEXICO	Dedicated - Cost Per Minute	\$0.0379			
NEW YORK	Dedicated - Cost Per Minute	\$0.0267			
NORTH CAROLINA	Dedicated - Cost Per Minute	\$0.0379			
NORTH DAKOTA	Dedicated - Cost Per Minute	\$0.0566			
OHIO	Dedicated - Cost Per Minute	\$0.0203			
OKLAHOMA	Dedicated - Cost Per Minute	\$0.0257			
OREGON	Dedicated - Cost Per Minute	\$0.0215			

PENNSYLVANIA	Dedicated - Cost Per Minute	\$0.0297			
RHODE ISLAND	Dedicated - Cost Per Minute	\$0.0259			
SOUTH CAROLINA	Dedicated - Cost Per Minute	\$0.0297			
SOUTH DAKOTA	Dedicated - Cost Per Minute	\$0.0653			
TENNESSEE	Dedicated - Cost Per Minute	\$0.0279			
TEXAS	Dedicated - Cost Per Minute	\$0.0286			
UTAH	Dedicated - Cost Per Minute	\$0.0253			
VERMONT	Dedicated - Cost Per Minute	\$0.0378			
VIRGINIA	Dedicated - Cost Per Minute	\$0.0409			
WASHINGTON	Dedicated - Cost Per Minute	\$0.0258			
WEST VIRGINIA	Dedicated - Cost Per Minute	\$0.0302			
WISCONSIN	Dedicated - Cost Per Minute	\$0.0210			
WYOMING	Dedicated - Cost Per Minute	\$0.0224			
ALABAMA	Switched - Cost Per Minute	\$0.0423			
ARIZONA	Switched - Cost Per Minute	\$0.0541			
ARKANSAS	Switched - Cost Per Minute	\$0.0826			
CALIFORNIA	Switched - Cost Per Minute	\$0.0337			
COLORADO	Switched - Cost Per Minute	\$0.0627			
CONNECTICUT	Switched - Cost Per Minute	\$0.0331			
DELAWARE	Switched - Cost Per Minute	\$0.0390			

District of Columbia	Switched - Cost Per Minute	\$0.0597			
FLORIDA	Switched - Cost Per Minute	\$0.0485			
GEORGIA	Switched - Cost Per Minute	\$0.0432			
HAWAII	Switched - Cost Per Minute	\$0.0557			
IDAHO	Switched - Cost Per Minute	\$0.0753			
ILLINOIS	Switched - Cost Per Minute	\$0.0222			
INDIANA	Switched - Cost Per Minute	\$0.0228			
IOWA	Switched - Cost Per Minute	\$0.0598			
KANSAS	Switched - Cost Per Minute	\$0.0463			
KENTUCKY	Switched - Cost Per Minute	\$0.0379			
LOUISIANA	Switched - Cost Per Minute	\$0.0330			
MAINE	Switched - Cost Per Minute	\$0.0407			
MARYLAND	Switched - Cost Per Minute	\$0.0414			
MASSACHUSETTS	Switched - Cost Per Minute	\$0.0288			
MICHIGAN	Switched - Cost Per Minute	\$0.0200			
MINNESOTA	Switched - Cost Per Minute	\$0.0566			
MISSISSIPPI	Switched - Cost Per Minute	\$0.0331			
MISSOURI	Switched - Cost Per Minute	\$0.0705			
MONTANA	Switched - Cost Per Minute	\$0.0620			
NEBRASKA	Switched - Cost Per Minute	\$0.0479			

NEVADA	Switched - Cost Per Minute	\$0.0327			
NEW HAMPSHIRE	Switched - Cost Per Minute	\$0.0784			
NEW JERSEY	Switched - Cost Per Minute	\$0.0482			
NEW MEXICO	Switched - Cost Per Minute	\$0.0669			
NEW YORK	Switched - Cost Per Minute	\$0.0540			
NORTH CAROLINA	Switched - Cost Per Minute	\$0.0529			
NORTH DAKOTA	Switched - Cost Per Minute	\$0.0917			
OHIO	Switched - Cost Per Minute	\$0.0246			
OKLAHOMA	Switched - Cost Per Minute	\$0.0555			
OREGON	Switched - Cost Per Minute	\$0.0316			
PENNSYLVANIA	Switched - Cost Per Minute	\$0.0552			
RHODE ISLAND	Switched - Cost Per Minute	\$0.0403			
SOUTH CAROLINA	Switched - Cost Per Minute	\$0.0418			
SOUTH DAKOTA	Switched - Cost Per Minute	\$0.1032			
TENNESSEE	Switched - Cost Per Minute	\$0.0359			
TEXAS	Switched - Cost Per Minute	\$0.0527			
UTAH	Switched - Cost Per Minute	\$0.0407			
VERMONT	Switched - Cost Per Minute	\$0.0496			
VIRGINIA	Switched - Cost Per Minute	\$0.0702			
WASHINGTON	Switched - Cost Per Minute	\$0.0552			

WEST VIRGINIA	Switched - Cost Per Minute	\$0.0604		
WISCONSIN	Switched - Cost Per Minute	\$0.0471		
WYOMING	Switched - Cost Per Minute	\$0.0397		
<b>International Toll Free Service "ITFS"/Universal International Freephone Number "UIFN" Service</b>				
<b>ITFS/UIFN billing increments:</b>				
<b>ITFS/UIFN</b>	<b>Initial Billing Period</b>	<b>Incremental Billing Period</b>		
Inbound International (excluding Mexico) to US	30 seconds	6 seconds		
Inbound Canada to US	30 seconds	6 seconds		
Inbound US to Canada	30 seconds	6 seconds		
Inbound Mexico to US	60 seconds	60 seconds		
<b>ITFS/UIFN</b>				
ITFS	Per Number	\$ 10.00	N/A	
UIFN	Per Number	\$ 10.00	\$ 160.00	
<b>ITFS/UIFN - Originating Country</b>				
<b>Default Rate:</b> (Any country not listed and ITFS/UIFN service is provided)	Dedicated - Cost Per Minute	\$ 0.5000		
Andorra (France on the availability Matrix)	Dedicated - Cost Per Minute	\$ 0.7500		
Anguilla	Dedicated - Cost Per Minute	\$ 1.1200		
Antigua	Dedicated - Cost Per Minute	\$ 0.5680		
Argentina	Dedicated - Cost Per Minute	\$ 0.6650		
Australia	Dedicated - Cost Per Minute	\$ 0.1050		
Bahamas	Dedicated - Cost Per Minute	\$ 0.1750		
Bahrain	Dedicated - Cost Per Minute	\$ 0.3864		
Barbados	Dedicated - Cost Per Minute	\$ 0.2450		
Belgium	Dedicated - Cost Per Minute	\$ 0.0800		

Bermuda	Dedicated - Cost Per Minute	\$ 0.3136			
Bolivia	Dedicated - Cost Per Minute	\$ 1.9500			
Brazil	Dedicated - Cost Per Minute	\$ 0.3472			
BVI (Tortola)	Dedicated - Cost Per Minute	\$ 0.7840			
Canada (domestic 8xx with extended call coverage)	Dedicated - Cost Per Minute	\$ 0.0279			
Cayman Islands	Dedicated - Cost Per Minute	\$ 0.7840			
Chile	Dedicated - Cost Per Minute	\$ 0.2744			
China	Dedicated - Cost Per Minute	\$ 0.5880			
Colombia	Dedicated - Cost Per Minute	\$ 0.3136			
Costa Rica	Dedicated - Cost Per Minute	\$ 0.7504			
Cyprus	Dedicated - Cost Per Minute	\$ 0.1153			
Czech Republic	Dedicated - Cost Per Minute	\$ 0.2085			
Denmark	Dedicated - Cost Per Minute	\$ 0.0840			
Dominica	Dedicated - Cost Per Minute	\$ 0.1832			
Dominican Republic	Dedicated - Cost Per Minute	\$ 0.3381			
Ecuador	Dedicated - Cost Per Minute	\$ 0.2684			
El Salvador	Dedicated - Cost Per Minute	\$ 0.3381			
FIJI	Dedicated - Cost Per Minute	\$ 0.6230			
Finland	Dedicated - Cost Per Minute	\$ 0.3198			
France	Dedicated - Cost Per Minute	\$ 0.1184			

Germany	Dedicated - Cost Per Minute	\$ 0.0734			
Greece	Dedicated - Cost Per Minute	\$ 0.1499			
Grenada	Dedicated - Cost Per Minute	\$ 0.1499			
Guatemala	Dedicated - Cost Per Minute	\$ 0.6720			
Honduras	Dedicated - Cost Per Minute	\$ 0.3157			
Hong Kong	Dedicated - Cost Per Minute	\$ 0.2310			
Hungary	Dedicated - Cost Per Minute	\$ 0.3976			
India	Dedicated - Cost Per Minute	\$ 0.7350			
Indonesia	Dedicated - Cost Per Minute	\$ 0.5432			
Ireland	Dedicated - Cost Per Minute	\$ 0.1182			
Israel	Dedicated - Cost Per Minute	\$ 0.1667			
Italy	Dedicated - Cost Per Minute	\$ 0.1050			
Jamaica	Dedicated - Cost Per Minute	\$ 0.1261			
Japan	Dedicated - Cost Per Minute	\$ 0.2310			
Korea (South)	Dedicated - Cost Per Minute	\$ 0.2310			
Liechtenstein (Switzerland on the availability Matrix)	Dedicated - Cost Per Minute	\$ 0.9700			
Luxembourg	Dedicated - Cost Per Minute	\$ 0.2072			
Macau	Dedicated - Cost Per Minute	\$ 0.4000			
Malaysia	Dedicated - Cost Per Minute	\$ 0.3640			
Mexico	Dedicated - Cost Per Minute	\$ 0.1409			

Monaco (France on the availability Matrix)	Dedicated - Cost Per Minute	\$ 0.7500			
Montserrat	Dedicated - Cost Per Minute	\$ 0.7840			
Netherlands	Dedicated - Cost Per Minute	\$ 0.0560			
Netherlands Antilles	Dedicated - Cost Per Minute	\$ 0.5110			
New Zealand	Dedicated - Cost Per Minute	\$ 0.1050			
Nicaragua	Dedicated - Cost Per Minute	\$ 0.4028			
Norway	Dedicated - Cost Per Minute	\$ 0.1750			
Panama	Dedicated - Cost Per Minute	\$ 0.3192			
Peru	Dedicated - Cost Per Minute	\$ 0.9450			
Philippines	Dedicated - Cost Per Minute	\$ 0.3135			
Poland	Dedicated - Cost Per Minute	\$ 0.3976			
Portugal	Dedicated - Cost Per Minute	\$ 0.2000			
San Marino (Italy on the availability Matrix)	Dedicated - Cost Per Minute	\$ 1.9300			
Singapore	Dedicated - Cost Per Minute	\$ 0.2310			
Slovakia	Dedicated - Cost Per Minute	\$ 0.2310			
South Africa	Dedicated - Cost Per Minute	\$ 0.4592			
Spain	Dedicated - Cost Per Minute	\$ 0.2985			
St. Kitts/Nevis	Dedicated - Cost Per Minute	\$ 0.4435			
St. Lucia	Dedicated - Cost Per Minute	\$ 0.4435			
St. Vincent/ Grenadine	Dedicated - Cost Per Minute	\$ 0.5600			

Sweden	Dedicated - Cost Per Minute	\$ 0.1875			
Switzerland	Dedicated - Cost Per Minute	\$ 0.1750			
Taiwan	Dedicated - Cost Per Minute	\$ 0.3920			
Thailand	Dedicated - Cost Per Minute	\$ 0.4256			
Trinidad/Tobago	Dedicated - Cost Per Minute	\$ 0.3976			
Turkey	Dedicated - Cost Per Minute	\$ 0.3976			
Turks and Caicos	Dedicated - Cost Per Minute	\$ 0.9700			
United Arab Emirates	Dedicated - Cost Per Minute	\$ 0.3976			
United Kingdom	Dedicated - Cost Per Minute	\$ 0.0740			
Uruguay	Dedicated - Cost Per Minute	\$ 0.1424			
Venezuela	Dedicated - Cost Per Minute	\$ 0.4592			
<b>Default Rate:</b> (Any country not listed and ITFS/UIFN service is provided)	Switched - Cost Per Minute	\$ 0.7000			
Andorra (France on the availability Matrix)	Switched - Cost Per Minute	\$ 0.7800			
Anguilla	Switched - Cost Per Minute	\$ 1.1400			
Antigua	Switched - Cost Per Minute	\$ 0.5880			
Argentina	Switched - Cost Per Minute	\$ 0.6790			
Australia	Switched - Cost Per Minute	\$ 0.1190			
Bahamas	Switched - Cost Per Minute	\$ 0.1890			
Bahrain	Switched - Cost Per Minute	\$ 0.4004			
Barbados	Switched - Cost Per Minute	\$ 0.2590			

Belgium	Switched - Cost Per Minute	\$ 0.0840			
Bermuda	Switched - Cost Per Minute	\$ 0.3276			
Bolivia	Switched - Cost Per Minute	\$ 1.9800			
Brazil	Switched - Cost Per Minute	\$ 0.3612			
BVI (Tortola)	Switched - Cost Per Minute	\$ 0.7980			
Canada (domestic 8xx with extended call coverage)	Switched - Cost Per Minute	\$ 0.0297			
Cayman Islands	Switched - Cost Per Minute	\$ 0.7980			
Chile	Switched - Cost Per Minute	\$ 0.2884			
China	Switched - Cost Per Minute	\$ 0.6020			
Colombia	Switched - Cost Per Minute	\$ 0.3276			
Costa Rica	Switched - Cost Per Minute	\$ 0.7644			
Cyprus	Switched - Cost Per Minute	\$ 0.1293			
Czech Republic	Switched - Cost Per Minute	\$ 0.2125			
Denmark	Switched - Cost Per Minute	\$ 0.0980			
Dominica	Switched - Cost Per Minute	\$ 0.1872			
Dominican Republic	Switched - Cost Per Minute	\$ 0.3175			
Ecuador	Switched - Cost Per Minute	\$ 0.2800			
El Salvador	Switched - Cost Per Minute	\$ 0.3175			
FIJI	Switched - Cost Per Minute	\$ 0.6370			
Finland	Switched - Cost Per Minute	\$ 0.3236			

France	Switched - Cost Per Minute	\$ 0.1190			
Germany	Switched - Cost Per Minute	\$ 0.0720			
Greece	Switched - Cost Per Minute	\$ 0.1639			
Grenada	Switched - Cost Per Minute	\$ 0.1639			
Guatemala	Switched - Cost Per Minute	\$ 0.6860			
Honduras	Switched - Cost Per Minute	\$ 0.3203			
Hong Kong	Switched - Cost Per Minute	\$ 0.2450			
Hungary	Switched - Cost Per Minute	\$ 0.4116			
India	Switched - Cost Per Minute	\$ 0.7490			
Indonesia	Switched - Cost Per Minute	\$ 0.5572			
Ireland	Switched - Cost Per Minute	\$ 0.1120			
Israel	Switched - Cost Per Minute	\$ 0.1615			
Italy	Switched - Cost Per Minute	\$ 0.1330			
Jamaica	Switched - Cost Per Minute	\$ 0.1302			
Japan	Switched - Cost Per Minute	\$ 0.2450			
Korea (South)	Switched - Cost Per Minute	\$ 0.2450			
Liechtenstein (Switzerland on the availability Matrix)	Switched - Cost Per Minute	\$ 1.0000			
Luxembourg	Switched - Cost Per Minute	\$ 0.2212			
Macau	Switched - Cost Per Minute	\$ 0.4200			
Malaysia	Switched - Cost Per Minute	\$ 0.3780			

