

## **6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)**



## **6.2.22 Service Level Agreements—Section Summary**

AT&T will meet and exceed the Network and Administrative SLAs the State has outlined for CALNET II. AT&T understands the importance of Service Level Agreements and the need to provide service excellence for our customers. AT&T has successfully supported the existing SLAs in CALNET for the past seven years. Outside of CALNET, AT&T has demonstrated competence in providing SLA support across a broad spectrum of customers and services. To support your requirements, we will use personnel and methodology that are consistent with the level of excellence found in all of our products and services provided for CALNET II.

We will provide a robust and reliable network and services. We believe that the overall design of our network and services, including built-in redundancies, provides our customers with the required services and better financial performance. We will provide SLAs for our products and services that meet and exceed the State's requirements.



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## Service Level Agreement

It gives a high-level overview of DecaMAN Service SLA provided by AT&T. This agreement between AT&T and a customer. The terms and conditions of the agreement or tariff under which a customer purchases the DecaMAN service.

**Description:**  
Service is a dedicated high-capacity, fiber based, transport service that will provide connectivity between customer LANs, MANs, or WANs within the same LATA (or states) support Ethernet-to-Ethernet (IEEE 802.3ae) LAN connections at a data rate of 10 Gbps (Gbps) WAN PHY and 10.3125 Gbps LAN PHY, physical layer rate. The service is provided over fiber optics of 10 Gigabit Ethernet signal between two locations. The service is provided with specialized fiber optic equipment that is placed at the Customer premise demarcation point (NTE) or it may be provided without NTE, whereby fiber is provided on customer premises. In either case, the AT&T Telco provides a 10 Gbps (LAN or WAN PHY) to the Customer.

## Service Level Agreements



6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.22.1 Service Level Agreement Overview (M)

The intent of the SLA Handbook is to provide the Contract Customers, DTS/ONS and the Contractor with a resource that will define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for voice services identified in this RFP Module. The SLAs shall be categorized as Network, or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format

<u>Services</u>	<u>SLA Name</u>
[List of all applicable services]	<p><b>Definition</b> [Definition or description of the SLA]</p> <p><b>Measurement Process</b> [Instructions on how to measure network performance in order to determine compliance]</p> <p><b>Objective (s)</b> [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.2.2-6.2.14 et.al. All Bidders are required to offer Service Level Agreements for all services listed in the adjacent cell.</p> <p><b>Immediate Rights and Remedies</b> [Allows immediate action by DTS/ONS and the Customer (e.g. DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g. TTR).]</p> <p><b>Monthly Rights and Remedies</b> [Applicable to SLAs that require accumulation of statistics over a period of time.]</p>



The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective (s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

**Administrative Service Level Agreement Format**

<u>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
[List of all applicable tools, reports and application]	<p><b>Definition</b> [Define or describe the SLA]</p> <p><b>Measurement Process</b> [Instruction on how to measure Contractor administration performance in order to determine compliance.]</p> <p><b>Objective (s)</b> [Defines the performance goal/parameters of each SLA.]</p> <p><b>DTS/ONS Rights and Remedies</b> [Identifies actions that may be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p><b>Customer Rights and Remedies</b> [Identifies actions that may be taken by the Customers or rebates from Contractor when the objectives are not met]</p>

Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:



AT&T understands and agrees that the intent of this section is to provide the Contract customers and DTS/STND with requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the services identified in this RFP Module. We will categorize the SLAs as network or administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event AT&T proposes a service that has been designated as Desirable, AT&T understands that the intent is to meet or exceed the associated SLAs, as described in this section. AT&T understands that the SLAs in the Network category shall each consist of the following components

- Services
- Definition
- Measurement Process
- Objective(s)
- Immediate Rights and Remedies
- Monthly Rights and Remedies.

All applicable services are listed in each SLA. AT&T understands that the SLAs in the administrative category shall each consist of the following components

- Tools
- Reports and Applications
- Objective(s)
- Measurement Processes
- DTS/STND Rights and Remedies
- Customer Rights and Remedies.

Our intent is to provide a robust and reliable network. We've designed our network with built-in redundancies to provide our customers with highly reliable services and on-time provisioning.

AT&T will employ trained, knowledgeable, and experienced staff in the management and monitoring of SLA requirements and performance. Our personnel will have access to the appropriate AT&T trouble ticketing and billing systems from which we will gather and/or monitor information and reports. We will report SLAs through our industry award-winning AT&T BusinessDirect<sup>®</sup> web portal, which includes GAMnet. We will provide the customer and DTS/STND with appropriate access to BusinessDirect, which will allow them to fulfill their SLA management responsibilities.

