

VENDOR NAME: AT&T**FEIN: 13-4924710****SERVICE/PRODUCT NAME: Local Exchange Service: ISDN PRI with DID Service - PrimePlexsm****SERVICE/PRODUCT DESCRIPTION:**

PrimePlex is a flexible ISDN PRI trunking service that provides users with PBX or PBX-like equipment T1 access to the AT&T Local Service (ALS) network for voice access. PrimePlex provides a T1 facility from an ALS Class 5 switch to the user's PBX providing 23 voice paths per T1. The addition of PrimePlex with local, local toll, and long distance calling enables users to send all outgoing call types over a single T1.

PrimePlex offers the following additional features and benefits:

- ◆ Faster call set up times due to the higher speed of "D" channel out of band signaling and "look ahead" capability.
- ◆ Greater call handling capability. The Call By Call Setup feature allows all Bearer "B" channels to be used for all services (Local, Local Toll, Long Distance and International), Inbound and Outbound. The call by call capability of the ISDN PRI service makes all trunks available for all calls, thereby achieving maximum efficiency of resources.
- ◆ Access to the Called Party telephone Number, CPN (where not blocked)
- ◆ Caller ID with Name Service, is a local switch feature that allows the delivery of the name associated with the telephone number of the calling party, to be delivered (along with the telephone number) to the called party. The caller's telephone number and name can be viewed on the display screen of the called party's equipment.

PrimePlex supports the following trunk types:

- ◆ Combo - Two-way trunk group which allows DOD dialing from station users behind a PBX and incoming calls to an attendant. The service does not allow direct call completion to a station user behind a PBX.
- ◆ DID - Allows incoming calls to be terminated directly to an extension behind a PBX without the need for an attendant to complete the call. The service is one-way only.
- ◆ DID/DOD - Provides two-way trunking which allows DID and DOD calls to be placed on each channel within the group.
- ◆ Dynamic Trunk Allocation: This feature provides greater trunk efficiency of the T1 facility and generally provides a better grade of service with fewer blocked calls than T1 service without dynamic allocation.

Directories and Listings

The State is provided a single free directory listing per location. Government accounts receive a free blue page listing. The customer is eligible to receive one free copy of each published directory that contains the listing(s). The directory books will be delivered to the service location address established with new service or service address change.

The AT&T Directory service center (877-295-6918) will ONLY process requests for directories with the initial order for the customer's directory listing. There will be no charge. (One free directory per AT&T provided BTN.)

Alternate Enhanced Redirect Solutions

Alternate Enhanced Redirect Solutions (AERS) is a business continuity solution which provides the ability to redirect incoming telephone numbers in the event that the primary location is unavailable or for other business reasons. AERS permits the customer to redirect their incoming telephone numbers during a customer premises disaster/situation on a 7-day by 24-hour basis to predetermined telephone numbers.

It also provides the ability to pre-define specific redirect option(s) to allow long distance redirection via an

alternate specified CIC (Carrier Identification Code).

..... A disaster recovery call management feature that allows all incoming calls to a group of pre-selected directory numbers (DNs) (aka customer's telephone numbers) to be rerouted to other locations via specified predefined telephone numbers.

The customer can create up to eight redirect options and one default option (mandatory) for each customer group. The one default option and one redirect option is mandatory to have the AERS feature. A customer group is simply a list of incoming telephone numbers, and the customer can have up to 20 customer groups per customer location dependent on the total number of telephone numbers being redirected. Each customer group has two distinct control activation numbers (POTS numbers), which are geographically dispersed for diversity purposes. The customer can activate a redirect option for each customer group by calling the respective control activation number associated with each customer group. Calls will be redirected within 2 minutes of completing the control activation call. The customer is responsible for the usage billing of the redirected leg of each call when AERS is activated.

Telecommunications Service Priority

The Telecommunications Service Priority (TSP) system is a regulatory, administrative, and operational system authorizing and providing for priority treatment of National Security and Emergency Preparedness Telecommunications (NS/EP) services. As such, it establishes the framework for telecommunication service vendors to initiate, restore, or otherwise act on a priority basis to ensure effective NS/EP telecommunication services. The TSP system allows the assignment of priority levels to any NS/EP service. The TSP system has been developed, through a joint effort, by the Federal Government and the Telecommunications industry through the National Security Telecommunications Advisory Committee (NSTAC) TSP task force. TSP may be applied to the provisioning and/or restoration of any service for which such priority treatment is possible. Qualifying service will be authorized for TSP treatment by the Office of Priority Telecommunications (OPT) located in the National Communications System (NCS).

Provisioning - means the act of supplying telecommunications service to a user, including all associated transmission, wiring and equipment. As used herein, "provisioning" and "initiation" are synonymous and include altering the state of an existing priority service or capability. All reasonable efforts must be made by AT&T to provide services assigned provisioning priority by the due date requested.

Restoration - means the repair or returning to service of one or more telecommunication services that have experienced a service outage or are unusable for any reason, including a damaged or impaired by patching, rerouting, substitution of component parts or pathways, and other means, as determined necessary by a service vendor. All reasonable efforts must be made to provide services assigned restoration priority by the due date requested.

Priority Level - means the level assigned to an NS/EP telecommunication service specifying the order in which provisioning or restoration of the service is to occur relative to other NS/EP and/or non-NS/EP telecommunication services. Priority levels authorized within the TSP system are designated (highest to lowest) "E" Emergency, "1", "2", "3", "4", and "5" for provisioning and "1", "2", "3", "4" and "5" for restoration.