Mexico	Switched - Cost Per Minute	\$ 0.1445			
Monaco (France on the availability Matrix)	Switched - Cost Per Minute	\$ 0.7800			
Montserrat	Switched - Cost Per Minute	\$ 0.7980			
Netherlands	Switched - Cost Per Minute	\$ 0.0700			
Netherlands Antilles	Switched - Cost Per Minute	\$ 0.5250			
New Zealand	Switched - Cost Per Minute	\$ 0.1190			
Nicaragua	Switched - Cost Per Minute	\$ 0.4071			
Norway	Switched - Cost Per Minute	\$ 0.1890			
Panama	Switched - Cost Per Minute	\$ 0.3332			
Peru	Switched - Cost Per Minute	\$ 0.9590			
Philippines	Switched - Cost Per Minute	\$ 0.3175			
Poland	Switched - Cost Per Minute	\$ 0.4116			
Portugal	Switched - Cost Per Minute	\$ 0.2025			
San Marino (Italy on the availability Matrix)	Switched - Cost Per Minute	\$ 1.9600			
Singapore	Switched - Cost Per Minute	\$ 0.2450			
Slovakia	Switched - Cost Per Minute	\$ 0.2450			
South Africa	Switched - Cost Per Minute	\$ 0.4732			
Spain	Switched - Cost Per Minute	\$ 0.2809			
St. Kitts/Nevis	Switched - Cost Per Minute	\$ 0.4575			
St. Lucia	Switched - Cost Per Minute	\$ 0.4575			

St. Vincent/ Grenadine	Switched - Cost Per Minute	\$ 0.5740			
Sweden	Switched - Cost Per Minute	\$ 0.1890			
Switzerland	Switched - Cost Per Minute	\$ 0.1890			
Taiwan	Switched - Cost Per Minute	\$ 0.4060			
Thailand	Switched - Cost Per Minute	\$ 0.4396			
Trinidad/Tobago	Switched - Cost Per Minute	\$ 0.4116			
Turkey	Switched - Cost Per Minute	\$ 0.4116			
Turks and Caicos	Switched - Cost Per Minute	\$ 1.0000			
United Arab Emirates	Switched - Cost Per Minute	\$ 0.4116			
United Kingdom	Switched - Cost Per Minute	\$ 0.0720			
Uruguay	Switched - Cost Per Minute	\$ 0.1464			
Venezuela	Switched - Cost Per Minute	\$ 0.4732			
<b>Canada Services – Toll Free</b>					
From Canada to United States					
Switched Origination - Switched Termination	Cost Per Minute	\$ 0.0400			
Switched Origination - Dedicated Termination	Cost Per Minute	\$ 0.0279			
Toll Free Service Terminating in Canada	Switched termination service available only	Switched termination service available only			
United States Switched Origination - Canada Switched Termination	Cost Per Minute	\$ 0.0297			
<b>IP Toll Free</b>					
IP Toll Free	Cost Per Minute	Same Rates as Domestic Dedicated Rates Above			

Toll Free Enhanced Features				
Alternate Call Routing	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Busy Ring No Answer (BRNA)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
	Cost Per Call	\$ 0.0100		
Day of Week Routing (DOW)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Day of Year (Holiday) Routing (DOY)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Dialed Number Identification Service (DNIS)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Direct Termination Overflow (DTO)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
EZ Route-Enhanced Reporting Manager (ERM)	Per 8XX Number	\$ -	\$ 500.00	
	Change Fee - Per 8XX Number		\$ -	
EZ Route-Menu and Database *	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
	Cost Per Call	\$ 0.0300		
EZ Route-Speech Recognition Menu & Database Routing *	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
	Cost Per Call	\$ 0.0500		
EZ Route-Percent Allocation, Time of Day, Day of Week, Area Code & Customer - Entered Digit Routing *	Per 8XX Number	Included with EZ Route	Included with EZ Route	
	Change Fee - Per 8XX Number		Included with EZ Route	
EZ Route-Bridging	Cost Per Minute	\$ 0.0500	\$ -	
Extended Call Coverage (ECC)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Fast Transfer and Release	Per 8XX Number	\$ 100.00	\$ 50.00	

(FTnR)	Change Fee - Per 8XX Number		\$ 100.00		
	Cost Per Transfer	\$ 0.0500			
Geographic Routing (GeoRouting)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Industry Toll Free Directory Assistance - Standard Request	Per 8XX Number	\$ 3.00	\$ 35.00		
	Change Fee - Per 8XX Number		\$ 35.00		
	Per Query	\$ 2.00			
Industry Toll Free Directory Assistance - Expedite Request	Per 8XX Number	\$ 3.00	\$ 100.00		
	Change Fee - Per 8XX Number		\$ 100.00		
	Per Query	\$ 2.00			
Menu Routing	Per 8XX Number	\$ 25.00	\$ 250.00		
	Change Fee - Per 8XX Number		\$ 100.00		
	Cost Per Call	\$ 0.0500			
Percent Allocation Routing	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Project Account Codes (PAC)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
CenturyLink GeoPlus®	Refer to Attachments A thru F	This advanced routing option is only offered through an alliance with AdGeo. Please contact AdGeo directly at 888-947-3100 or visit <a href="http://www.QwestGeoPlus.com">www.QwestGeoPlus.com</a> Log-in: qwest PIN: qwest1			
Real Time ANI	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Tailored Call Coverage (TCC)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Time of Day Routing (TOD)	Per 8XX Number	\$ -	\$ -		

	Change Fee - Per 8XX Number		\$ -		
Control Center for Toll Free		\$ -	\$ -		
Super Trunk Overflow	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
In Switch Overflow Trunk	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
* Limited to 150 nodes per application.					
<b>Calling Card Service</b>					
<b>Domestic Interstate - worldcard - Option 1</b>					
<i>Origination - Termination</i>					
Per Minute Switched - Switched	Cost Per Minute	\$0.0200			
Per Call Surcharge from Non-Payphone	Cost Per Call	\$0.3500			
Per Call Surcharges from Payphone	Cost Per Call	\$0.3500			
	Plus Per Payphone Call	\$0.5500			
<b>Domestic Intrastate (including interLATA and intraLATA) worldcard - Option 1</b>					
<i>Origination - Termination</i>					
Per Minute Switched - Switched	Cost Per Minute	\$0.0200			
Per Call Surcharge from Non-Payphone	Cost Per Call	\$0.3500			
Per Call Surcharges from Payphone	Cost Per Call	\$0.3500			
	Plus Per Payphone Call	\$0.5500			
<b>International worldcard</b>	<b>Initial Billing Period</b>	<b>Incremental Billing Period</b>			
Outbound US to International (excluding Mexico)	30 seconds	6 seconds			
Inbound International (excluding Mexico) to US	60 seconds	60 seconds			
Outbound International to International	60 seconds	60 seconds			
Inbound Mexico to US	60 seconds	60 seconds			
Outbound Mexico to Mexico	60 seconds	60 seconds			
Outbound Mexico to International	60 seconds	60 seconds			
Outbound International to	60 seconds	60 seconds			

Mexico					
Outbound US to Mexico	60 seconds	60 seconds			
Inbound Canada to US	30 seconds	6 seconds			
Outbound US to Canada	30 seconds	6 seconds			
Outbound Canada to International (excluding Mexico)	30 seconds	6 seconds			
Outbound International (excluding Mexico) to Canada	60 seconds	60 seconds			
Outbound Canada to Mexico	60 seconds	60 seconds			
Outbound Mexico to Canada	60 seconds	60 seconds			
<b>International worldcard Usage - Switched Origination to Switched Termination Rate Schedule</b>					
US to Canada	Cost Per Minute	See International Outbound Long Distance Pricing Above			
US to Canada	Cost Per Call Surcharge	\$0.2500			
US to International (including Mexico)	Cost Per Minute	See International Outbound Long Distance Pricing Above			
US to International (including Mexico)	Cost Per Call Surcharge	\$0.5000			
<b>Canada Services - worldcard Usage</b>					
Canada to US	Cost Per Minute	\$ 0.0800			
Canada to US	Cost Per Call Surcharge	\$ 0.2500			
Canada to International	Cost Per Minute	Per US to International rates			
Canada to International	Cost Per Call Surcharge	\$ 0.5000			
<b>worldcard - International Origination to U.S. Termination.</b>					
<b>Country of Origination</b>					
All Countries	Cost Per Call Surcharge	\$ 1.0000			
Antigua (Barbuda)	Cost Per Minute	\$ 1.5600			
Argentina	Cost Per Minute	\$ 1.5600			

Australia (Tasmania, Christmas Islands, Cocos Islands)	Cost Per Minute	\$ 0.6160			
Austria	Cost Per Minute	\$ 0.8000			
Azores	Cost Per Minute	\$ 1.2240			
Bahamas	Cost Per Minute	\$ 1.2720			
Bahrain	Cost Per Minute	\$ 2.2500			
Barbados	Cost Per Minute	\$ 0.9280			
Belarus (Vitebsk, Grodno, Brest, Minsk, Moghilev, Gomel)	Cost Per Minute	\$ 1.2800			
Belgium	Cost Per Minute	\$ 0.8000			
Bermuda	Cost Per Minute	\$ 1.2500			
Bolivia	Cost Per Minute	\$ 2.0400			
Brazil	Cost Per Minute	\$ 0.8320			
Brunei	Cost Per Minute	\$ 2.5040			
Bulgaria	Cost Per Minute	\$ 1.2800			
Chile	Cost Per Minute	\$ 1.1600			
China	Cost Per Minute	\$ 1.3760			
Colombia (San Andres Isl.)	Cost Per Minute	\$ 1.0800			
Croatia	Cost Per Minute	\$ 1.2800			
Cyprus	Cost Per Minute	\$ 1.2800			
Czech Republic	Cost Per Minute	\$ 1.1600			
Denmark	Cost Per Minute	\$ 0.8000			
Dominica	Cost Per Minute	\$ 1.5000			
Dominican Republic	Cost Per Minute	\$ 0.9200			
Egypt	Cost Per Minute	\$ 1.5600			
El Salvador	Cost Per Minute	\$ 1.5600			
Fiji Islands	Cost Per Minute	\$ 2.5040			
Finland	Cost Per Minute	\$ 0.8000			
France (Corsica Island)	Cost Per Minute	\$ 0.5120			
French Guiana	Cost Per Minute	\$ 1.2506			
Germany	Cost Per Minute	\$ 0.5040			
Greece	Cost Per Minute	\$ 1.1040			
Guadeloupe (St Barthelemy, St. Martin French Part, Marie Galante)	Cost Per Minute	\$ 1.2506			
Hong Kong	Cost Per Minute	\$ 0.6560			
Hungary	Cost Per Minute	\$ 0.8000			
Iceland	Cost Per Minute	\$ 0.9520			
India	Cost Per Minute	\$ 3.0000			
Indonesia (Does not cover East Timor)	Cost Per Minute	\$ 1.4560			

Ireland	Cost Per Minute	\$ 0.7600			
Israel-Bezeq (Does not cover Palestinian Territories)	Cost Per Minute	\$ 1.0720			
Italy (Elba Island, San Marino, Vatican City)	Cost Per Minute	\$ 0.7200			
Japan	Cost Per Minute	\$ 0.6240			
Kenya	Cost Per Minute	\$ 2.4000			
Korea (South)	Cost Per Minute	\$ 1.1520			
Latvia	Cost Per Minute	\$ 1.5600			
Lithuania	Cost Per Minute	\$ 1.1600			
Luxembourg	Cost Per Minute	\$ 0.8000			
Macedonia	Cost Per Minute	\$ 1.8000			
Madeira Islands	Cost Per Minute	\$ 1.2240			
Malaysia (Peninsular Malaysia and East Malaysia)	Cost Per Minute	\$ 1.3680			
Malta	Cost Per Minute	\$ 1.0000			
Martinique	Cost Per Minute	\$ 1.5600			
Mauritius	Cost Per Minute	\$ 2.5040			
Mexico	Cost Per Minute	\$ 1.0320			
Monaco	Cost Per Minute	\$ 0.8000			
Netherlands	Cost Per Minute	\$ 0.4880			
New Zealand (Chatham Islands)	Cost Per Minute	\$ 1.2800			
Nicaragua	Cost Per Minute	\$ 1.5920			
Norway (Jan Mayen, Svalbard Islands)	Cost Per Minute	\$ 0.8000			
Panama	Cost Per Minute	\$ 1.5600			
Peru	Cost Per Minute	\$ 0.9520			
Philippines	Cost Per Minute	\$ 1.2640			
Poland	Cost Per Minute	\$ 1.1760			
Portugal (Azores, Madeira)	Cost Per Minute	\$ 1.2240			
Reunion Island (France)	Cost Per Minute	\$ 1.0000			
Romania	Cost Per Minute	\$ 1.5000			
Russia	Cost Per Minute	\$ 1.2800			
San Marino (Italy)	Cost Per Minute	\$ 0.7200			
Senegal	Cost Per Minute	\$ 2.5040			
Singapore	Cost Per Minute	\$ 1.2800			
Slovak Republic	Cost Per Minute	\$ 1.2800			
South Africa	Cost Per Minute	\$ 1.0560			
Spain (Balearic Island, Canary Islands, Ceuta, Melilla Islands)	Cost Per Minute	\$ 0.9760			
Sri Lanka	Cost Per Minute	\$ 2.0000			

St. Kitts & Levis	Cost Per Minute	\$ 1.5600			
St. Pierre	Cost Per Minute	\$ 1.5600			
Sweden	Cost Per Minute	\$ 0.8000			
Switzerland (Does not cover Liechtenstein)	Cost Per Minute	\$ 0.8000			
Syrian Arab Republic	Cost Per Minute	\$ 1.9500			
Taiwan	Cost Per Minute	\$ 0.6640			
Thailand	Cost Per Minute	\$ 1.5120			
Trinidad & Tobago	Cost Per Minute	\$ 1.5000			
Ukraine	Cost Per Minute	\$ 1.2800			
United Kingdom (England, Scotland, Wales, Northern Ireland, Isle of Man, Guernsey, Channel Island)	Cost Per Minute	\$ 0.3520			
Venezuela (Margarita Island)	Cost Per Minute	\$ 0.9000			
<b>worldcard - International Origination to International Termination.</b>					
<b>Country of Termination</b>					
All Countries	Cost Per Call Surcharge	\$ 1.0000			
Argentina	Cost Per Minute	\$ 1.6415			
Australia (Tasmania, Christmas Islands, Cocos Islands)	Cost Per Minute	\$ 0.7928			
Austria	Cost Per Minute	\$ 0.9849			
Azores (Portugal)	Cost Per Minute	\$ 1.9565			
Belgium	Cost Per Minute	\$ 0.8078			
Bolivia	Cost Per Minute	\$ 2.6668			
Chile	Cost Per Minute	\$ 1.7915			
China	Cost Per Minute	\$ 1.9140			
Colombia (San Andres Isl.)	Cost Per Minute	\$ 1.8703			
Croatia, Republic of	Cost Per Minute	\$ 1.6665			
Czech Republic	Cost Per Minute	\$ 1.3076			
Denmark	Cost Per Minute	\$ 0.6453			
Dominican Republic	Cost Per Minute	\$ 1.1828			
El Salvador	Cost Per Minute	\$ 1.4290			
Finland	Cost Per Minute	\$ 0.7078			
France (Corsica Island)	Cost Per Minute	\$ 0.5828			
French Guyana	Cost Per Minute	\$ 1.5940			
Germany	Cost Per Minute	\$ 0.7468			
Greece	Cost Per Minute	\$ 1.0103			
Guadeloupe (St Barthelemy, St. Martin French Part, Marie Galante)	Cost Per Minute	\$ 1.5940			