To support your requirements, we will use AT&T personnel and methodologies that are consistent with the level of excellence found in AT&T products and services provided for CALNET II. AT&T has demonstrated competence in providing SLA support across a broad spectrum of customers and services. Our large base of customers has provided AT&T with the opportunity to refine our methodologies. We have a proven track record of providing industry-leading network services.



The dependability and robustness of the AT&T network and associated services provides significant benefit to the State of California. The breadth of the service capabilities and back-office tools meet your service requirements and simplify your back-office tasks.

**AT&T will meet and exceed the State's SLA requirements for all products and services proposed for CALNET II.**



# Delivering the Services You Need Today

Final Proposal, Module 2  
RFP DGS-2053  
AT&T

Volume 1, Page 6-474  
Exhibit number (n/a)

## 6.2.22.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.2.2 to 6.2.14 et. al identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award these committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands that this section shall distinguish between technical requirements and the SLA objectives. AT&T understands that Sections 6.2.2 to 6.2.14 identify the technical requirements for each service. These requirements are the minimum parameters AT&T must meet in order for our bid to qualify for award. Upon award, these committed technical requirements will be maintained throughout the remainder of the contract.

AT&T understands that committed SLA objectives are minimum requirements, which the contractor shall be held accountable for all rights and remedies accordingly.

Our intent is to provide a robust and reliable network and services on a lowest cost/best design methodology. We've designed our network and services, including built-in redundancies, to provide all of our customers with highly reliable services and on-time provisioning. We will provide SLAs for all of our products and services that meet and exceed the State's requirements.





**The overall design of the AT&T network and services, including built-in redundancies, provides CALNET II customers with the required services and better network performance.**



### 6.2.22.1.2 Two methods of outage reporting: Customer or Contractor (M)

There are two methods in which outages may be identified and outage durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T will comply with these requirements. We have designed and implemented our network with redundancy and reliability to minimize customer-impacting events. However, we understand that there will be instances where troubles will occur that require resolution.

#### Customer Reported

AT&T offers two methods for CALNET II customers to report trouble

- **BusinessDirect<sup>®</sup>**. BusinessDirect is a web-enabled tool, accessible from any desktop using standard web browsers and Internet access. BusinessDirect allows you to easily open a trouble ticket, capture the ticket number, and monitor the progress of the trouble resolution process for that ticket. AT&T recommends this method for opening trouble tickets as it conveniently provides you with accurate information, 24 hours a day, seven days a week, 365 days a year.
- **Customer Service Center**. You can call in to report trouble conditions. Our Customer Service Center personnel will open a trouble ticket and assign it to the appropriate technical resources for resolution. Once the Customer Service Center opens a ticket, you can also track it through the BusinessDirect portal.



### Contractor Identified

AT&T will open trouble tickets based on receipt of alarms from our network, as appropriate. We will route these trouble tickets to appropriate AT&T technical resources for isolation and resolution of the trouble.

In the event that we isolate the trouble condition to services provided by a third party, AT&T will refer the trouble to the responsible entity for resolution. AT&T is electronically bonded to the majority of LECs to efficiently handle the trouble resolution process.

Regardless of how the trouble ticket is entered into the system—or where it is routed for resolution—the customer and DTS/STND can use the AT&T BusinessDirect<sup>®</sup> tools to monitor the status of the trouble tickets through resolution.

***AT&T BusinessDirect<sup>®</sup>  
tools enable you to track  
the status of trouble  
tickets, whether they're  
customer reported or  
contractor reported.***



**6.2.22.2 Network Service Level Agreements (M)**

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

**6.2.22.2.1 General Requirements (M)**

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus any applicable AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- The Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each sub-contractor. Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration, and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract.
- Bidders may provide SLAs for proposed unsolicited services in the description field below

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and agrees to these requirements.



Figure 6.2.22-1. Network Service Level Agreements. *Our Network SLAs will ensure that the State and its end users will have reliable and measurable service.*



#### **6.2.22.2.2 Trouble Ticket Stop Clock Conditions (M)**

Stop Clock criteria includes the following: (Note: in this section, the term “End-User” includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. Lack of building entrance facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
  - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
  - b. Site contact refuses access to technician who displays proper identification
  - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.
  - d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
  - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
8. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.
9. End-User applications that interfere with repair of the trouble.
10. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
11. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 11 stop clock criteria.
12. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the



control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.

13. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and agrees to the Trouble Ticket Stop Clock Conditions as stated. AT&T will have skilled and knowledgeable technical resources performing trouble isolation activities. The AT&T Management Center will dispatch resources and manage the trouble isolation process. Our technical resources will have access to the necessary site contact information that we gather from the State during installation or site turn-up procedures. These activities are part of the AT&T proven methodology for installation activities.



Figure 6.2.22-2. Stop Clock Conditions. AT&T and that State will work under agreed upon Stop Clock Conditions throughout the trouble ticketing cycle.



6.2.22.2.3 Service Availability (M)

Services	Service Availability Percentage						
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p><b>Definition</b></p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p><b>Measurement Process</b></p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = 1 – [(total minutes of connection outage per month)/(days in month x 24hours x 60mins)] x 100.</p> <p><b>Objectives</b></p> <table border="1" data-bbox="683 877 1385 1066"> <thead> <tr> <th data-bbox="683 877 1040 930">Tier 1</th> <th data-bbox="1040 877 1385 930">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 930 1040 982">DS1&gt;99.5 percent</td> <td data-bbox="1040 930 1385 982">DS1&gt;99.0 percent</td> </tr> <tr> <td data-bbox="683 982 1040 1066">DS3&gt;99.8 percent</td> <td data-bbox="1040 982 1385 1066">DS3&gt;99.3 percent</td> </tr> </tbody> </table> <p><b>Immediate Rights and Remedies</b></p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>	Tier 1	Tier 2	DS1>99.5 percent	DS1>99.0 percent	DS3>99.8 percent	DS3>99.3 percent
Tier 1	Tier 2						
DS1>99.5 percent	DS1>99.0 percent						
DS3>99.8 percent	DS3>99.3 percent						





*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the financial remedies.



**6.2.22.2.4 Calling Card Provisioning (M)**

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	For Transition: Contracted Service Project Work (Section 6.2.25.1)  Following Transition:  Orders under 500 – 10 Business Days  Orders over 500 – Contracted Service Project Work (Coordinated or Managed)	<p><b>Definition</b></p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p><b>Measurement Process</b></p> <p>Individual Order:             The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p><b>Objective</b></p> <p>Activated cards delivered to the Customer within the timeframes</p> <p><b>Immediate Rights and Remedies</b></p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p><b>Monthly Rights and Remedies:</b></p> <p>N/A</p>
Prepaid Calling Cards	Orders under 500 – 15 Business Days  Orders over 500 – Contracted Service Project Work (Coordinated or Managed)	

Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:



AT&T understands and will meet or exceed the Calling Card Provisioning SLA requirements, including the provisioning intervals and the financial remedies as described below.

Billed Monthly Calling Cards	
Quantity	Provisioning Interval
Orders under 500	10 business days
Orders over 500	Contracted Service Project Work (Coordinated or Managed)
Pre-Paid Calling Cards	
Quantity	Provisioning Interval
Orders under 500	15 business days
Orders over 500	Contracted Service Project Work (Coordinated or Managed)

AT&T will meet the SLAs for Billed Monthly and Pre-Paid (Set Value) calling cards as follows

- AT&T will make our Electronic Card Account Provisioning System (ECAM) available to authorized CALNET II representatives. AT&T believes the use of ECAM will be of significant value to CALNET II customers. This will shorten the interval on the Set Value card—for orders under 500 cards—to 15 days and give you immediate control in the event of lost or stolen cards or the need to re-charge a Set Value card.
- The AT&T normal provisioning interval is 7–10 business days for physical card (both Billed Monthly and Set Value) to be received by the customer. However, both Billed Monthly and Set Value calling cards are active in the AT&T network within 2–24 hours, once entered into ECAM.



6.2.22.2.5 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1				
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p><b>Definition</b></p> <p>The total loss of either the service or circuits, 25 or greater at the same address location.</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <table border="1" data-bbox="683 1045 1391 1169"> <thead> <tr> <th data-bbox="683 1045 1045 1100">Tier 1</th> <th data-bbox="1045 1045 1391 1100">Tier 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 1100 1045 1169">Less than 2 hours</td> <td data-bbox="1045 1100 1391 1169">Less than 4 hours</td> </tr> </tbody> </table> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>	Tier 1	Tier 2	Less than 2 hours	Less than 4 hours
Tier 1	Tier 2				
Less than 2 hours	Less than 4 hours				



*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the financial remedies.



