



Master Blanket Purchase Order ADSP011-000402

Header Information

Purchase Order Number:	ADSP011-000402	Release Number:	0	Short Description:	Telecommunication Carrier Services
Status:	3PS - Sent	Purchaser:	Stacy Ingalls	Receipt Method:	Quantity
Fiscal Year:	2011	PO Type:	Blanket	Minor Status:	
Organization:	State Procurement Office	Location:	SPO - State Procurement Office	Type Code:	
Department:	ADSP0 - State Procurement Office	Entered Date:	09/22/2010 04:36:28 PM	Control Code:	
Alternate ID:		Retainage %:	0.00%	Discount %:	0.00%
Days ARO:	0	Print Dest Detail:	If Different	Release Type:	Direct Release
Catalog ID:		Release Type:	Direct Release	Pcard Enabled:	No
Contact Instructions:		Tax Rate:		Actual Cost:	\$0.00
Master Blanket/Contract End Date (Maximum):					
Project No.:	Award from Solicitation # ADSP010-0000082				
Building Code:					
Cost Code:					
Special Purchase Types:					
PIJ NUMBER:					
Attachments:	<u>Uniform Terms and Conditions-1.pdf, Attachment 12 Sample Order Pricing.xls, Attachment 5 Key Personnel, Attachment 6 SLA, Attachment 7 Subcontractors, Attachment 8 OFFER BOND SAMPLE, Attachment 9 Performance Bond, Attachment 10 AZ Provider NonDisclosureAgreement, Attachment 1 Solicitaion Instructions Questionnaire 1, Attachment 2 Price and Pricing Questionnaire 1, Attachment 3 Terms and Conditions 1, Attachment 4 Capacity of Offeror 1, Attachment 11 OFFER AND ACCEPTANCE FORM ATTACHMENT11, Attachment 13 Product and Services, Solicitation Amendment 2.pdf, Attachment 14 Price and Pricing 2-1.xls, Statement of Work 2-2.doc, Special Terms and Conditions 2-1.doc, Exhibit A Product and Services Categories.xls, Solicitation Instructions 2-3.doc, Solicitation Amendment Three, Attachment 15 SLAs Response Form.doc, EVAL TOOL (ADSP010-0000082) - FINAL (2).xls, Posted 470 Form.pdf, RFP Determination-2.pdf, Fully signed Offer and Acceptance-2.pdf, Contract Amendment 1 Summary Qwest.doc, Attachments 1-20.zip, Attachments 21-40.zip,</u>				

Attachments 61-80.zip, Attachment 41 60 without confidential.zip, Attachment 7 Subcontractors revised022211.docx, Contract Amendment 3 Summary Qwest.doc, Attachments 81-100.zip

Primary Vendor Information & PO Terms

Vendor: 000006040 - QWEST COMMUNICATIONS CORP **Payment Terms:** Net 30 **Shipping Method:** Best Way

Chrisha Elmer
20 E Thomas Rd
17th Floor
Phoenix, AZ 85213
US
Email: chrisha.elmer@qwest.com
Phone: (602)512-2528
FAX: (602)279-5250

Shipping Terms: **Freight Terms:**

PO Acknowledgements:	Document	Notifications	Acknowledged Date/Time
	Purchase Order	Emailed to chrisha.elmer@qwest.com at 09/23/2010 11:57:44 AM	09/23/2010 12:06:45 PM
	Change Order 1	Emailed to chrisha.elmer@qwest.com at 01/27/2011 02:31:01 PM	
	Change Order 2	Emailed to chrisha.elmer@qwest.com at 02/07/2011 12:55:27 PM	02/07/2011 01:10:24 PM
	Change Order 3	Emailed to chrisha.elmer@qwest.com at 03/18/2011 11:01:20 AM	
	Change Order 4	Emailed to chrisha.elmer@qwest.com at 07/06/2011 08:36:59 AM	07/07/2011 02:02:32 PM

Master Blanket/Contract Vendor Distributor List

Vendor ID	Alternative ID	Vendor Name	Preferred Delivery Method	Vendor Distributor Status
<u>000006040</u>	10461417390	QWEST COMMUNICATIONS CORP	Email	Active

Master Blanket/Contract Controls

Master Blanket/Contract Begin Date: 09/22/2010 **Master Blanket/Contract End Date:** 09/21/2014
Cooperative Purchasing Allowed: Yes

Organization	Department	Dollar Limit	Dollars Spent to Date	Minimum Order Amount
ALL ORG - Organization Umbrella Master Control	AGY - Agency Umbrella Master Control	\$0.00	\$46,063.06	\$0.00