Hong Kong	Cost Per Minute	\$ 0.6228			
Hungary	Cost Per Minute	\$ 1.0915			
Iceland	Cost Per Minute	\$ 1.3915			
Ireland	Cost Per Minute	\$ 1.0899			
Israel-Bezeq (Not cover Palestinian Territories)	Cost Per Minute	\$ 1.1109			
Italy (Elba Island, San Marino, Vatican City)	Cost Per Minute	\$ 0.8460			
Japan	Cost Per Minute	\$ 1.0828			
Korea, South	Cost Per Minute	\$ 0.7890			
Latvia	Cost Per Minute	\$ 1.0944			
Luxembourg	Cost Per Minute	\$ 0.9540			
Macedonia	Cost Per Minute	\$ 2.6293			
Madeira Islands	Cost Per Minute	\$ 1.9565			
Martinique	Cost Per Minute	\$ 1.8293			
Mexico	Cost Per Minute	\$ 1.2040			
Monaco	Cost Per Minute	\$ 1.1043			
Netherlands	Cost Per Minute	\$ 0.5815			
New Zealand (Chatham Islands)	Cost Per Minute	\$ 0.7578			
Norway (Jan Mayen, Svalbard Islands)	Cost Per Minute	\$ 0.6978			
Panama	Cost Per Minute	\$ 0.8620			
Philippines	Cost Per Minute	\$ 1.1415			
Poland	Cost Per Minute	\$ 1.0803			
Portugal (Azores, Madeira)	Cost Per Minute	\$ 1.9565			
Reunion Island	Cost Per Minute	\$ 1.5940			
Russia	Cost Per Minute	\$ 1.7915			
San Marino	Cost Per Minute	\$ 0.8460			
Singapore	Cost Per Minute	\$ 0.5765			
Slovak Republic	Cost Per Minute	\$ 1.8790			
South Africa	Cost Per Minute	\$ 1.4940			
Spain (Balearic Island, Canary Islands, Ceuta, Melilla Islands)	Cost Per Minute	\$ 0.8603			
St. Pierre & Miquelon	Cost Per Minute	\$ 1.5940			
Sweden	Cost Per Minute	\$ 0.6440			
Switzerland (Does not cover Liechtenstein)	Cost Per Minute	\$ 0.4765			
Ukraine	Cost Per Minute	\$ 2.2290			
United Kingdom (England, Scotland, Wales, Northern Ireland, Isle of Man,	Cost Per Minute	\$ 0.7015			

Guernsey, Channel Island)					
Vatican City	Cost Per Minute	\$	0.8460		
<b>Directory Assistance</b>					
<b>Domestic Interstate - Directory Assistance</b>					
Directory Assistance -- per call (up to two numbers may be provided per call)	Cost Per Call (up to two numbers may be provided per call)		\$0.5100		
<b>Domestic Intrastate - Directory Assistance - All States</b>					
Directory Assistance -- per call (up to two numbers may be provided per call)	Cost Per Call (up to two numbers may be provided per call)		\$0.5870		
<b>Notify Service</b>					
<b>Application Charges</b>					
Monthly Subscription and installation fee		\$	100.0000	\$	-
Voice Message Delivery - Messages are considered delivered when the call is answered by an answering machine or a live person. Delivery attempts resulting in a busy or ring no answer will not be charged a usage fee. Message delivery will be billed a minimum six second initial increment and six second increments for the remainder of the call.	Cost Per Minute	\$	0.0650		0-49K Minutes of Use
	Cost Per Minute	\$	0.0600		50K-99K Minutes of Use
	Cost Per Minute	\$	0.0550		100K-199K Minutes of Use
	Cost Per Minute	\$	0.0500		200K + Minutes of Use
Voice Transfer Fee - Provides an option at the end of a voice Message to transfer the Recipient to an agent. Calls are considered transferred when the call is answered by the agent, and will be billed a minimum six second initial increment and six second increments for the duration of the transferred portion of the call. The Message Delivery charge also applies for the	Cost Per Minute	\$	0.0650		0-49K Minutes of Use
	Cost Per Minute	\$	0.0600		50K-99K Minutes of Use
	Cost Per Minute	\$	0.0550		100K-199K Minutes of Use
	Cost Per Minute	\$	0.0500		200K + Minutes of Use

duration of the transferred portion of the call. Delivery attempts resulting in a busy or ring no answer will not be charged a usage fee.					
Email - Email notification pricing assumes HTML or text message. The charge is assessed when the Message is sent from the CenturyLink platform, not upon successful receipt by the recipient.	Per Message	\$ 0.0150			0-199K Number of Messages
	Per Message	\$ 0.0130			200K-299K Number of Messages
	Per Message	\$ 0.0120			300K-399K Number of Messages
	Per Message	\$ 0.0100			400K + Number of Messages
SMS – The charge is assessed when the Message is sent from the CenturyLink Notify platform, not upon successful receipt by the recipient.  A Message is counted as 1 Message, unless it is larger than the allotted character count, in which case the Message will be broken into the smallest number of required separate SMS Messages for delivery and each will be charged as a separate SMS Message.  SMS standard pricing includes the CenturyLink or vendor shared Short Code registry. Available with U.S. cell phone carriers only.	Per Message	\$ 0.0800			0-49K Number of Messages
	Per Message	\$ 0.0750			50K-199K Number of Messages
	Per Message	\$ 0.0700			200K-299K Number of Messages
	Per Message	\$ 0.0600			300K + Number of Messages
Fax - Fax pricing will be billed by page sent to recipients. The number of pages will be calculated based on the greater of the actual number of pages or the number of full or partial 60-second increments of transmission time, with each partial 60-second increment rounded up to a page.  Charges will be applied only	Per Page	\$ 0.1000			0-49K Number of Pages
	Per Page	\$ 0.0900			50K-199K Number of Pages
	Per Page	\$ 0.0850			200K-299K Number of Pages
	Per Page	\$ 0.0800			300K + Number of Pages

for successfully delivered fax pages; outbound faxes that are not delivered (such as busy signals, ring-no answers) accrue no charge.				
<p>* Usage charges are based on usage in each billing cycle, and the per-minute rate will be prorated based on the billing increments described above. CenturyLink invoices the per-minute rate to the full cent level; however, CenturyLink tracks call charges to the 4th decimal place. CenturyLink uses "Bulk Standard Rounding" to convert from the 4th decimal place to full cents. Bulk Standard Rounding rounds: (a) up the amount billed for a call to the 2nd decimal place, if the 3rd and 4th decimal places of a call charge are equal to, or exceed, \$0.0050; and (b) down the amount billed for a call to the 2nd decimal place, if the 3rd and 4th decimal places of a call charge are less than \$0.0050. The difference between the billed charge and the actual call charge, negative or positive ("Difference"), is applied to the next call, and such call's actual charges plus the Difference are Bulk Standard Rounded in the same manner to determine the billed charge for such call. This process repeats for all calls.</p>				
<b>Ancillary Charges</b>				
Application Development	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F	
Application Support Hourly Rate (NRC) – Charges are rounded up to the next hour.	Per Hour		\$ 280.00	
Custom "From" Email Address			\$ 300.00	
English/Spanish Voice Talent Recordings	Based Upon SOW			
Contact Center Hosted Application		\$ 200.00	\$ 500.00	
Notify Encryption Service for data at rest		\$ 60.00	\$ 300.00	
SMS short code set up fee			\$ 3,300.00	
SMS short code maintenance MRC - vanity		\$ 2,100.00		
SMS short code maintenance MRC - random		\$ 1,020.00		
<b>EZ Route Service and Miscellaneous 8xx Features</b>				
Alternate Call Routing	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
Busy Ring No Answer (BRNA)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	
	Cost Per Call	\$ 0.0100		
Day of Week Routing (DOW)	Per 8XX Number	\$ -	\$ -	
	Change Fee - Per 8XX Number		\$ -	

Day of Year (Holiday) Routing (DOY)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Dialed Number Identification Service (DNIS)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Direct Termination Overflow (DTO)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
EZ Route-Enhanced Reporting Manager (ERM)	Per 8XX Number	\$ -	\$ 500.00		
	Change Fee - Per 8XX Number		\$ -		
EZ Route-Menu and Database *	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
	Cost Per Call	\$ 0.0300			
EZ Route-Speech Recognition Menu & Database Routing *	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
	Cost Per Call	\$ 0.0500			
EZ Route-Percent Allocation, Time of Day, Day of Week, Area Code & Customer - Entered Digit Routing *	Per 8XX Number	Included with EZ Route	Included with EZ Route		
	Change Fee - Per 8XX Number		Included with EZ Route		
EZ Route-Bridging	Cost Per Minute	\$ 0.0500	\$ -		
Extended Call Coverage (ECC)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Fast Transfer and Release (FTnR)	Per 8XX Number	\$ 100.00	\$ 50.00		
	Change Fee - Per 8XX Number		\$ 100.00		
	Cost Per Transfer	\$ 0.0500			
Geographic Routing (GeoRouting)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Industry Toll Free Directory Assistance - Standard Request	Per 8XX Number	\$ 3.00	\$ 35.00		
	Change Fee - Per 8XX Number		\$ 35.00		
	Per Query	\$ 2.00			

Industry Toll Free Directory Assistance - Expedite Request	Per 8XX Number	\$ 3.00	\$ 100.00		
	Change Fee - Per 8XX Number		\$ 100.00		
	Per Query	\$ 2.00			
Menu Routing	Per 8XX Number	\$ 25.00	\$ 250.00		
	Change Fee - Per 8XX Number		\$ 100.00		
	Cost Per Call	\$ 0.0500			
Percent Allocation Routing	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Project Account Codes (PAC)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
CenturyLink GeoPlus®	Refer to Attachments A thru F	This advanced routing option is only offered through an alliance with AdGeo. Please contact AdGeo directly at 888-947-3100 or visit <a href="http://www.QwestGeoPlus.com">www.QwestGeoPlus.com</a> Log-in: qwest PIN: qwest1			
Real Time ANI	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Tailored Call Coverage (TCC)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Time of Day Routing (TOD)	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
Control Center for Toll Free		\$ -	\$ -		
Super Trunk Overflow	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
In Switch Overflow Trunk	Per 8XX Number	\$ -	\$ -		
	Change Fee - Per 8XX Number		\$ -		
* Limited to 150 nodes per application.					
<b>Interaction Routing Service</b>					
<b>Interaction Routing Components - Unit MRC for Agreement with Five Year Term</b>					
<b>Bundled Agent Packages</b>					

Quick Launch Agent		\$ 60.00	\$ 30.00		
Skills Based Agent		\$ 75.00	\$ 38.00		
CTI Based Agent		\$ 85.00	\$ 43.00		
Supervisor Standalone		\$ 80.00	\$ 45.00		
<b>E Service Applications</b>					
First Application		\$ 73.00	\$ 40.00		
Added Application		\$ 20.00	\$ 15.00		
E-mail Content Analyzer		\$ 16.50	\$ 10.00		
Scripting		\$ 3.85	\$ 20.00		
<b>Outbound</b>					
Outbound Only Agent		\$ 150.00	\$ 65.00		
Outbound Blended Agent Add On		\$ 92.00	\$ 38.00		
Outbound Usage - Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call.	Cost Per Minute	\$ 0.03	N/A		
<b>Work Force Management "WFM"</b>					
WFM Bundle Add On		\$ 50.00	\$ 16.00		
<b>Desktop Applications</b>					
Genesys Agent Desktop per Concurrent Agent		\$ 15.80	\$ 15.00		
Agent Application (Simplex) per Customer		\$ 360.00	\$ 350.00		
Hosted Genesys Agent Desktop (Simplex) per Concurrent Agent		\$ 19.80	N/A		
Agent Application (Duplex) per Customer		\$ 670.00	\$ 650.00		
Hosted Genesys Agent Desktop (Duplex) per Concurrent Agent		\$ 23.80	N/A		
Application Subscription per server		\$ 760.00	\$ 950.00		
<b>Additional Applications</b>					
Call Recording per port		\$ 51.00	\$		

			75.00		
Call Recording Storage per port for each twelve month increment		\$ 10.00	N/A		
CTI Standalone Add per agent		\$ 30.00	\$ 15.00		
Virtual Hold Concierge per port		\$ 235.00	\$ 15.00		
Virtual Hold Rendezvous per port		\$ 55.00	\$ 15.00		
Simple Call Center-Call Flow Setup		-	\$ 2,000.00		
<b>Miscellaneous Adapters</b>					
Live Person Adapter		\$ 21.00	\$ 10.00		
Sales Force Adapter		\$ 11.90	\$ 10.00		
Genesys Connect Adapter		\$ 22.00	\$ 10.00		
Display Board Adapters per Customer location		\$ 53.00	\$ 100.00		
<b>Application Support</b>					
Application Support Hourly Rate	Per Hour		\$ 280.00		
<b>Hosted IVR (Virtual Ports)</b>					
<b>IVR Basic Components</b>					
IVR DTMF standard Virtual Port per port MRC	Per Port	\$ 95.00			
IVR DTMF bridging Virtual Port per port MRC	Per Port	\$ 190.00			
IVR Speech Recognition standard Virtual Port per port MRC	Per Port	\$ 195.00			
IVR Speech Recognition bridging Virtual Port per port MRC	Per Port	\$ 390.00			
IVR Text to Speech Module per port additional MRC)	Per Port	\$ 20.00			
IVR Speech Dialogue Module per port additional MRC	Per Port	\$ 75.00			
ACD Connect per connection	Per Connection	\$ 1,000.00	\$ 2,500.00		
ACD Connect per call charge	Per Call	\$ 0.0200			
Call Recording per port	Per Port	\$ 79.00	\$ 75.00		

Call Recording Storage for each 12 month increment up to 7 years per port MRC	Per Port	\$ 10.00			
CTI Standalone Add per agent	Per Agent	\$ 30.00	\$ 15.00		
Bridging usage charge -- Applies to standard Virtual Ports only. # Billed at a minimum 18-second initial increment and in 6-second increments for the remainder of the call.	Cost Per Minute	\$ 0.0500			
IVR Overflow Protection Premium for overflow usage. * Billed in 6-second increments for the duration of the call	Cost Per Minute	\$ 0.1000			
<b>Dedicated IVR Application</b>	<b>Net Rate</b>				
Dedicated IVR Application Setup	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F		
Dedicated IVR Application	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>IVR Application Services</b>	<b>Net Rate</b>				
Contact Center Portal	\$0	\$ -	\$ -		
IVR Application Support Hourly Rate (for support services defined in the SOW)	Per Hour		\$ 280.00		
<b>iQ SIP Trunk Service</b>					CenturyLink iQ Networking port is required iQ SIP Trunk Service - Priced ICB.
<b>SIP TRUNK SESSION PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Session	Per Session	\$4.50	\$0.00		
SIP Trunk Enterprise Session	Per Session	\$11.25	\$0.00		
<b>SIP TRUNK SEAT PRICING UNDER SIP TRUNK STANDARD SESSIONS:</b>					
<b>SIP TRUNK SEAT PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Seats	Per Seat	\$0.25	\$0.00		
SIP Trunk Premium Seats	Per Seat	\$3.00	\$0.00		
SIP Trunk Mobility Seats	Per Seat	\$2.50	\$0.00		
<b>SIP TRUNK SEAT PRICING UNDER SIP TRUNK ENTERPRISE SESSIONS:</b>					