**6.2.22.2.6 Catastrophic Outage 2 (M)**

Services	Catastrophic Outage 2
<p>Inter-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p><b>Definition</b></p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 30 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:



AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

**SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of the Average Monthly Usage Cost (AMUC) for each phone number/service not meeting the per occurrence objective (less than 30 minutes) for a single CAT 2 fault.**

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.



**6.2.22.2.7 Catastrophic Outage 3 (M)**

Services	Catastrophic Outage 3
Inter-LATA, Intrastate, Interstate Long Distance Calling  Network Based ACD  Network Based Interactive Voice Response (IVR)  Network Based Specialized Call Routing  Computer Telephone Integration for Network Based ACD  Toll Free Service  900 Service	<p><b>Definition</b></p> <p>A failure of the Contractor’s (or subcontractor’s or Affiliate’s) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 15 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>





Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

**SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of the Average Monthly Usage Cost (AMUC) for each phone number/service not meeting the per occurrence objective (less than 15 minutes) for single CAT 3 fault.**

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.



**6.2.22.2.8 Enhanced Service Outage (M)**

Services	Enhanced Service Outage
<p>Network Based ACD            Network Based Interactive Voice Response (IVR)            Network Based Specialized Call Routing            Computer Telephone Integration for Network Based ACD</p>	<p><b>Definition</b>            The total loss of an Enhanced Service at a single End-User location</p> <p><b>Measurement Process</b>            The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.            Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b>            Less than 4 hours</p> <p><b>Immediate Rights and Remedies</b>            15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage            End-User Escalation Process            DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b>            N/A</p>



*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the financial remedies.

All components of the Network Based Call Center Platform and IVR systems are deployed as NIBS compliant network elements. The result is a highly survivable robust platform. These elements are managed as part of the Qwest network and are monitored 24x7x365.

The total loss of an enhanced service that is identified by a network alarm or reported by an end-user at a single end-user location shall have a trouble ticket created to track the working progress for isolation and trouble resolution. The objective for isolation and resolution of a total outage is less than four hours, and the contractor will manage the process to that objective.



**6.2.22.2.9 Excessive Outage (M)**

Services	Excessive Outage
<p>Inter-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p> <p>DS1 or Equivalent Transport</p> <p>DS3 or Equivalent Transport</p>	<p><b>Definition</b></p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p> <p><b>Measurement Process</b></p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p><b>Objectives</b></p> <p>Less than 12 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*



AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

**SLA = 100% of the Total Monthly Recurring Cost (TMRC) and two days of any applicable Average Monthly Usage Cost (AMUC), as defined in the glossary, for each service outage greater than 12 hours.**

AT&T has skilled and knowledgeable personnel in our Program Management Office whose function will be to

- Track network incidents
- Prepare reports
- Ensure accurate application of SLA credits.



**6.2.22.2.10 Notification (M)**

Services	Notification
Inter-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service DS1 or Equivalent DS3 or Equivalent	<p><b>Definition</b></p> <p>The Contractor notification to DTS/ONS in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.</p> <p><b>Measurement Process</b></p> <p>The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor’s automated notification System. Updates shall be given on the above mentioned failures via the Contractor’s automated notification System which shall include time and date of the updates.</p> <p><b>Objectives</b></p> <p>Within 30 minutes of an Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor’s automated notification System.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification System which shall include time and date of the updates.</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>



Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the remedies.

Events Requiring Notification
• Catastrophic outage
• Network failure
• Terrorist activity
• Threat of natural disaster
• Actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.



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AT&T will invoke the notification process for all catastrophic outages, network failures, terrorist activities, threat of natural disasters, or actual natural disasters resulting in significant loss of services. AT&T will notify DTS/STND via our automated notification system. We will also provide updates on the above failures via the AT&T automated notification system, which includes the time and date of the updates.

Within 30 minutes of an Enhanced Service Outage, AT&T will notify general stakeholders (as determined by DTS/STND) via our automated notification system. At 60-minute intervals, we will provide updates on the above mentioned failures via our automated notification system, including the time and date of the updates.

AT&T is evaluating the use of either our existing automated notification system or possibly using the AT&T CHAIN EMN system. In either case, AT&T will meet the requirements of this SLA.

The illustration on the opposite page depicts an overview of the AT&T CHAIN EMN system, which provides multiple means of notification to customers. The system can generate reports for management purposes. This is a very robust system that is currently in use for corporations and governmental agencies.