TSP is available on all access and transport circuits

State agencies can contact the NCS at <http://tsp.ncs.gov> to gain sponsorship.

SERVICE LEVELS:

Response for Routine Repair	< 1 hour
Response for Emergency Repair	< 30 minutes
Repair Time for Routine Repair	< 4 hour
Repair Time for Emergency Repair	< 2 hour

SERVICE AVAILABILITY/LIMITATIONS:

See attached Current Availability of Services table.

MASTER AGREEMENT NUMBER: B-03-012				DOIT APPROVAL DATE 10/18/2010					
VENDOR NAME: AT&T				VENDOR FEIN: 13-4924710					
SERVICE NAME: Local Exchange Service: ISDN PRIs with DID Service: PrimePlex Service									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit		Non-Recurring Cost	Recurring Monthly Cost
Add	06/13/03	07/08/03	1	HA8R23B	PrimePlex ISDN PRI	ea		\$0.00	\$392.98
Add	06/13/03	07/08/03	2	n/a	Federal Subscriber Line Charge per ISDN PRI Line (Included)	ea		\$0.00	\$0.00
Add	06/13/03	07/08/03	3	HA8RD20	DID Telephone Numbers-Initial Order 20 @ \$8.30/month	20		\$0.00	\$8.13
Add	06/13/03	07/08/03	4	HA8RD10	DID Telephone Numbers-Additional Orders 10 @ \$4.15/month	10		\$0.00	\$4.07
Change	05/13/05	06/20/05	5	AHAYRN2	Directory Listing (One free published listing per AT&T provided BTN)	ea		\$0.00	\$1.47
Add	05/13/05	06/20/05	6	n/a	Directory (One free directory per AT&T provided BTN)	ea		\$0.00	\$0.00
Add	06/15/05	07/01/05	7	NROPP	TSP-Provisioning	per		\$445.12	\$0.00
Add	06/15/05	07/01/05	8	RSQ	TSP-Restoration	per		\$266.08	\$10.00
Add	06/15/05	07/01/05	9	NRORS	Restoration Priority level change	per		\$102.72	\$0.00
Add	06/11/07	06/19/07	10	XX8RCN1	Caller ID with Name per DID/DOD channel (when 23 ch are used for inbound and outbound)	ch		\$0.00	\$9.00
Add	06/11/07	06/19/07	11	XX8RCNM	Caller ID with Name per DID channel (when 23 ch are used for inbound only)	ch		\$0.00	\$18.00
Add	08/29/07	09/26/07	12	XX1NAER	AERS Establishment	Plan		\$175.00	\$0.00
Add	08/29/07	09/26/07	13	XX1NAET	AERS Establishment Charge Per TN in Customer Group	TN		\$2.50	\$0.00
Add	08/29/07	09/26/07	14	XX1RACN	AERS Control Numbers (Per Control Number-Minimum 2)	POTS		\$25.00	\$12.50
Add	08/29/07	09/26/07	15	XX1RAEO	AERS Redirect Telephone Numbers in Customer Group - Up to 10 TNs	10 tns		\$0.00	\$58.50
Add	08/29/07	09/26/07	16	XX1RAER	AERS Redirect Telephone Numbers in Customer Group - Per TN after first 10	tn		\$0.00	\$5.85
Add	08/29/07	09/26/07	17	XX1RACI	Additional AERS Redirect Options 3-9 (Per Option)	Plan		\$0.00	\$80.00
Add	08/29/07	09/26/07	18	XX1NACG	AERS Customer Group Change Charge	per		\$90.00	\$0.00
Add	08/29/07	09/26/07	19	XX1NARC	AERS Redirect Option Change Charge	per		\$50.00	\$0.00
Add	08/29/07	09/26/07	20	XX1NAOC	AERS Miscellaneous Change Charge - For All Other Changes	per		\$50.00	\$0.00
Add	08/29/07	09/26/07	21	XX1NAPC	AERS Change PIN Code Charge	per		\$50.00	\$0.00
Add	08/29/07	09/26/07	22	n/a	AERS Redirect Usage Rate - Local	min		\$0.00	\$0.0340
Add	08/29/07	09/26/07	23	n/a	AERS Redirect Usage Rate - INTRA-LATA	min		\$0.00	\$0.0418
Add	08/29/07	09/26/07	24	n/a	AERS Redirect Usage Rate - INTER-LATA	min		\$0.00	\$0.0539
Add	10/15/10	10/18/10	25		E911 Surcharge - 1 Line (Per Line Per BTN)	LINE		\$0.00	\$0.47
Add	10/15/10	10/18/10	26		E911 Surcharge - 2 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.35
Add	10/15/10	10/18/10	27		E911 Surcharge - 3 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.31
Add	10/15/10	10/18/10	28		E911 Surcharge - 4 - 5 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.28
Add	10/15/10	10/18/10	29		E911 Surcharge - 6 - 10 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.24
Add	10/15/10	10/18/10	30		E911 Surcharge - 11 - 25 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.19
Add	10/15/10	10/18/10	31		E911 Surcharge - 26 - 50 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.16
Add	10/15/10	10/18/10	32		E911 Surcharge - 51 - 99 Lines (Per Line Per BTN)	LINE		\$0.00	\$0.12
Add	10/15/10	10/18/10	33		E911 Surcharge - 100+ Lines (Per Line Per BTN)	LINE		\$0.00	\$0.09

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