<b>SIP TRUNK SEAT PRICING – 60 MONTH INITIAL TERM</b>					
SIP Trunk Standard Seats	Per Seat		\$0.25	\$0.00	
SIP Trunk Premium Seats	Per Seat		\$3.00	\$0.00	
SIP Trunk Mobility Seats	Per Seat		\$2.50	\$0.00	
CenturyLink IQ SIP Trunk Additional Charges. The following pricing table replaces the "Optional Features and Other Charges" table in Section 1 of the Rate Sheet. Pricing for additional options will be provided on an individual case bases upon State's request.					
<b>Component</b>					
Hunt Groups (per Hunt Group)	Per Hunt Group	\$	4.95	\$	10.00
Voice Mail for Hunt Groups (per Hunt Group)	Per Hunt Group	\$	5.95	N/A	
Auto Attendant (per Auto Attendant)	Per Auto Attendant	\$	14.95	\$	10.00
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only		\$	2.95	N/A	
Receptionist Web Console (per console)	Per Console	\$	49.00	N/A	
Voice Mail Only Seat (per Voice Mail Only Seat) <i>911 calls cannot be made from a voice mail only seat.</i>	Per Voice Mail Only Seat	\$	5.95	N/A	
Available TN (new and ported) (per Available TN) <sup>1</sup> An available TN is an unallocated TN Customer retains in a pool for later use.	Per Available TN	\$	0.2500	N/A	
Anywhere TN (find me/follow me) (per Anywhere TN)	Per Available TN	\$	21.95	\$	10.00
Enhanced E911 service (per TN)	Per TN	\$	0.1500	N/A	
Alien TN 911 Service Call (per Incident)	Per Incident		N/A	\$	75.00
PAC/PAC (per Product Account <sup>1</sup> )	Per Product Account		N/A	\$	15.00
Basic business white page listing (MRC per listing) <sup>2</sup>	Per Listing	\$	1.95	N/A	
Directory Assistance (per call)	Per Call	\$	1.99	N/A	
VoIP Expedited Installation Charge (per Enterprise <sup>3</sup> )	Per Enterprise		N/A	\$	500.00
Extended Wiring NRC (per circuit) (if provided by CenturyLink) <sup>4</sup>	Per Circuit		N/A	\$	276.00
SIP REFER (per Session) <sup>5</sup>	Per Session		N/A	N/A	

Domestic Off-Net Calls (per minute)	Cost Per Minute	See Domestic and International Voice-Dedicated		
<sup>1</sup> Per Product Account means per CenturyLink IQ Networking port or primary host location.				
<sup>2</sup> Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region/in-franchise locations only. "In-Region" means CenturyLink QC's 14-state local service territory.				
<sup>3</sup> Per Enterprise means company-wide across all Customer locations.				
<sup>4</sup> CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.				
<sup>5</sup> CenturyLink is not currently charging for the SIP REFER feature. However, CenturyLink reserves the right to begin charging for this feature in the future.				
<b>Virtual Seat Pricing (applicable to both Hosted VoIP and SIP Trunk)</b>				
Virtual Seats	Per Seat	\$ 11.00	\$ -	1 – 50 Seats
	Per Seat	\$ 11.00	\$ -	51 – 150 Seats
	Per Seat	\$ 11.00	\$ -	151 + Seats
<b>Hosted VoIP Service</b>				CenturyLink iQ Networking port is required Hosted VoIP Service - Priced ICB.
Hosted VoIP Service is dependent upon the final design and location. Pricing will be provided on an Individual Case Basis (ICB)	Final Solution - SOW/Seat/Options	Refer to Attachments A thru F	Refer to Attachments A thru F	
<b>Seat Type - Seat MRC for Locations with 60 Month Initial Term</b>				
Premium Seats	Per Seat	\$ 18.00	\$ -	
Conference Room Seats	Per Seat	\$ 45.00	\$ -	
Receptionist Seats	Per Seat	\$ 45.90	\$ -	
Analog Seats	Per Seat	\$ 121.50	\$ -	
Admin Seats	Per Seat	\$ 33.30	\$ -	
<b>Handset Type - Model (TBD)</b>				
Premium	Per Handset	Refer to Attachments A thru F	Refer to	

			Attachments A thru F		
Admin	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Receptionist	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Conference Room	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Virtual	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Analog	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
Contact Center Basic	Per Handset	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>Hosted VoIP Additional Charges.</b> The following pricing table replaces the "Optional Features and Other Charges" table in Section 1 of the Rate Sheet. Please refer to the pricing in the RFP, Attachment 8					
Hunt Groups (per Hunt Group)	Per Hunt Group	\$ 3.71	\$ 10.00		
Hosted VoIP Voicemail for Group Features (per Group)	Per Group	\$ 4.46	N/A		
Auto Attendant (per Auto Attendant)	Per Auto Attendant	\$ 11.21	\$ 10.00		
Anywhere TNs (per Anywhere TN)	Per Anywhere TN	\$ 16.46	\$ 10.00		
Receptionist Web Console (per console)	Per Console	\$ 36.75	N/A		
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only		\$ 2.21	N/A		
Business Communicator Collaboration (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice/Video Calling with IM and Presence		\$ 4.46	N/A		
Voice Mail Only Seat (per Voice Mail Only Seat) <small>911 calls cannot be made from a voice mail only seat</small>	Per Voice Mail Only Seat	\$ 4.46	N/A		

Available TNs (new and ported) (per Available TN). An available TN is an unallocated TN Customer retains in a pool for later use.	Per Available TN	\$ 0.2100	N/A		
Basic business white page listing (MRC per listing) <sup>2</sup>	Per Listing	\$ 1.46	N/A		
Directory Assistance (per call)	Per Call	\$ 1.49	N/A		
Domestic Off-Net Calls (per minute)	Cost Per Minute	See Domestic and International Voice-Dedicated			
International Off-Net Calls (per minute)	Cost Per Minute	See the Hosted VoIP International Off-Net Call Price List at <a href="http://www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls">www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls</a>			
Extended Wiring NRC (per circuit) (if provided by CenturyLink) <sup>3</sup>	Cost Per Circuit	N/A	\$ 276.00		
PAC/VPAC (per product account) <sup>4</sup>	Per Product Account	N/A	\$ 15.00		
<sup>1</sup> The Available TN MRC applies to any TNs over the initial TNs included with the HV seats					
<sup>2</sup> Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region/in-franchise locations only. "In-Region" means CenturyLink QC's 14-state local service territory.					
<sup>3</sup> CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.					
<sup>4</sup> Per product account means per CenturyLink IQ Networking port or primary host location.					
<b>Managed Office Service</b>					CenturyLink IQ Networking port is required Managed Office Service - Priced ICB.

Managed Office Service is dependent upon the final design and location. Pricing will be provided on an Individual Case Basis (ICB)					
<b>CenturyLink Professional Services</b>	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>Over the Phone Interpreter</b>					
50,001 + Minutes per Month: Spanish	Cost Per Minute	\$ 0.9500			
50,001+ Minutes per Month: Non-Spanish	Cost Per Minute	\$ 1.0100			
Pro Svcs SOW Based	Based Upon SOW	Refer to Attachments A thru F	Refer to Attachments A thru F		
<b>Local Access</b>					
Local Access either TDM or Ethernet are price dependent upon the location. Pricing will be on ICB					
Expedite Fees	Per Local Access Circuit			DS1 - \$1000.00 DS3 - \$1500.00 OCn - \$1800.00	
OC-48 Customer Provided Access located at: 320 N. Washington Square Lansing, MI 48933	Per Circuit (60 Month Term)	\$ 3,000.00			
<b>iQ Networking</b>					
iQ Networking is a requirement for most of the CenturyLink VoIP Services. iQ Networking will be priced on an ICB based upon the circuit location, circuit type, port and speed.					
Access Line Charge (aka PICC Charged)	Per Line	Waived	Waived		
Green Fee Charges	Per Invoice	Waived	Waived		
<b>4 Support Services - NOT APPLICABLE</b>					
<b>5 Optional Services (Bidder to add rows as necessary)</b>					
EXAMPLE:	EXAMPLE:				
Circuit Demarcation Extension	Hourly Rate				

6	<b>Service Level Agreements – NOT APPLICABLE</b>			
7	<b>Reports (Bidder is to add rows as necessary)</b>			
	Special Reporting Per Request			
	for reports not included in normal scope			

## Terms and Conditions

### **2.000 Contract Structure and Term**

In the event of any direct conflict between any terms and conditions of Section 2.00, Contract Structure and Term, and any terms and conditions of any other section, Exhibit or other document referenced in this Agreement, the terms and conditions of Section 2.00, Contract Structure and Term, will prevail over those of any such other section, Exhibit or other document, but solely to the extent of such conflict.

Bidder is required to respond to each term with a statement of acknowledgement/acceptance. Requested modifications in language must be presented via track changes in the associated clause with the RFP response. Global statements indicating that terms will be negotiated upon contract award will be considered "non-responsive" and the entire proposal may be disqualified as such. An excessive number of exceptions/modifications to SOM terms and conditions may also be considered as "non-responsive".

CenturyLink has read, understands and for the items in Section 2 where CenturyLink took exception, CenturyLink has provided the mutually negotiated Terms from the previously negotiated State of Michigan Contract Number: 071B5500029 between the State of Michigan and CenturyLink.

### **2.001 Contract Term**

This Contract is for a period of five (5) years beginning November 15, 2016 through November 14, 2021. All outstanding Purchase Orders must also expire upon the termination for any of the reasons listed in Section 2.150 of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, is expected to remain in effect for the balance of the fiscal year for which they were issued.

### **2.002 Options to Renew**

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to 5 additional 1 year periods.

### **2.003 Legal Effect**

Contractor accepts this Contract by signing two copies of the Contract and returning them to the DTMB-Procurement. The Contractor is expected to not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State is expected to not be liable for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract or Change Order has been approved by the State Administrative Board (if required), signed by all the parties and a Purchase Order against the Contract has been issued.

### **2.004 Attachments & Exhibits**

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

Bidder Response: CenturyLink has read, understands and will comply. Please refer to CenturyLink's Service Exhibits document that was included with this proposal.

### **2.005 Ordering**

The State must issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the Contract

period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

#### **2.006 ORDER OF PRECEDENCE**

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by Section 2.005.

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work is expected to take precedence (as to that Statement of Work only), provided, however, that a Statement of Work may not modify or amend the terms of the Contract. The Contract may be modified or amended only by a formal Contract amendment.

#### **2.007 HEADINGS**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

#### **2.008 FORM, FUNCTION & UTILITY**

If the Contract is for use of more than one State agency and if the Deliverable/Service does not meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

#### **2.009 REFORMATION AND SEVERABILITY**

Each provision of the Contract is severable from all other provisions of the Contract and, if one or more of the provisions of the Contract is declared invalid, the remaining provisions of the Contract remain in full force and effect.

#### **2.010 Consents and Approvals**

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

#### **2.011 NO WAIVER OF DEFAULT**

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

#### **2.012 SURVIVAL**

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

#### **2.020 Contract Administration**

##### **2.021 ISSUING OFFICE**

This Contract is issued by the Department of Technology, Management and Budget (collectively, including all other relevant State of Michigan departments and agencies, the "State"). DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The DTMB-Procurement Contract Administrator for this Contract is:

Michael Breen  
Procurement  
Department of Technology, Management and Budget  
Constitution Hall  
Lansing, MI 48909  
[breenm@michigan.gov](mailto:breenm@michigan.gov)

517-284-7002

#### **2.022 CONTRACT COMPLIANCE INSPECTOR**

The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contract Compliance Inspector for this Contract is:

Scott Hall  
Department of Technology, Management and Budget  
Network and Telecommunications Services Division  
517.241.4255  
[halls9@michigan.gov](mailto:halls9@michigan.gov)

#### **2.023 PROJECT MANAGER**

The following individual will oversee the project:

David Wilson, Acting Director  
Department of Technology, Management and Budget  
Network and Telecommunications Services Division  
517-241-7552 [wilsond7@michigan.gov](mailto:wilsond7@michigan.gov)

#### **2.024 CHANGE REQUESTS**

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, Contractor is expected to provide a detailed outline of all work to be done, including tasks necessary to accomplish the Additional Services/Deliverables, timeframes, listing of Key Personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests or directs the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly before commencing performance of the requested activities it believes are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before the Contractor gives notice is expected to be conclusively considered to be in-scope Services/Deliverables and not New Work.

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such Services or providing such Deliverables, the Contractor is expected to notify the State in writing that it considers the Services or Deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor is expected to have no right to claim thereafter that it is entitled to additional compensation for performing that Service or providing that Deliverable. If the Contractor does so notify the State, then such a Service or Deliverable is expected to be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work is expected to be subject to competitive bidding based upon the specifications.

(a) **Change Request at State Request**

If the State requires Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State is expected to submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

- (b) Contractor Recommendation for Change Requests:  
Contractor is expected to be entitled to propose a Change to the State, on its own initiative, should Contractor believe the proposed Change would benefit the Contract.
- (c) Upon receipt of a Change Request or on its own initiative, Contractor is expected to examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and is expected to submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal is expected to include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the Amendment Labor Rates is expected to apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it is expected to communicate its opinion to the State but is expected to nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.
- (d) By giving Contractor written notice within a reasonable time, the State is expected to be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").
- (e) No proposed Change is expected to be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology, Management and Budget, Procurement.
- (f) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

**2.025 NOTICES**

Any notice given to a party under the Contract must be deemed effective, if addressed to the party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

State:

<p>If to State:  <i>Scott Hall</i>          608 W. Allegan          Lansing, MI 48913  <a href="mailto:halls9@michigan.gov">halls9@michigan.gov</a>          517-241-4255</p>	<p>If to Contractor:  <i>Tim Briggs</i>          100 CenturyLink Drive          Monroe, LA 71203  <a href="mailto:tim.briggs@centurylink.com">tim.briggs@centurylink.com</a>          248-327-3327</p>
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Either party may change its address where notices are to be sent by giving notice according to this Section.

**2.026 BINDING COMMITMENTS**

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon giving written notice.

**2.027 RELATIONSHIP OF THE PARTIES**

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of Contractor or any of its Subcontractors is expected to be deemed to be an employee,

agent or servant of the State for any reason. Contractor is expected to be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

**2.028 COVENANT OF GOOD FAITH**

Each party is expected to act reasonably and in good faith. Unless stated otherwise in the Contract, the parties is expected to not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

**2.029 ASSIGNMENTS**

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract without the State's prior written consent to an Affiliate provided Contractor gives the State 30 days' prior written notice. The Contractor may assign the Contract to an Affiliate so long as the Affiliate is adequately capitalized and can provide adequate assurances that the Affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties and the requirement under the Contract that all payments must be made to one entity continues.