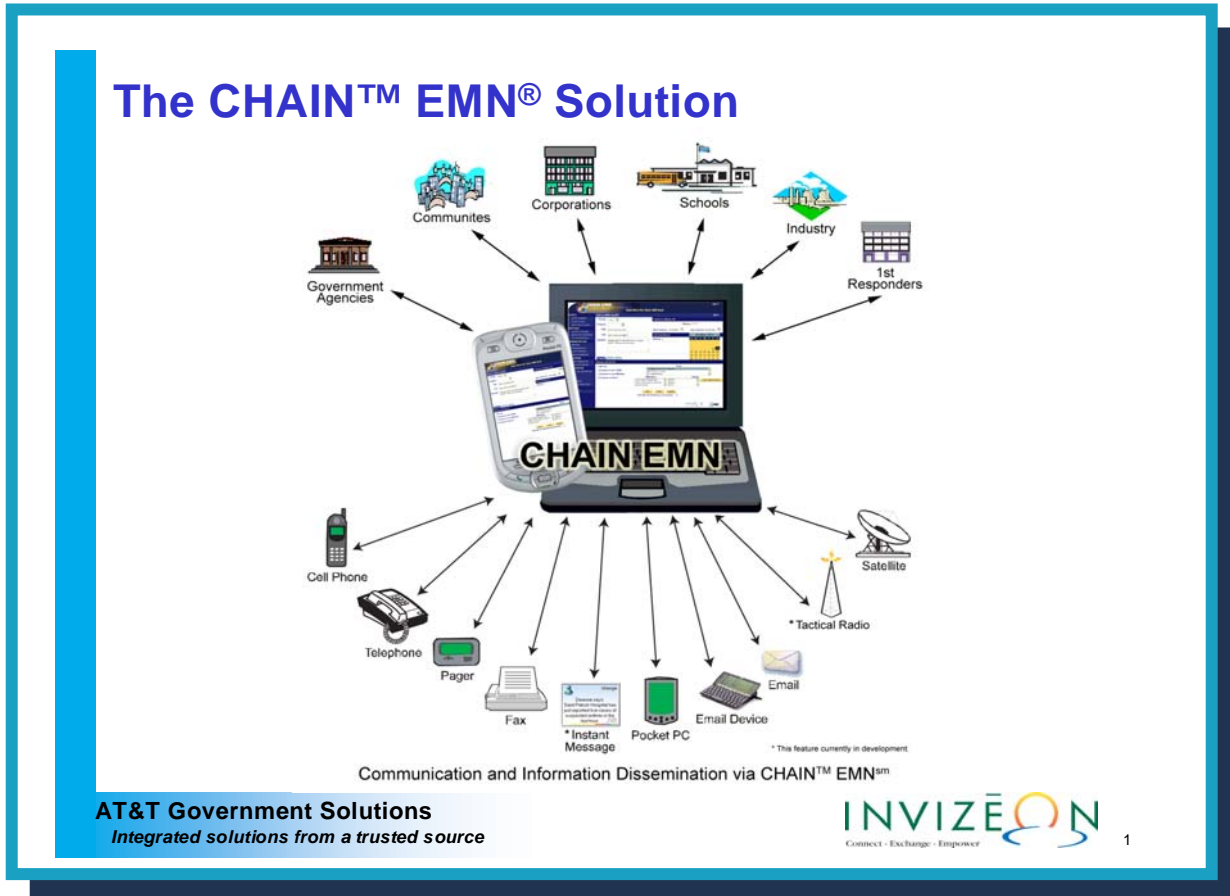


Figure 6.2.22-3. CHAIN™ EMN®. The CHAIN EMN system can notify customers and can generate management reports.



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### 6.2.22.2.11 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account	1 Day	<p><b>Definition</b></p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p><b>Measurement Process</b></p> <p><i>Individual Service Order:</i></p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p><i>Monthly Average Percentage by Service Type:</i></p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p><b>Objective</b></p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p> <p><b>Immediate Rights and Remedies</b></p> <p>Individual Order:</p> <p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies:</b></p>
Account set-up	10 Days	
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work	
Intra-LATA, Intrastate, Interstate Long Distance Services (Up to 100 Lines)	1 Day	
Over 100 Lines :	Managed Project	
Dedicated Transport:		
DS1(or equivalent) 10 or less DS1s per day	15 Days	
Over 10 DS1s per day	Managed Project	
Expedite	XX Days	
DS3 or Equivalent	Managed Project	
Network Based ACD	Managed Project	
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	



Services	Business Days	Provisioning
Station Cabling	Contracted Service Project Work	- Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met
Toll Free	1 Day	
900 Service	Managed Project	

Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the financial remedies.

AT&T performs managed project and contracted project services work for the State today and will continue to use the same proven methodologies on CALNET II.



6.2.22.2.12 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 2	<p><b>Definition</b> The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Measurement Process</b> The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or other authorized ordering System to the date the Contractor responds to the Customer.</p> <p><b>Objectives</b> Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p><b>Immediate Rights and Remedies</b> Escalation to Contractor’s Account Manager</p> <p><b>Monthly Rights and Remedies</b> Review process with DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:



AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the remedies.

This SLA format is consistent with the current SLA procedures with CALNET. AT&T has procedures in place that will accomplish this goal. We will work with our subcontractors to put methods and procedures in place that will accomplish this for CALNET II services.

AT&T agrees that the immediate rights and remedies include CALNET II Contract customer and/or DTS/STND escalation.

Currently, AT&T provides dedicated customer care and support to our CALNET customers, and we will continue to make these resources for the CALNET II Contract. We will process orders on a less than one-day cycle and implement them based on customer requested due dates and/or standard due date intervals by product.

In addition to meeting the SLA requirements, AT&T has in place a dedicated SLA Manager responsible for calculating the Service Level Agreement rebates. Upon DTS/STND request, the SLA Manager will conduct regular meetings to review results and address any questions as needed.

AT&T will team with DTS/STND to ensure that our CALNET II Contract customers are completely satisfied with their services from AT&T.



**6.2.22.2.13 Time To Repair (TTR) – Network Dialing Services (NDS) (M)**

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Audio Conferencing Intra-LATA, Intrastate, Interstate, International Long Distance Calling Toll Free 900 Service	<p><b>Definition</b></p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor’s helpdesk when the Customer is unable to place calls.</p> <p><b>Measurement Process</b></p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p><b>Objectives</b></p> <p>Less than 6 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>10 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours.</p> <p>End-User Escalation Process            DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes X No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*



AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

This SLA is consistent with the current SLA procedures with CALNET and we will comply with this new CALNET II requirement as stated. AT&T has the resources and infrastructure in place today to meet the CALNET II Time to Repair (TTR)—Network Dialing Service.

AT&T agrees and will comply with the Time to Repair (TTR)—Network Dialing Service. In order to administer the CALNET II TTR—Network Dialing Service, an AT&T dedicated Service Level Agreement Manager will collect all reported trouble tickets that have come into your single point of contact—the California Major Accounts Center (CMAC).

You can report trouble to the California Major Accounts Center (CMAC) either by calling the 800-303-0103 number or using CARES. We will review each ticket for a possible rebate based on the CALNET II Service Level Agreement guidelines set in place by DTS/STND and AT&T.

AT&T agrees that TTR—Network Dialing Service shall be defined as a trouble ticket opened with the contractor's helpdesk when the customer is unable to place calls. AT&T agrees that the immediate rights and remedies will be 10% of the TMRC and two days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than six hours.

We have the personnel in place today that are experienced in both the end-user and DTS/STND Escalation Processes. The total rights and remedies for failure to satisfy a single circuit or service shall not exceed 100% of the customer's Total Monthly Recurring Costs (TMRC).

AT&T has managers and highly trained testing technicians in place today who can meet the needs of our CALNET II Contract customers 24x7x365. AT&T will team with DTS/STND to ensure that our CALNET II Contract customers are completely satisfied with their services from AT&T.



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### 6.2.22.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 2.

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State's requirements for this section, including the desired objectives and the financial remedies. AT&T understands the requirements supplied in this section and the importance of accurate and timely data from both the DTS/STND and the end user customer perspective.