Except as permitted above, if the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 30 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

**2.030 CHANGE OF CONTROL**

Contractor will notify, at least 90 calendar days before the effective date, the State of a change in Contractor's organizational structure or ownership. For purposes of this Contract, a change in control means any of the following: (a) a sale of more than 50% of Contractor's stock; (b) a sale of substantially all of Contractor's assets; (c) a change in a majority of Contractor's board members; (d) consummation of a merger or consolidation of Contractor with any other entity; (e) a change in ownership through a transaction or series of transactions; (f) or the board (or the stockholders) approves a plan of complete liquidation. A change of control does not include any consolidation or merger effected exclusively to change the domicile of Contractor, or any transaction or series of transactions principally for bona fide equity financing purposes.

In the event of a change of control, Contractor must require the successor to assume this Contract and all of its obligations under this Contract.

**2.030 General Provisions**

**2.031 ADMINISTRATIVE FEE AND REPORTING**

The Contractor must remit an administrative fee of 1% on all payments remitted to Contractor under the Contract including transactions with the State (including its departments, divisions, agencies, offices, and commissions), MiDEAL members, and other states (including governmental subdivisions and authorized entities). Contractor must submit an itemized purchasing activity report, which includes at a minimum, the name of the purchasing entity and the total dollar volume in sales.

Itemized purchasing activity reports should be mailed to DTMB-Procurement and the administrative fee payments is expected to be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget  
Financial Services – Cashier Unit

Lewis Cass Building  
320 South Walnut St.  
P.O. Box 30681  
Lansing, MI 48909

The administrative fee and purchasing activity report are due within 30 calendar days from the last day of each quarter.

#### **2.032 MEDIA RELEASES**

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates is expected to not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

#### **2.033 CONTRACT DISTRIBUTION**

DTMB-Procurement retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by DTMB-Procurement.

#### **2.034 PERMITS**

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services.

#### **2.035 WEBSITE INCORPORATION**

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

NOTE: CenturyLink's response took exception to this language, however, language listed in this document matches the same language that was previously accepted in the WAN contract.

CenturyLink has read, understands and takes exception. CenturyLink will provide copies of the AUP, SLAs and RSS for Illustrative Purposes. CenturyLink provides incumbent local exchange carrier Services under its Tariffs, posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html). These Tariffs are filed with, and approved by, respective federal and state regulatory commissions. CenturyLink may modify its Tariffs from time to time. If CenturyLink withdraws its Tariffs, CenturyLink will provide Services under the state-specific Local Terms of Service also posted at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html). CenturyLink provides competitive local exchange services under commercial terms and conditions contained within its standard contract.

#### **2.036 FUTURE BIDDING PRECLUSION**

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP, it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any Bidder if the State determines that the Bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP.

#### **2.037 FREEDOM OF INFORMATION**

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

#### **2.038 DISASTER RECOVERY**

The Contractor will adhere to the Telecommunications Service Priority (TSP) program and provide for the rapid provisioning and restoration of services to SOMs having a national security and emergency preparedness function. Reference the requirements set forth in Telecommunication Service Priority (TSP) Service Exhibit –

Title 47 Part 64. Specifically, The SOM will work with the Contractor to establish circuits to be marked for the TSP program.

#### **2.040 Financial Provisions**

##### **2.041 FIXED PRICES FOR SERVICES/DELIVERABLES**

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and payment amounts.

Bidder Response: CenturyLink has read, understands and takes exception. All orders placed are subject to network infrastructure availability which includes, but is not limited to, facilities such as transmission lines and equipment and may require the expenditure of Vendor capital funds ("Funding") to provide Service to the Purchaser. Notwithstanding the above, Vendor shall not be compelled under this agreement to provide Service in locations where adequate network infrastructure does not exist without Funding approval. Such approval shall be granted at Vendor's sole discretion. In the event that Vendor is unable to secure funding approval for Service orders, Vendor may present Purchaser with alternate proposals for service, which may include special construction charges or an alternate service period.

NOTE: Language accepted in the WAN contract has been selected for inclusion in this document.

##### **2.042 ADJUSTMENTS FOR REDUCTIONS IN SCOPE OF SERVICES/DELIVERABLES**

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties is expected to negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

CenturyLink has read, understands and takes exception. Any changes to the existing Agreement may be amended only in a writing signed by both parties' authorized representatives.

##### **2.043 SERVICES/DELIVERABLES COVERED**

The State is expected to not be obligated to pay any amounts in addition to the charges specified in this Contract for all Services/Deliverables to be provided by Contractor and its Subcontractors, if any, under this Contract.

CenturyLink has read, understands and takes exception. All orders placed are subject to network infrastructure availability which includes, but is not limited to, facilities such as transmission lines and equipment and may require the expenditure of Vendor capital funds ("Funding") to provide Service to the Purchaser. Notwithstanding the above, Vendor shall not be compelled under this agreement to provide Service in locations where adequate network infrastructure does not exist without Funding approval. Such approval shall be granted at Vendor's sole discretion. In the event that Vendor is unable to secure funding approval for Service orders, Vendor may present Purchaser with alternate proposals for service, which may include special construction charges or an alternate service period.

##### **2.044 Invoicing and Payment – In General**

(a) Each Statement of Work issued under this Contract is expected to list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided and payment amounts.

Bidder Response: CenturyLink has read, understands and currently allows payment terms of 45 days from the date of the invoice

(b) Each Contractor invoice is expected to show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis is expected to show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with Section 1.600.

- (c) Correct invoices is expected to be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.
- (d) All invoices should reflect actual work done. Specific details of invoices and payments is expected to be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Procurement, Department of Technology, Management and Budget. This activity is expected to occur only upon the specific written direction from DTMB-Procurement.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) shall mutually agree upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements is expected to be forwarded to the designated representative by the 15th day of the following month.

#### **2.045 PRO-RATION**

To the extent there are Services that are to be paid for on a monthly basis, the cost of such Services is expected to be pro-rated for any partial month.

#### **2.046 ANTITRUST ASSIGNMENT**

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

#### **2.047 FINAL PAYMENT**

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor is expected to it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract is expected to constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

#### **2.048 ELECTRONIC PAYMENT REQUIREMENT**

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at <http://www.cpexpress.state.mi.us>. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services is expected to provide that payment is expected to be made by electronic fund transfer (EFT).

#### **2.050 Taxes**

##### **2.051 EMPLOYMENT TAXES**

Contractor is expected to collect and pay all applicable federal, state, and local employment taxes, including the taxes.

##### **2.052 SALES AND USE TAXES**

Contractor is expected to register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

**2.060 Contract Management**

**2.061 CONTRACTOR PERSONNEL QUALIFICATIONS**

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor is responsible for using qualified Subcontractor personnel. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

**2.062 CONTRACTOR KEY PERSONNEL**

The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.

**2.063 RESERVED**

**2.064 RESERVED**

**2.065 CONTRACTOR IDENTIFICATION**

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

**2.066 COOPERATION WITH THIRD PARTIES**

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor is expected to provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and is expected to not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

**2.067 CONTRACT MANAGEMENT RESPONSIBILITIES**

Contractor is expected to be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor is expected to have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract.

The Contractor is expected to provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor is expected to act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, is expected to be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

**2.068 RESERVED**

**2.070 Subcontracting by Contractor**

**2.071 CONTRACTOR FULL RESPONSIBILITY**

Contractor is expected to have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State is expected to consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

**2.072 STATE CONSENT TO DELEGATION**

Contractor is expected to not delegate any duties under this Contract to a Subcontractor unless the Department of Technology, Management and Budget, Procurement has given written consent to such delegation. Contractor must notify the State at least 90 calendar days before the proposed delegation, and provide the State any information it requests to determine whether the delegation is in its best interest. The State is expected to have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request is expected to be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request is expected to be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor is expected to be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State is expected to agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work is expected to not be counted for a time agreed upon by the parties.

#### **2.073 SUBCONTRACTOR BOUND TO CONTRACT**

In any subcontracts entered into by Contractor for the performance of the Services, Contractor is expected to require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor is expected to be the responsibility of Contractor, and Contractor is expected to remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor is expected to make all payments to Subcontractors or suppliers of Contractor. The State is expected to not be obligated to direct payments for the Services other than to Contractor.

#### **2.074 FLOW DOWN**

Except where specifically approved in writing by the State on a case-by-case basis, Contractor is expected to flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

#### **2.075 RESERVED**

#### **2.080 State Responsibilities**

#### **2.081 RESERVED**

#### **2.082 RESERVED**

#### **2.090 Security**

#### **2.091 BACKGROUND CHECKS**

On a case-by-case basis and as required by Federal Law, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results is expected to be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations is expected to include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks is expected to be initiated by the State and is expected to be reasonably related to the type of work requested.

#### **2.100 Confidentiality**

#### **2.101 CONFIDENTIALITY**

Contractor and the State each acknowledge that the other possesses and is expected to continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than

Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

#### **2.102 PROTECTION AND DESTRUCTION OF CONFIDENTIAL INFORMATION**

The State and Contractor is expected to each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State is expected to (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party is expected to limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

#### **2.103 RESERVED**

#### **2.104 EXCLUSIONS**

Notwithstanding the foregoing, the provisions in this Section is expected to not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section is expected to not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

#### **2.105 NO IMPLIED RIGHTS**

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

#### **2.106 SECURITY BREACH NOTIFICATION**

Contractor does not require or intend to access State data in its performance hereunder, including but not limited to any confidential health related information of State's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §160.103 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). Any exposure to PHI will be random, infrequent and incidental to Contractor's provision of Service and is not meant for the purpose of accessing, managing the PHI or creating or manipulating the PHI. Such exposure is allowable under 45 CFR

164.502(a)(1)(iii). The State is responsible for selecting and using the level of security protection needed for all State data stored or transmitted via the Service and using reasonable information security practices, including those relating to the encryption of data. Contractor and the State shall cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure of State data, and comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. If Contractor becomes aware of any use or disclosure of Confidential Information, Contractor must report such disclosure, whether suspected or actual, to the State in writing within 72 hours of becoming aware of the use or disclosure

#### **2.107 RESPECTIVE OBLIGATIONS**

The parties' respective obligations under this Section must survive the termination or expiration of this Contract for any reason.

#### **2.110 Records and Inspections**

#### **2.111 RESERVED**

#### **2.112 RETENTION OF RECORDS**

- (a) The Contractor must retain all financial and accounting records related to this Contract for a period of five (5) years after the Contractor performs any work under this Contract (Audit Period).
- (b) If an audit, litigation, or other action involving the Contractor's records is initiated before the end of the Audit Period, the Contractor must retain the records until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

#### **2.113 EXAMINATION OF RECORDS**

- (a) The State, upon 10 days' notice to the Contractor, may examine and copy any of the Contractor's records that relate to this Contract any time during the Audit Period. The State does not have the right to review any information deemed confidential by the Contractor if access would require the information to become publicly available. This requirement also applies to the records of any parent, affiliate, or subsidiary organization of the Contractor, or any Subcontractor that performs services in connection with this Contract.
- (b) In addition to the rights conferred upon the State in paragraph (a) of this section and in accordance with MCL 18.1470, DTMB or its designee may audit the Contractor to verify compliance with the Contract. The financial and accounting records associated with the Contract is expected to be made available to DTMB or its designee and the auditor general, upon request, during the term of the Contract and any extension of the Contract and for 3 years after the later of the expiration date or final payment under the Contract.

#### **2.114 AUDIT RESOLUTION**

If necessary, the Contractor and the State will meet to review any audit report promptly after its issuance. The Contractor must respond to each report in writing within 30 days after receiving the report, unless the report specifies a shorter response time. The Contractor and the State must develop, agree upon, and monitor an action plan to promptly address and resolve any deficiencies, concerns, or recommendations in the report.

#### **2.115 ERRORS**

- (a) If an audit reveals any financial errors in the records provided to the State, the amount in error must be reflected as a credit or debit on the next invoice and subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried forward for more than four invoices or beyond the termination of the Contract. If a balance remains after four invoices, the remaining amount will be due as a payment or refund within 45 days of the last invoice on which the balance appeared or upon termination of the Contract, whichever is earlier.
- (b) In addition to other available remedies, if the difference between the State's actual payment and the correct invoice amount, as determined by an audit, is greater than 10%, the Contractor must pay all reasonable audit costs.

## **2.120 Warranties**

### **2.121 WARRANTIES AND REPRESENTATIONS**

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet or exceed the performance and operational standards required under this Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
- (c) RESERVED
- (d) RESERVED.
- (e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.
- (h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.
- (i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.
- (j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other Bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other Bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.
- (k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.
- (l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading.

- (m) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.
- (n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology, Management and Budget, Procurement. Except as expressly provided above or in any contractor agreement with the state, all services and products are provided "as is." Contractor disclaims all express or implied warranties, including but not limited to all warranties of merchantability, fitness for a particular purpose, and non-infringement. Contractor makes no warranties or representations that any service will be free from loss or liability arising out of hacking or similar malicious activity, or any act or omission of the state.

**2.122 RESERVED**

**2.123 RESERVED**

**2.124 RESERVED**

**2.125 RESERVED**

**2.126 RESERVED**

**2.127 PROHIBITED PRODUCTS**

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, is expected to be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items is expected to remain consistent for the term of the Contract, unless DTMB-Procurement has approved a Change Order pursuant to Section 2.024.

**2.128 CONSEQUENCES FOR BREACH**

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

**2.130 Insurance**

Bidder Response: CenturyLink has read, understands and requests the full incorporation of Attachment G: GL Automatic Additional Insured Primary Coverage.

**2.131 LIABILITY INSURANCE**

Contractor must maintain the insurances identified below and is responsible for all deductibles. All required insurance must: (a) protect the State from claims that may arise out of, are alleged to arise out of, or result from Contractor's or a subcontractor's performance; (b) be primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State; and (c) be provided by a company with an A.M. Best rating of "A" or better and a financial size of VII or better.

Insurance Type	Additional Requirements
<b>Commercial General Liability Insurance</b>	
<u>Minimal Limits:</u> \$1,000,000 Each Occurrence Limit \$1,000,000 Personal & Advertising Injury Limit \$2,000,000 General Aggregate Limit \$2,000,000 Products/Completed Operations  <u>Deductible Maximum:</u> \$50,000 Each Occurrence	Contractor must have their policy include "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 0 or equivalent.

<b>Umbrella or Excess Liability Insurance</b>	
<u>Minimal Limits:</u> \$5,000,000 General Aggregate	Contractor must include "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds.
<b>Automobile Liability Insurance</b>	
<u>Minimal Limits:</u> \$1,000,000 Per Occurrence	
<b>Workers' Compensation Insurance</b>	
<u>Minimal Limits:</u> Coverage according to applicable laws governing work activities.	Waiver of subrogation , for losses caused by and to the extent of Contractor's negligence,, except where waiver is prohibited by law.
<b>Employers Liability Insurance</b>	
<u>Minimal Limits:</u> \$500,000 Each Accident \$500,000 Each Employee by Disease \$500,000 Aggregate Disease.	

If any of the required policies provide **claims-made** coverage, the Contractor must: (a) provide coverage with a retroactive date before the effective date of the contract or the beginning of Contract Activities; (b) maintain coverage and provide evidence of coverage for at least three (3) years after completion of the Contract Activities; and (c) if coverage is canceled or not renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, Contractor must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

Contractor must: (a) provide insurance certificates to the Contract Administrator, containing the agreement or purchase order number, at Contract formation and within 20 calendar days of the expiration date of the applicable policies; (b) require that subcontractors maintain insurance appropriate for the types of services they are providing;; (c) notify the Contract Administrator within 5 business days if any insurance is cancelled; and (d) waive all rights against the State for damages covered by insurance, but only for losses caused by and to the extent of Contractor's negligence. . Failure to maintain the required insurance does not limit this waiver.