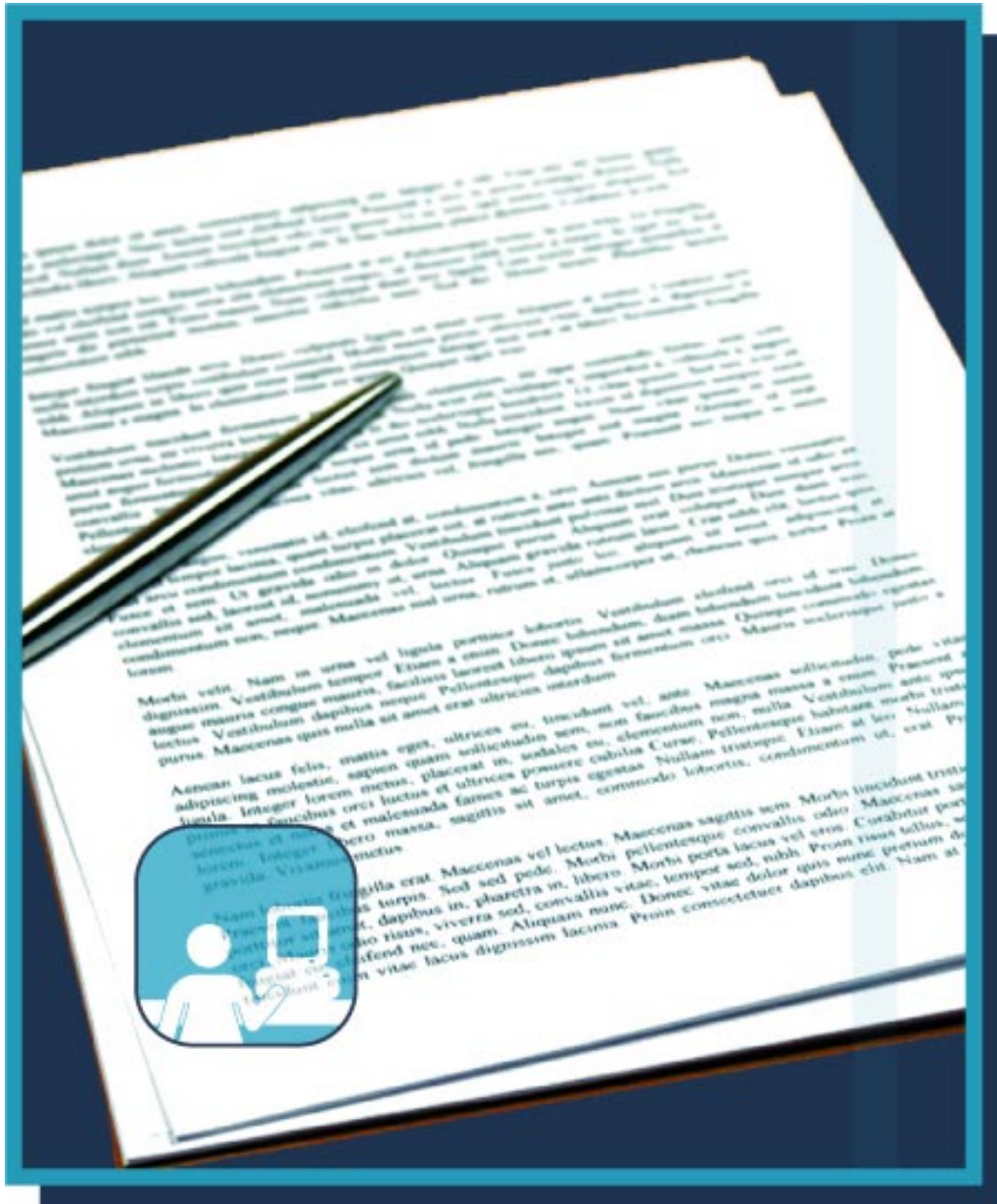


Figure 6.2.22-4. Administrative SLAs. AT&T will meet and even exceed many of the administrative SLAs required by the State.



**6.2.22.3.1 Administrative Fee Reports /Electronic Fund Transfer Notification Delivery Intervals (M)**

Administrative Tools, Reports and Applications	Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals
<p>DTS/ONS Detail of Services Billed Report by Agency. Section 6.2.23.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service. Section 6.2.23.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p>	<p><b>Definition</b></p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed to DTS/ONS.</p> <p><b>Measurement Process</b></p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p><b>Objectives</b></p> <p>Deliver reports:</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>0.5 percent of month’s administration fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p><b>Customer Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*



AT&T agrees to the SLA provisions as listed above for 6.2.22.3.1 Administrative Fee Reports / Electronic Fund Transfer Notification Delivery Intervals.

AT&T has been applying, invoicing, and remitting administrative fees for the State since the early 1980s. For the past seven years, we have managed the administrative fee process for the CALNET contract and have worked with DTS/STND to reduce fees three times. With CALNET, we have collected and transferred administrative fees to the State in a timely manner—well within 60 days after the last bill date. For CALNET II, we are extremely confident that we can provide the FMR reports no later than 60 days after the last bill date of the month.



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## 6.2.22.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
<p>Invoices for all products, services, and features provided through RFP Section 6.2</p>	<p><b>Definition</b> Contractor to provide accurate and detailed invoices as stated in RFP Section 6.2.19</p> <p><b>Measurement Process</b> Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p><b>Objectives</b> 100 percent invoice accuracy</p> <p><b>DTS/ONS Rights and Remedies</b> DTS/ONS Escalation Process</p> <p><b>Customer Rights and Remedies</b> Escalation to Contractor’s Account Manager Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_  
location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the remedies.



We will implement the steps outlined in the table below to ensure the highest possible level of invoice accuracy.

<b>AT&amp;T Invoice Accuracy</b>
<ul style="list-style-type: none"><li>• We will provide training to all of our service representatives on contract products and rates. In addition, we will provide them with CALNET II specific methods and procedures.</li></ul>
<ul style="list-style-type: none"><li>• Wherever possible, we will automate contract rates.</li></ul>
<ul style="list-style-type: none"><li>• With AT&amp;T Custom User Solution (ACUS), we will validate all contract rates so we can quickly identify, research, and correct any billing discrepancies.</li></ul>
<ul style="list-style-type: none"><li>• Once we identify individual customer billing issues, within 60 days we will correct them or establish a correction process.</li></ul>
<ul style="list-style-type: none"><li>• In the event of system issues, we will identify an AT&amp;T team to put a recovery plan in place within 60 days. Findings will be documented, a detailed recovery plan will be developed and a root cause analysis will be conducted. AT&amp;T will provide all documentation to DTS.</li></ul>



**6.2.22.3.3 Report Delivery Intervals (M)**

Administrative Tools, Reports and Applications	Report Delivery Intervals
Service Level Agreement Reports Section 6.2.24.5  DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1  Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4  DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5  DVBE Tracking Fiscal Report Section 6.2.23.2.6  Service Location Report Section 6.2.23.2.7  General Customer Profile Information Section 6.2.23.2.8  Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.2.24.6.1 and Section 6.2.24.6.2	<p><b>Definition</b></p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Sections 6.2.23 and 6.2.24 Reports Section</p> <p><b>Measurement Process</b></p> <p>See the objective below</p> <p><b>Objectives</b></p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.2.24</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 and \$100 per week thereafter for each report</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/TD</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*



AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T experience with CALNET permits us to understand the importance of these reports to the State and how they impact your ability to manage the Contract. We will deliver reports on the negotiated date.



**6.2.22.3.4 Tools and Report Implementation (M)**

Administrative Tools, Reports and Applications	Tools and Report Implementation
<p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Service Level Agreement Reports Section 6.2.24.5</p> <p>Fiscal Management Databases Section 6.2.23.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.2.23.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.2.23.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.2.23.2.6</p> <p>Service Location Report Section 6.2.23.2.7</p> <p>General Customer Profile Information Section 6.2.23.2.8</p>	<p><b>Definition</b></p> <p>All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule.</p> <p><b>Measurement Process</b></p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following Contract award date.</p> <p><b>Objectives</b></p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.2.25.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/ONS and the Contractor.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p><b>Customer Rights and Remedies</b></p> <p>N/A</p>





*Bidder understands the Requirement and shall meet or exceed it? Yes  No*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State’s requirements for this SLA, including the desired objectives and the financial remedies.

AT&T agrees to meet with DTS/STND within 45 days to reach agreement to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed nine months following the Contract award date.



**6.2.22.3.5 Tool Availability (M)**

Administrative Tools, Reports and Applications	Tool Availability
Public Web Site Section 6.2.24.1  Private Web Site Section 6.2.24.2  Customer Trouble Ticket and Tracking System Section 6.2.24.3  Service Provisioning and Tracking System Section 6.2.24.4  Fiscal Management Database(s) Section 6.2.23.1	<p><b>Definition</b></p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of calendar days in the month.</p> <p><b>Measurement Process</b></p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.2.22.2.2 shall apply.</p> <p>The monthly Availability percent shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p><b>Objectives</b></p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p><b>DTS/ONS Rights and Remedies</b></p> <p>\$400 per month, per tool</p> <p><b>Customer Rights and Remedies</b></p> <p>Escalation to DTS/TD</p>



*Bidder understands the Requirement and shall meet or exceed it? Yes  No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

*location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_*

*Description:*

AT&T understands and will meet or exceed the State's requirements for this SLA, including the desired objectives and the financial remedies.

AT&T understands the importance of these platforms to the operation of the contract and the business of the State. We have built the level of redundancy / availability required into our tool set for the final tool requirements.



6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes  No

Reference: document \_\_\_\_\_

location \_\_\_\_\_ page \_\_\_\_\_ paragraph \_\_\_\_\_

Description:

AT&T understands the definitions established in this section.