This Section is not intended to and is not be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract (including any provisions hereof requiring Contractor to indemnify, defend and hold harmless the State).

## **2.140 Indemnification**

### **2.141 GENERAL INDEMNIFICATION**

To the extent permitted under law, each party agrees to be responsible to the other, their Affiliates, agents, and contractors against all third party claims for damages, liabilities, or expenses, including reasonable attorneys' fees, arising directly from performance of the Agreement and related personal injury or death, or damage to personal tangible property that is alleged to have been caused by the negligence or willful misconduct of the responsible party unless otherwise stated in a CenturyLink QC Service Exhibit or Tariff. To the extent permitted under law, Customer also agrees to be responsible for all third party claims for damages, liabilities, or expenses, including reasonable attorneys' fees against CenturyLink, its Affiliates, and contractors, related to the modification or resale of the Services by Customer or End Users, or any AUP violation.

### **2.142 RESERVED.**

### **2.143 EMPLOYEE INDEMNIFICATION**

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the

indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

#### **2.144 PATENT/COPYRIGHT INFRINGEMENT INDEMNIFICATION**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if the option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

#### **2.145 CONTINUATION OF INDEMNIFICATION OBLIGATIONS**

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

#### **2.146 INDEMNIFICATION PROCEDURES**

The procedures set forth below must apply to all indemnity obligations under this Contract.

- (a) After the State receives notice of the action or proceeding involving a claim for which it is expected to seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.
- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial

ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim; and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

## **2.150 Termination/Cancellation**

### **2.151 NOTICE AND RIGHT TO CURE**

If the Contractor breaches the contract, and the State in its sole discretion determines that the breach is curable, then the State is expected to provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

### **2.152 TERMINATION FOR CAUSE**

- (a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State.
- (b) CenturyLink has read, understands and takes exception and requests this section be deleted.
- (c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract is expected to be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.
- (d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

### **2.153 TERMINATION FOR CONVENIENCE**

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of

information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for convenience must cease on the effective date of the termination.

CenturyLink has read, understands and takes exception and any termination for convenience will be subject to the Cancellation Charges as set forth in the applicable Service Exhibit.

#### **2.154 TERMINATION FOR NON-APPROPRIATION**

- (a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).
- (b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract remain the same however the States use of the services may be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.

Bidder Response: CenturyLink has read, understands and requests additional clarification as redlined above.

- (c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section is expected to not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

Bidder Response: CenturyLink has read, understands and will comply.

Customer intends to continue this Agreement for its entire Term and to satisfy its obligations hereunder. For each fiscal period for Customer: (a) Customer agrees to include in its budget request appropriations sufficient to cover Customer's obligations under this Agreement; (b) Customer agrees to use all reasonable and lawful means to secure these appropriations; (c) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose. In the event that Customer is appropriated insufficient funds, by appropriation, appropriation limitation or grant, to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by CenturyLink), Customer may terminate this Agreement without incurring an Early Termination Charge or Cancellation Charges by giving CenturyLink not less than 30 days' prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit all amounts due and all costs reasonably incurred by CenturyLink through the date of termination

#### **2.155 TERMINATION FOR CRIMINAL CONVICTION**

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private Contract or subcontract.

#### **2.156 TERMINATION FOR APPROVALS RESCINDED**

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Schedule A1, § 5, and Civil Service Rule 7-1. In that case, the State is expected to pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

#### **2.157 RIGHTS AND OBLIGATIONS UPON TERMINATION**

- (a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.
- (b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.
- (c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

#### **2.158 RESERVATION OF RIGHTS**

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

#### **2.160 Termination by Contractor**

##### **2.161 TERMINATION BY CONTRACTOR**

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

**2.170 Transition Responsibilities**

**2.171 CONTRACTOR TRANSITION RESPONSIBILITIES**

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor is expected to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 180 days. These efforts must include, but are not limited to, those listed in **Section 2.150**.

**2.172 RESERVED**

**2.173 RESERVED**

**2.174 RESERVED**

**2.175 TRANSITION PAYMENTS**

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

**2.176 STATE TRANSITION RESPONSIBILITIES**

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

- (a) Reconciling all accounts between the State and the Contractor;
- (b) Completing any pending post-project reviews.

**2.180 Stop Work**

**2.181 STOP WORK ORDERS**

The State may, at any time, by written Stop Work Order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree. The Stop Work Order must be identified as a Stop Work Order and must indicate that it is issued under this Section. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the Stop Work Order as provided in **Section 2.180**.

**2.182 CANCELLATION OR EXPIRATION OF STOP WORK ORDER**

The Contractor is expected to resume work if the State cancels a Stop Work Order or if it expires. The parties is expected to agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract is expected to be modified, in writing, accordingly, if: (a) the Stop Work Order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

**2.183 ALLOWANCE OF CONTRACTOR COSTS**

If the Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated for reasons other than material breach, the termination is expected to be deemed to be a termination for convenience under

**Section 2.153**, and the State is expected to pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. For the avoidance of doubt, the State is expected to not be liable to Contractor for loss of profits because of a Stop Work Order issued under this Section.

### **2.190 Dispute Resolution**

#### **2.191 IN GENERAL**

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor shall submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

#### **2.192 INFORMAL DISPUTE RESOLUTION**

- (a) All disputes between the parties shall be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any dispute after compliance with the processes, the parties must meet with the Director of Procurement, DTMB, or designee, to resolve the dispute without the need for formal legal proceedings, as follows:
- (1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives is expected to discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.
  - (2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract is expected to be honored in order that each of the parties may be fully advised of the other's position.
  - (3) The specific format for the discussions is expected to be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.
  - (4) Following the completion of this process within 60 calendar days, the Director of Procurement, DTMB, or designee, is expected to issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.
- (b) This Section is expected to not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.
- (c) The State is expected to not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

#### **2.193 INJUNCTIVE RELIEF**

A claim between the State and the Contractor is not subject to the provisions of Section 2.192, Informal Dispute Resolution, where a party makes a good faith determination that a breach of the Contract by the other party will result in damages so immediate, so large or severe, and so incapable of adequate redress that a temporary restraining order or other injunctive relief is the only adequate remedy.

#### **2.194 CONTINUED PERFORMANCE**

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to

preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

## **2.200 Federal and State Contract Requirements**

### **2.201 NONDISCRIMINATION**

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of the Contract.

### **2.202 UNFAIR LABOR PRACTICES**

Under 1980 PA 278, MCL 423.321, et seq., the State is expected to not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, is expected to not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

### **2.203 WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT**

In performing Services for the State, the Contractor is expected to comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor is expected to comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.

### **2.204 PREVAILING WAGE**

Wages rates and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor is expected to not be less than the wage rates and fringe benefits established by the Michigan Department of Licensing and Regulatory Affairs, Wage and Hour Division, schedule of occupational classification and wage rates and fringe benefits for the locality where the work is to be performed. The term Contractor is expected to include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors and all persons involved with the performance of this contract in privity of contract with the Contractor is expected to keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the Contract. Contractor is expected to also post, in a conspicuous place, the address and telephone number of the Michigan Department of Licensing and Regulatory Affairs, the agency responsible for enforcement of the wage rates and fringe benefits. Contractor is expected to keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record is expected to be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted is expected to also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

## **2.210 Governing Law**

### **2.211 GOVERNING LAW**

The Contract is expected to in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

#### **2.212 COMPLIANCE WITH LAWS**

Contractor is expected to comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

#### **2.213 JURISDICTION**

Any dispute arising from the Contract is expected to be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

#### **2.220 Limitation of Liability**

##### **2.221 LIMITATION OF LIABILITY**

The Contractor's liability for damages to the State is limited to the value of the Contract. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorneys' fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor is limited to the value of the Contract.

For State's claims related to Service deficiencies or interruptions, State's exclusive remedies are limited to: (a) those remedies set forth in the SLA or applicable Tariff for the affected Service or (b) the total MRCs or usage charges paid by State for the affected Service in the one month immediately preceding the event giving rise to the claim if an SLA or applicable Tariff does not exist for the affected Service.

#### **2.230 Disclosure Responsibilities**

##### **2.231 DISCLOSURE OF LITIGATION**

Contractor shall disclose any material criminal litigation, investigations or proceedings involving the Contractor through its public filings with the Securities and Exchange Commission. As a public corporation, Contractor is required to fully disclose material data and relevant information that may influence investment decisions to all investors at the same time. In order to fulfill its legal obligations, Contractor does not provide detailed information on litigation except through its securities filings. Please refer to Contractor's Annual Report on Form 10-K, available on <http://www.Contractor.com/> for a description of certain litigation or claims

##### **2.232 CALL CENTER DISCLOSURE**

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State is expected to disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

##### **2.233 BANKRUPTCY**

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

- (a) The Contractor files for protection under the bankruptcy laws;
- (b) An involuntary petition is filed against the Contractor and not removed within 30 days;
- (c) The Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;
- (d) The Contractor makes a general assignment for the benefit of creditors; or

- (e) The Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process is expected to be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

## **2.240 Performance**

### **2.241 TIME OF PERFORMANCE**

- (a) Contractor is expected to use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.
- (b) Without limiting the generality of **Section 2.241**, Contractor is expected to notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.
- (c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

### **2.242 SERVICE LEVEL AGREEMENT (SLA)**

- (a) SLAs will be completed with the following operational considerations:
  - (1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
  - (2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
  - (3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
  - (4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    - (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    - (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.
- (b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

- (c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Project Manager. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.

**2.243 RESERVED.**

**2.244 EXCUSABLE FAILURE**

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common Carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. But the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

**2.250 Approval of Deliverables**

**2.251 RESERVED**

**2.252 RESERVED**

**2.253 RESERVED**

**2.254 RESERVED**

**2.255 RESERVED**

**2.256 RESERVED**

**2.260 Ownership**

**2.261 RESERVED**

**2.262 RESERVED**

**2.263 RIGHTS IN DATA**

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

**2.264 OWNERSHIP OF MATERIALS**

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

**2.270 State Standards**

**2.271 EXISTING TECHNOLOGY STANDARDS**

The Contractor must adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at <http://www.michigan.gov/dmb/0,4568,7-150-56355-108233--,00.html>.

**2.272 ACCEPTABLE USE POLICY**

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see [http://michigan.gov/cybersecurity/0,1607,7-217-34395\\_34476--,00.html](http://michigan.gov/cybersecurity/0,1607,7-217-34395_34476--,00.html). All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

**2.273 SYSTEMS CHANGES**

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the Project Manager. Any changes Contractor makes to State systems with the State's approval must be done according to applicable State procedures, including security, access and configuration management procedures.

**2.274 ELECTRONIC RECEIPT PROCESSING STANDARD**

All electronic commerce applications that allow for electronic receipt of credit/debit card and electronic check (ACH) transactions must be processed via the Centralized Electronic Payment Authorization System (CEPAS).

Bidder Response: CenturyLink has read, understands and takes exception. Electronic

payments can be processed through the CenturyLink Control Center.

### **2.280 Extended Purchasing Program**

#### **2.281 EXTENDED PURCHASING PROGRAM**

The Contract will be extended to MiDEAL members. MiDEAL members include local units of government, school districts, universities, community colleges, and nonprofit hospitals. A current list of MiDEAL members is available at [www.michigan.gov/mideal](http://www.michigan.gov/mideal). Upon mutual written agreement between the State of Michigan and the Contractor, this Contract may be extended to (a) State of Michigan employees, or (b) other states (including governmental subdivisions and authorized entities).

If extended, the Contractor must supply all goods and services at the established Agreement prices and terms. The State reserves the right to negotiate additional discounts based on any increased volume generated by such extensions.

The Contractor must submit invoices to, and receive payment from, extended purchasing program members on a direct and individual basis.

### **2.290 Environmental Provision**

#### **2.291 ENVIRONMENTAL PROVISION**

**Energy Efficiency Purchasing Policy:** The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

**Environmental Purchasing Policy:** The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

**Hazardous Materials:** For the purposes of this Section, "Hazardous Materials" is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state or local laws governing the protection of the public health, natural resources or the environment. This includes, but is not limited to, materials the as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

- (a) The Contractor is expected to use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State is expected to provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State is expected to advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor is expected to immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

- (b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State is expected to order a suspension of Work in writing. The State is expected to proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State is expected to terminate the affected Work for the State's convenience.
- (c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor is expected to resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.
- (d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor is expected to bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

**Labeling:** Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit [http://www.michigan.gov/deq/0,1607,7-135-3310\\_4108-173523--,00.html](http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html)

**Refrigeration and Air Conditioning:** The Contractor is expected to comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

**Environmental Performance:** Waste Reduction Program - Contractor is expected to establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs is expected to comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

**2.300 Deliverables**

2.301 RESERVED

2.302 RESERVED

**2.310 Software Warranties**

2.311 RESERVED

2.312 RESERVED

2.313 RESERVED

2.314 RESERVED

2.315 RESERVED

**2.320 Software Licensing**

2.321 RESERVED

2.322 RESERVED

2.323 RESERVED

2.324 RESERVED

2.325 RESERVED

2.330 Source Code Escrow

2.331 RESERVED

2.332 RESERVED

2.333 RESERVED

2.334 RESERVED

2.335 RESERVED

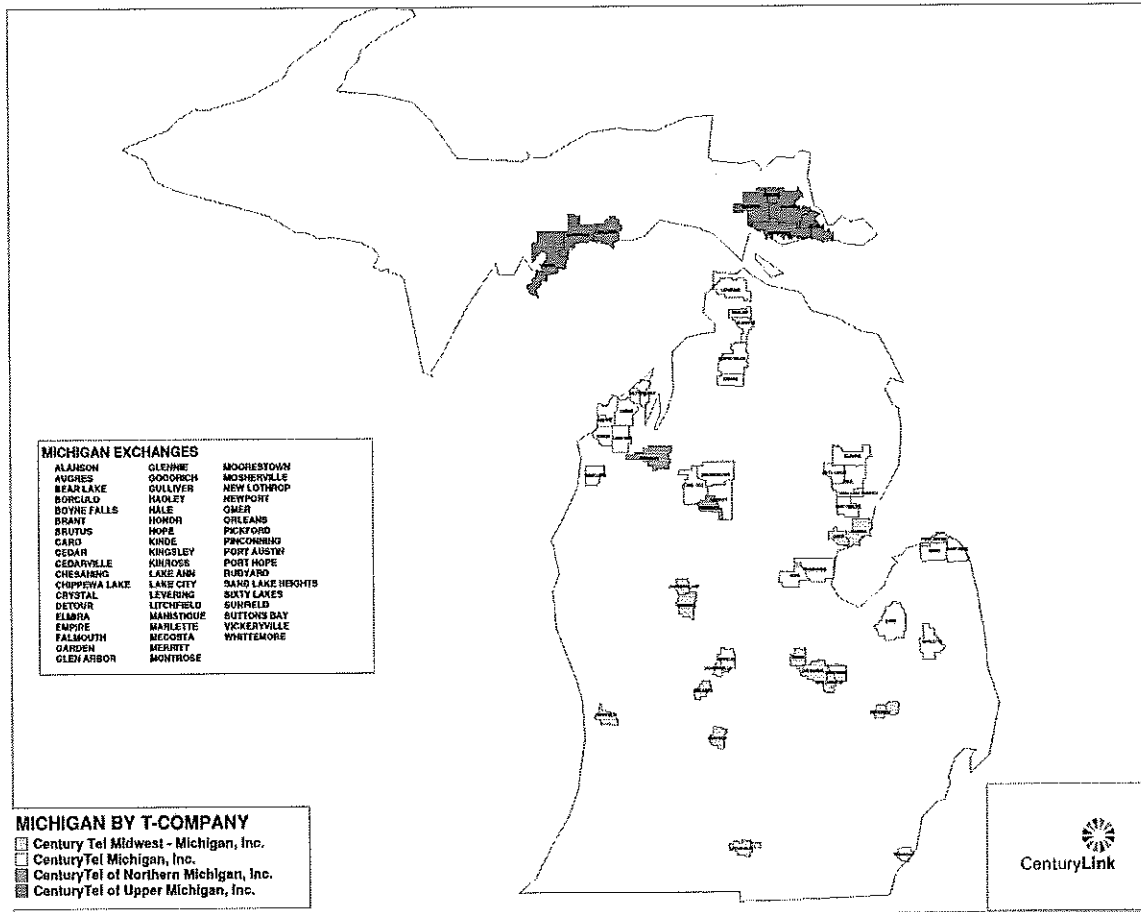
2.336 RESERVED

2.337 RESERVED

2.338 RESERVED

2.339 RESERVED

### Attachment 1 – Coverage Map



CenturyLink's traditional Local Service Exchanges.

NPA	NXX	LATA	Rate Center City Name	State	LEC Name
231	263	0348	KINGSLEY	MI	CENTURY TEL CO NORTHERN MICHIGAN DBA CENTURYLINK
231	826	0348	FALMOUTH	MI	CENTURY TEL CO NORTHERN MICHIGAN DBA CENTURYLINK
734	888	0326	NOSYLVANIA	MI	CENTURYLINK COMMUNICATIONS LLC
734	888	0326	NOSYLVANIA	MI	CENTURYLINK COMMUNICATIONS LLC
248	206	0340	ROYAL OAK	MI	CENTURYLINK COMMUNICATIONS LLC
248	234	0340	SOUTHFIELD	MI	CENTURYLINK COMMUNICATIONS LLC
248	278	0340	SOUTH LYON	MI	CENTURYLINK COMMUNICATIONS LLC
248	278	0340	SOUTH LYON	MI	CENTURYLINK COMMUNICATIONS LLC
248	301	0340	COMMERCE	MI	CENTURYLINK COMMUNICATIONS LLC
248	430	0340	BIRMINGHAM	MI	CENTURYLINK COMMUNICATIONS LLC
248	467	0340	HOLLY	MI	CENTURYLINK COMMUNICATIONS LLC
248	467	0340	HOLLY	MI	CENTURYLINK COMMUNICATIONS LLC
248	509	0340	TROY	MI	CENTURYLINK COMMUNICATIONS LLC

248	518	0340	CLARKSTON	MI	CENTURYLINK COMMUNICATIONS LLC
248	518	0340	CLARKSTON	MI	CENTURYLINK COMMUNICATIONS LLC
248	532	0340	ORTONVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
248	532	0340	ORTONVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
248	537	0340	AUBURN HTS	MI	CENTURYLINK COMMUNICATIONS LLC
248	572	0340	OXFORD	MI	CENTURYLINK COMMUNICATIONS LLC
248	572	0340	OXFORD	MI	CENTURYLINK COMMUNICATIONS LLC
248	618	0340	DRAYTON PL	MI	CENTURYLINK COMMUNICATIONS LLC
248	618	0340	DRAYTON PL	MI	CENTURYLINK COMMUNICATIONS LLC
248	639	0340	PONTIAC	MI	CENTURYLINK COMMUNICATIONS LLC
248	639	0340	PONTIAC	MI	CENTURYLINK COMMUNICATIONS LLC
248	692	0340	NORTHVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
248	692	0340	NORTHVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
248	717	0340	MILFDWH LK	MI	CENTURYLINK COMMUNICATIONS LLC
248	717	0340	MILFDWH LK	MI	CENTURYLINK COMMUNICATIONS LLC
248	785	0340	W BLOOMFLD	MI	CENTURYLINK COMMUNICATIONS LLC
248	859	0340	WALLEDLAKE	MI	CENTURYLINK COMMUNICATIONS LLC
248	923	0340	ROCHESTER	MI	CENTURYLINK COMMUNICATIONS LLC
248	929	0340	LAKE ORION	MI	CENTURYLINK COMMUNICATIONS LLC
248	929	0340	LAKE ORION	MI	CENTURYLINK COMMUNICATIONS LLC
248	991	0340	FARMINGTON	MI	CENTURYLINK COMMUNICATIONS LLC
313	296	0340	DETROITZN5	MI	CENTURYLINK COMMUNICATIONS LLC
313	296	0340	DETROITZN5	MI	CENTURYLINK COMMUNICATIONS LLC
313	335	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
313	335	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
313	349	0340	DETROITZN3	MI	CENTURYLINK COMMUNICATIONS LLC
313	349	0340	DETROITZN3	MI	CENTURYLINK COMMUNICATIONS LLC
313	438	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
313	438	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
313	723	0340	DETROITZN4	MI	CENTURYLINK COMMUNICATIONS LLC
313	723	0340	DETROITZN4	MI	CENTURYLINK COMMUNICATIONS LLC
313	732	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
313	732	0340	DETROIT	MI	CENTURYLINK COMMUNICATIONS LLC
517	208	0340	BRITTON	MI	CENTURYLINK COMMUNICATIONS LLC
517	208	0340	BRITTON	MI	CENTURYLINK COMMUNICATIONS LLC
517	295	0340	HOWELL	MI	CENTURYLINK COMMUNICATIONS LLC
517	295	0340	HOWELL	MI	CENTURYLINK COMMUNICATIONS LLC
517	301	0340	TECUMSEH	MI	CENTURYLINK COMMUNICATIONS LLC
517	301	0340	TECUMSEH	MI	CENTURYLINK COMMUNICATIONS LLC
517	366	0340	ADRIAN	MI	CENTURYLINK COMMUNICATIONS LLC
517	366	0340	ADRIAN	MI	CENTURYLINK COMMUNICATIONS LLC
517	401	0340	MORENCI	MI	CENTURYLINK COMMUNICATIONS LLC
517	401	0340	MORENCI	MI	CENTURYLINK COMMUNICATIONS LLC
517	409	0340	BLISSFIELD	MI	CENTURYLINK COMMUNICATIONS LLC

517	409	0340	BLISSFIELD	MI	CENTURYLINK COMMUNICATIONS LLC
517	429	0340	HUDSON	MI	CENTURYLINK COMMUNICATIONS LLC
517	429	0340	HUDSON	MI	CENTURYLINK COMMUNICATIONS LLC
517	431	0340	TIPTON	MI	CENTURYLINK COMMUNICATIONS LLC
517	431	0340	TIPTON	MI	CENTURYLINK COMMUNICATIONS LLC
517	701	0340	CLINTON	MI	CENTURYLINK COMMUNICATIONS LLC
517	701	0340	CLINTON	MI	CENTURYLINK COMMUNICATIONS LLC
586	210	0340	NEWBALTIMR	MI	CENTURYLINK COMMUNICATIONS LLC
586	210	0340	NEWBALTIMR	MI	CENTURYLINK COMMUNICATIONS LLC
586	221	0340	MT CLEMENS	MI	CENTURYLINK COMMUNICATIONS LLC
586	221	0340	MT CLEMENS	MI	CENTURYLINK COMMUNICATIONS LLC
586	315	0340	NEW HAVEN	MI	CENTURYLINK COMMUNICATIONS LLC
586	315	0340	NEW HAVEN	MI	CENTURYLINK COMMUNICATIONS LLC
586	331	0340	ROMEO	MI	CENTURYLINK COMMUNICATIONS LLC
586	331	0340	ROMEO	MI	CENTURYLINK COMMUNICATIONS LLC
586	359	0340	ROSEVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
586	393	0340	CENTERLINE	MI	CENTURYLINK COMMUNICATIONS LLC
586	430	0340	RICHMOND	MI	CENTURYLINK COMMUNICATIONS LLC
586	430	0340	RICHMOND	MI	CENTURYLINK COMMUNICATIONS LLC
586	431	0340	WARREN	MI	CENTURYLINK COMMUNICATIONS LLC
586	625	0340	ARMADA	MI	CENTURYLINK COMMUNICATIONS LLC
586	625	0340	ARMADA	MI	CENTURYLINK COMMUNICATIONS LLC
586	745	0340	WASHINGTON	MI	CENTURYLINK COMMUNICATIONS LLC
586	745	0340	WASHINGTON	MI	CENTURYLINK COMMUNICATIONS LLC
586	930	0340	UTICA	MI	CENTURYLINK COMMUNICATIONS LLC
586	930	0340	UTICA	MI	CENTURYLINK COMMUNICATIONS LLC
734	212	0340	MANCHESTER	MI	CENTURYLINK COMMUNICATIONS LLC
734	212	0340	MANCHESTER	MI	CENTURYLINK COMMUNICATIONS LLC
734	221	0340	YPSILANTI	MI	CENTURYLINK COMMUNICATIONS LLC
734	221	0340	YPSILANTI	MI	CENTURYLINK COMMUNICATIONS LLC
734	234	0340	TEMPERANCE	MI	CENTURYLINK COMMUNICATIONS LLC
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734	235	0340	IDA	MI	CENTURYLINK COMMUNICATIONS LLC
734	235	0340	IDA	MI	CENTURYLINK COMMUNICATIONS LLC
734	270	0340	WILLIS	MI	CENTURYLINK COMMUNICATIONS LLC
734	270	0340	WILLIS	MI	CENTURYLINK COMMUNICATIONS LLC
734	315	0340	NEW BOSTON	MI	CENTURYLINK COMMUNICATIONS LLC
734	315	0340	NEW BOSTON	MI	CENTURYLINK COMMUNICATIONS LLC
734	375	0340	GREGORY	MI	CENTURYLINK COMMUNICATIONS LLC
734	375	0340	GREGORY	MI	CENTURYLINK COMMUNICATIONS LLC
734	388	0340	DEXTER	MI	CENTURYLINK COMMUNICATIONS LLC
734	388	0340	DEXTER	MI	CENTURYLINK COMMUNICATIONS LLC
734	391	0340	BELLEVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
734	391	0340	BELLEVILLE	MI	CENTURYLINK COMMUNICATIONS LLC

734	456	0340	PLYMOUTH	MI	CENTURYLINK COMMUNICATIONS LLC
734	456	0340	PLYMOUTH	MI	CENTURYLINK COMMUNICATIONS LLC
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734	636	0340	MONROE	MI	CENTURYLINK COMMUNICATIONS LLC
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734	708	0340	MAYBEE	MI	CENTURYLINK COMMUNICATIONS LLC
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734	984	0340	FLAT ROCK	MI	CENTURYLINK COMMUNICATIONS LLC
734	984	0340	FLAT ROCK	MI	CENTURYLINK COMMUNICATIONS LLC

810	209	0340	BYRON	MI	CENTURYLINK COMMUNICATIONS LLC
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810	212	0340	METAMORA	MI	CENTURYLINK COMMUNICATIONS LLC
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810	258	0340	RANKIN	MI	CENTURYLINK COMMUNICATIONS LLC
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810	279	0340	HARTLAND	MI	CENTURYLINK COMMUNICATIONS LLC
810	279	0340	HARTLAND	MI	CENTURYLINK COMMUNICATIONS LLC
810	310	0340	CAPAC	MI	CENTURYLINK COMMUNICATIONS LLC
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810	327	0340	JEDDO	MI	CENTURYLINK COMMUNICATIONS LLC
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810	339	0340	FLINT	MI	CENTURYLINK COMMUNICATIONS LLC
810	350	0340	MONTROSE	MI	CENTURYLINK COMMUNICATIONS LLC
810	350	0340	MONTROSE	MI	CENTURYLINK COMMUNICATIONS LLC
810	366	0340	DECKERVL	MI	CENTURYLINK COMMUNICATIONS LLC
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810	368	0340	CLIMTMORRS	MI	CENTURYLINK COMMUNICATIONS LLC
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810	369	0340	GOODRICH	MI	CENTURYLINK COMMUNICATIONS LLC
810	369	0340	GOODRICH	MI	CENTURYLINK COMMUNICATIONS LLC
810	373	0340	FENTON	MI	CENTURYLINK COMMUNICATIONS LLC
810	373	0340	FENTON	MI	CENTURYLINK COMMUNICATIONS LLC
810	374	0340	OTISVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
810	374	0340	OTISVILLE	MI	CENTURYLINK COMMUNICATIONS LLC
810	375	0340	DRYDEN	MI	CENTURYLINK COMMUNICATIONS LLC
810	375	0340	DRYDEN	MI	CENTURYLINK COMMUNICATIONS LLC
810	445	0340	GRANDBLANC	MI	CENTURYLINK COMMUNICATIONS LLC
810	462	0340	YALE	MI	CENTURYLINK COMMUNICATIONS LLC
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810	474	0340	AVOCA	MI	CENTURYLINK COMMUNICATIONS LLC
810	474	0340	AVOCA	MI	CENTURYLINK COMMUNICATIONS LLC
810	475	0340	BROWN CITY	MI	CENTURYLINK COMMUNICATIONS LLC
810	475	0340	BROWN CITY	MI	CENTURYLINK COMMUNICATIONS LLC
810	510	0340	COLUMBIAVL	MI	CENTURYLINK COMMUNICATIONS LLC

810	510	0340	COLUMBIAVL	MI	CENTURYLINK COMMUNICATIONS LLC
810	525	0340	EMMETT	MI	CENTURYLINK COMMUNICATIONS LLC
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810	535	0340	MEMPHIS	MI	CENTURYLINK COMMUNICATIONS LLC
810	535	0340	MEMPHIS	MI	CENTURYLINK COMMUNICATIONS LLC
810	544	0340	CARSONVL	MI	CENTURYLINK COMMUNICATIONS LLC
810	544	0340	CARSONVL	MI	CENTURYLINK COMMUNICATIONS LLC
810	546	0340	CROSWELL	MI	CENTURYLINK COMMUNICATIONS LLC
810	546	0340	CROSWELL	MI	CENTURYLINK COMMUNICATIONS LLC
810	628	0340	SWARTZ CRK	MI	CENTURYLINK COMMUNICATIONS LLC
810	628	0340	SWARTZ CRK	MI	CENTURYLINK COMMUNICATIONS LLC
810	634	0340	NEWLOTHROP	MI	CENTURYLINK COMMUNICATIONS LLC
810	634	0340	NEWLOTHROP	MI	CENTURYLINK COMMUNICATIONS LLC
810	641	0340	SNOVER	MI	CENTURYLINK COMMUNICATIONS LLC
810	641	0340	SNOVER	MI	CENTURYLINK COMMUNICATIONS LLC
810	642	0340	SMITHS CRK	MI	CENTURYLINK COMMUNICATIONS LLC
810	642	0340	SMITHS CRK	MI	CENTURYLINK COMMUNICATIONS LLC
810	652	0340	DAVISON	MI	CENTURYLINK COMMUNICATIONS LLC
810	652	0340	DAVISON	MI	CENTURYLINK COMMUNICATIONS LLC
810	662	0340	PORT HURON	MI	CENTURYLINK COMMUNICATIONS LLC
810	662	0340	PORT HURON	MI	CENTURYLINK COMMUNICATIONS LLC
810	674	0340	APPLEGATE	MI	CENTURYLINK COMMUNICATIONS LLC
810	674	0340	APPLEGATE	MI	CENTURYLINK COMMUNICATIONS LLC
810	676	0340	MARINECITY	MI	CENTURYLINK COMMUNICATIONS LLC
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810	696	0340	LEXINGTON	MI	CENTURYLINK COMMUNICATIONS LLC
810	696	0340	LEXINGTON	MI	CENTURYLINK COMMUNICATIONS LLC
810	734	0340	ALGONAC	MI	CENTURYLINK COMMUNICATIONS LLC
810	734	0340	ALGONAC	MI	CENTURYLINK COMMUNICATIONS LLC
810	797	0340	HADLEY	MI	CENTURYLINK COMMUNICATIONS LLC
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810	798	0340	ALMONT	MI	CENTURYLINK COMMUNICATIONS LLC
810	842	0340	IMLAY CITY	MI	CENTURYLINK COMMUNICATIONS LLC
810	842	0340	IMLAY CITY	MI	CENTURYLINK COMMUNICATIONS LLC
810	867	0340	FLUSHING	MI	CENTURYLINK COMMUNICATIONS LLC
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810	891	0340	SANDUSKY	MI	CENTURYLINK COMMUNICATIONS LLC
810	891	0340	SANDUSKY	MI	CENTURYLINK COMMUNICATIONS LLC
810	957	0340	LINDEN	MI	CENTURYLINK COMMUNICATIONS LLC
810	957	0340	LINDEN	MI	CENTURYLINK COMMUNICATIONS LLC
810	969	0340	LAPEER	MI	CENTURYLINK COMMUNICATIONS LLC
810	969	0340	LAPEER	MI	CENTURYLINK COMMUNICATIONS LLC

989	271	0340	GAINES	MI	CENTURYLINK COMMUNICATIONS LLC
989	271	0340	GAINES	MI	CENTURYLINK COMMUNICATIONS LLC
989	340	0344	ALPENA	MI	CENTURYLINK COMMUNICATIONS LLC
989	340	0344	ALPENA	MI	CENTURYLINK COMMUNICATIONS LLC
989	472	0344	OWOSSO	MI	CENTURYLINK COMMUNICATIONS LLC
989	472	0344	OWOSSO	MI	CENTURYLINK COMMUNICATIONS LLC
989	533	0344	ALMA	MI	CENTURYLINK COMMUNICATIONS LLC
989	533	0344	ALMA	MI	CENTURYLINK COMMUNICATIONS LLC
810	636	0340	GOODRICH	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
810	638	0340	NEWLOTHROP	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
810	638	0340	NEWLOTHROP	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
810	639	0340	MONTROSE	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
810	797	0340	HADLEY	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
989	585	0344	BRANT	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
989	653	0344	OMER	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
989	845	0344	CHESANING	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
989	876	0344	AU GRES	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
517	542	0346	LITCHFIELD	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
517	549	0346	MOSHERVL	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
517	566	0346	SUNFIELD	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
231	867	0348	CHIPPEWALK	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
231	972	0348	MECOSTA	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
616	761	0348	ORLEANS	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
616	875	0348	BORCULO	MI	CENTURYTEL MIDWEST-MIDWEST INC DBA CENTURYLINK
734	586	0340	NEWPORT	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	235	0344	CRYSTAL	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	257	0344	SIXTYLAKES	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	261	0344	VICKERYVL	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	428	0344	PORT HOPE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	469	0344	SANDLK HTS	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	635	0344	MARLETTE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	672	0344	CARO	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK

989	673	0344	CARO	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	689	0344	HOPE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	728	0344	HALE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	735	0344	GLENNIE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	738	0344	PORTAUSTIN	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	756	0344	WHITTEMORE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	874	0344	KINDE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
989	879	0344	PINCONNING	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	228	0348	GLEN LAKE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	229	0348	MOORESTOWN	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	271	0348	SUTTONSBAY	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	275	0348	LAKE ANN	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	325	0348	HONOR	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	326	0348	GLEN LAKE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	328	0348	MERRITT	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	334	0348	GLEN LAKE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	529	0348	BRUTUS	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	537	0348	LEVERING	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	546	0348	ELMIRA	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	548	0348	ALANSON	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	549	0348	BOYNEFALLS	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	839	0348	LAKE CITY	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
231	864	0348	BEAR LAKE	MI	CENTURYTEL OF MICHIGAN INC DBA CENTURYLINK
906	283	0342	GULLIVER	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	297	0342	DE TOUR	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	341	0342	MANISTIQUE	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	478	0342	RUDYARD	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	484	0342	CEDARVILLE	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	495	0342	KINROSS	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK

906	644	0342	GARDEN	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
906	647	0342	PICKFORD	MI	CENTURYTEL OF UPPER MICHIGAN INC DBA CENTURYLINK
734	210	0340	YPSILANTI	MI	CENTURYTEL SOLUTIONS, LLC - MI

**Article 3 – Reserved**

**Article 4 – Reserved**

## Glossary

24x7x365	24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Account Code	Also known as Project Code or Bill-Back Code. Account Codes are additional digits dialed by the calling party that provides information about the call. Typically used to track and bill clients, projects, etc.
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Audit Period	See Section 2.110
ACD	Automatic Call Distributors/Distribution - a device or system that distributes incoming calls to a specific group of terminals or agents based on customer need, type, and agent skill set
Account Code	Additional digits dialed by the calling party that provides information about the call. Typically used to track and bill clients, projects, etc. Also known as Project Codes or Bill-Back Codes
ANI	Automatic Number Identification - a feature of a telecommunications network for automatically determining the origination telephone number on toll calls for billing purposes
BAN	Billing Account Number - Used by telephone companies to designate a customer or customer location that will be billed. A single customer may have multiple billing.
Billing ID	The designation by which the SOM will specifically identify any billed item or service (e.g. telephone number, circuit ID, etc.)
Blanket Purchase Order	Authorization to purchase goods and/or services over the length of a contract
BRI	Base Rate Interface – an ISDN configuration intended primarily for use in subscriber lines. BRI configuration provides 2 bearer channels (B channels) at 64 Kbit/s each and 1 data channel (D channel) at 16 Kbit/s.
BTN	Billing Telephone Number - The phone number associated, for billing purposes, with the Working Phone Number.
Business Critical	Any function identified in any Statement of Work as Business Critical.
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Call Detail	Information about ongoing and incoming calls, including calling and called party, calling number and number called, time of day and duration, mainly for billing
Calling Name and Number (Caller ID or CID)	A telephone service feature that transmits a caller's number to the called party's telephone equipment. Where available, CID can also provide a name associated with the calling number.
Carrier	A company that is authorized by regulatory agencies to operate a telecommunications system.
Casual Calling	How any ANI (including undefined ANIs) accesses a given Carrier.
CIC	Carrier Identification Code - A three-digit number used with Feature Group D to access a particular IXC switched services from a local exchange line. One or more CIC codes are assigned to each Carrier.
CO	Central Office - The facility housing the telephone company switching system and related equipment that provides telephone service for customers in the immediate geographical area.
CLEC	Competitive Local Exchange Carrier - A telecommunications provider (sometimes called a "Carrier") competing with other, already established Carriers (generally the ILEC).
Consolidated Invoice	A single Carrier combining invoices from one or more other Carriers or providers to deliver a single integrated invoice to a customer.
Contract Transition Plan	The Contract Transition Plan documents all the activities necessary to transfer services and features from the current State contract(s) to the new contract(s). Some

	of the activities include identifying key transition issues, transition objectives, risks, tasks and responsibilities, resources, timeframes and policies and procedures.
CSR	Customer Service Record - Detailed printout of the State's monthly equipment and service charges billed using corresponding uniform service order codes per State account, physical location or invoice.
Days	Means calendar days unless otherwise specified.
Deliverable	Physical goods and/or commodities/Services as required or identified by a Statement of Work/Service Order
DEMARC	Demarcation Point - The point at which the PSTN ends and connects with the customer's on-premises wiring. It is the dividing line which determines who is responsible for installation and maintenance of wiring and equipment -- customer/subscriber, or telephone company/provider.
DID	Direct Inward Dialing - a feature offered by Carriers for use with their customers' PBX system, whereby the Carrier allocates a range of telephone numbers associated with one or more phone lines.
DOD	Direct Outward Dialing -- a feature offered by Carriers for use with their customers' PBX to enable dialing directly out from an extension.
DS0	Digital Signal 0 - Basic digital signaling rate of 64 Kbit/s, corresponding to the capacity of one voice-frequency-equivalent channel.
DS1	Digital Signal 1 - A signaling scheme used to transmit voice and data between devices at 1.544 Mbps.
DS3	Digital Signal 3 - A signaling scheme used to transmit voice and data between devices at 45 Mbps.
DTMB	Department of Technology, Management and Budget at the SOM
Environmentally preferable products	A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those that contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
Excusable Failure	See Section 2.244.
Feature Group D	The highest quality type of voice line connection which allows pre-selection of the IXC by the end-user.
FBC	Facilities Based Carrier - A Carrier that uses its own facilities to provide service, in contrast with resellers, that purchase the services of other Carriers and then retail the services to customers.
FX	Foreign Exchange Service - A telecommunications network service in which a telephone in a given exchange area is connected, via a private line to another telephone line in a different CO in a nearby geographical area.
Hazardous material	Any material defined as hazardous under the latest version of federal Emergency Planning and Community Right-to-Know Act of 1986 (including revisions adopted during the term of the Contract).
Incident	Any interruption in Services.
ILEC	Incumbent Local Exchange Carrier - A local telephone company that is responsible for providing local telephone exchange services in a specified geographic area.
InterLATA	Communication between Local Access Transport Areas. The 1982 MFJ requires ILECs to use an IXC for InterLATA services.
Invoice	An itemized monthly statement of amounts owed to the Contractor for products and services provided during the previous month.
Invoice Detail	The actual detail of purchased items or services on the invoice. Invoice detail may include call detail itemization, if presented, in the same place and under the same set of circumstances.
ISDN	Integrated Services Digital Network - a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.
ITB	Invitation to Bid - The ITB serves as the document for transmitting the RFP to potential Bidders
IXC	InterExchange Carrier - Any Carrier that provides InterLATA communication.

Key Personnel	Any Contractor employees in primary roles as designated in Article 1.
LATA	Local Access Transport Areas - represents a geographical area within which an ILEC is permitted to offer exchange telecommunications and local access services.
Local Voice Services	The provisioning of telecommunications networks and services within a limited geographic region.
Long Distance	Calls that originate/terminate outside of a pre-defined local calling area.
1MB	Measured-Rate Business Lines - Voice connections that provide dial tone and the ability to make and receive calls.
MFJ	Modified Final Judgment - August 1982 agreement approved by the court (consent decree) settling United States v. AT&T, a landmark antitrust suit. The MFJ required the Bell System divestiture of the Bell Operating Companies from AT&T.
MOU	Minutes of Use
New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
NPA/NXX	Number Plan Area/Number Plan Exchange
OC-x	Optical Carrier Level (x) - a standardized set of specifications of transmission bandwidth for digital signals that can be carried on Synchronous Optical Networking (SONET) fiber optic networks.
Ozone-depleting substance	Any substance the Environmental Protection Agency designates in 40 CFR part 82 as: (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or (2) Class II, including, but not limited to, hydro chlorofluorocarbons
PBX	Private Branch Exchange - A manual or automatic telephone switching system serving telephone extensions in a business or private complex that provides external access to the public switched telephone network (PSTN).
PIC	Presubscribed InterExchange Carrier or Primary InterExchange Carrier - Determined by the customer of record and refers to the InterExchange or international Carrier to which calls of that type from an individual telephone number are routed.
POP	Point of Presence - The switching location that allows physical access to a Public Switched Telephone Network (PSTN) location.
Post-Consumer Waste	Any product generated by a business or consumer which has served its intended end use, and which has been separated or diverted from solid waste for the purpose of recycling into a usable commodity or product, and which does not include post-industrial waste.
Post-Industrial Waste	Industrial by-products that would otherwise go to disposal and wastes generated after completion of a manufacturing process, but do not include internally generated scrap commonly returned to industrial or manufacturing processes.
PSTN	Public Switched Telephone Network
Recycling	The series of activities by which materials that are no longer useful to the generator are collected, sorted, processed, and converted into raw materials and used in the production of new products. This definition excludes the use of these materials as a fuel substitute or for energy production.
Remittance Page	The summary page of charges and payment data to include monthly charges, usage, other charges & credits and Exhibit A items as applicable and appropriate addresses or other required payment information.
Response Time	The duration of time between the SOM reporting an issue to the time the vendor begins work to resolve the issue.
Reuse	Using a product or component of municipal solid waste in its original form more than once.
RFP	Request for Proposal designed to solicit proposals for services
Services	Any function performed for the benefit of the State.
SIP	Session Initiation Protocol - a signaling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks
Source Reduction	Any practice that reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment

	prior to recycling, energy recovery, treatment, or disposal.
Standard Provisioning Intervals	The duration of time between the SOM placing a service order to the time the service (related to the order) is made available for SOM use.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
Subcontractor	A company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
T1	The equivalent of 24 multiplexed voice grade channels. 1.544 million bits per second (1.5Mbps)
Tariff	A public document filed with the Federal Communications Commission or a State Public Utility Commission outlining services and rates.
TDM	Time-Division Multiplexing - a method of transmitting and receiving independent signals over a common signal path by means of synchronized switches at each end of the transmission line so that each signal appears on the line only a fraction of time in an alternating pattern.
TN	Telephone Number
Toll-Free	Billing is incurred for all arriving calls instead of incurring charges to the originating telephone subscriber. For the calling party, a call to a toll-free number is free of charge
Trouble Ticket	When End Users report problems with their data or telecommunication equipment or service, a Trouble Ticket is created. Each ticket tracks an individual call and/or multiple problems or symptoms on the same ticket. Technicians, and the users themselves, may try many solutions for a single problem. They are all tracked on a single ticket by its name and unique number.
TSR	Telephone Service Request is the State's commonly used term for initiating, changing or removing telecommunications services.
Unauthorized Removal	Contractor's removal of Key Personnel without the prior written consent of the State.
Universal Service	The financial mechanism which helps compensate telephone companies or other communications entities for providing access to telecommunications services at reasonable and affordable rates throughout the country, including rural, insular and high costs areas, and to public institutions. Companies, not consumers, are required by law to contribute to this fund.
Waste Prevention	Source reduction and reuse, but not recycling.
Waste Reduction and Pollution Prevention	The practice of minimizing the generation of waste at the source and, when wastes cannot be prevented, utilizing environmentally sound on-site or off-site reuse and recycling. The term includes equipment or technology modifications, process or procedure modifications, product reformulation or redesign, and raw material substitutions. Waste treatment, control, management, and disposal are not considered pollution prevention, per the definitions under Part 143, Waste Minimization, of the Natural Resources and Environmental Protection Act (NREPA), 1994 PA 451, as amended.
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.

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<b>Intermediary Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Notary Events</b>		<b>Timestamp</b>
<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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