Item Information

Print Sequence # 1.0, Item # 3: Telecommunications Carrier Services - Payments for CATEGORY ONE: Regulated Transport Services. Includes: Trunk Lines (Analog FBs, Digital DS1 and DS3, includes ISDN PRI and DSS), Dedicated Digital Circuits (DS1, DS3 (channelized and clear channel)), SONET Transport (DS-3, OC-N where N = 3, 12, 48 or 192). Customers must have an established account or order with Contractor. Contractor may assist in order preparation by providing necessary product and services descriptions, operating parameters, and interface information. Customers may place contract order via order form such as a Carrier Service Order (CSO) to implement services available under this contract and specify quantity, service dates, etc. To verify product and pricing information please see contract attachment titled "Telecommunications Carrier Services Products and Pricing.zip". (Customer must enter item amount for contract release.) 3PS - Sent

NIGP Code: 915-75
Telephone Services, Cellular

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	1.0	\$0.00	EA - Each	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:
 Make: Packaging:
 Project No.:
 Building Code:
 Cost Code:

Print Sequence # 2.0, Item # 1: Telecommunications Carrier Services - Payments for CATEGORY TWO: 3PS
 Unregulated Transport Services. Includes but not limited to: Frame Relay -
 PVC services at guaranteed CIR's, Frame Relay SVC services (VCC/VCP), Sent
 Broadband (Cable-based, Wireless-based, xDSL), Digital Subscriber Line
 (DSL), Point to Point and Point to Multi-point Ethernet Services, xWDM.
 Customers must have an established account or order with Contractor.
 Contractor may assist in order preparation by providing necessary product
 and services descriptions, operating parameters, and interface information.
 Customers may place contract order via order form such as a Carrier
 Service Order (CSO) to implement services available under this contract and
 specify quantity, service dates, etc.

NIGP Code: 838-33
Communications: Networking, Linking, Fiber Modems, Power Over Ethernet, Wireless

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	1.0	\$0.00	EA - Each	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:
 Make: Packaging:
 Project No.:
 Building Code:
 Cost Code:

Print Sequence # 3.0, Item # 2: Telecommunications Carrier Services - Payments for CATEGORY THREE: 3PS
 Unregulated Value-Added Services. Includes: Long distance out-bound voice -
 services, on-net and off-net, intra-lata, inter-lata or international, calling/credit Sent
 card, Long distance in-bound voice services, 800, 888 or 877 services, Tier-
 1 Internet Access, Local Internet Access, Broadcast Video Services (CATV),
 Audio and Video Conferencing. Customers must have an established
 account or order with Contractor. Contractor may assist in order preparation
 by providing necessary product and services descriptions, operating
 parameters, and interface information. Customers may place contract order
 via order form such as a Carrier Service Order (CSO) to implement services
 available under this contract and specify quantity, service dates, etc. To
 verify product and pricing information please see Attachment titled Price and
 Pricing. (Customer must enter item amount for contract release.)

NIGP Code: 915-79
Telecommunication Services (Not Otherwise Classified)

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
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Quantity	1.0	\$0.00	EA - Each	0.00	\$0.00	\$0.00	\$0.00
Manufacturer:			Brand:			Model:	
Make:			Packaging:				
Project No.:							
Building Code:							
Cost Code:							

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Request for Proposal

SOLICITATION NO.: ADSPO10-00000082
OFFER AND ACCEPTANCE FORM

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State of Arizona
State Procurement Office
100 N 15th Ave., Suite 104
Phoenix, AZ 85007

TITLE: **Telecommunication Carrier Services**

OF
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OFFER

TO THE STATE OF ARIZONA

The undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments to the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

Arizona Transaction (Sales) Privilege Tax License No.:

Federal Employer Identification No.:

Phone: _____

Fax: _____

Quest Communications Company LLC and
Company Name

Signature of Person Authorized to Sign Offer

Quest Corporation
Address

Printed Name

City

State

Zip

Title

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 99-4 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization IS/ IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.
5. In accordance with A.R.S. §35-391.06, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Sudan.
6. In accordance with A.R.S. §35-393.06, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Iran.

ACCEPTANCE OF OFFER

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by the attached contract and based upon the solicitation including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by the State.

This Contract shall henceforth be referred to as Contract

No. ADSPO11-000402

The Contractor has been cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contract



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Phoenix, AZ 85007

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release document or written notice to proceed

State of Arizona
Awarded this

7th day of *September*

2010

Procurement Officer

[Signature]



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State of Arizona
State Procurement Office
100 N 15th Ave., Suite 104
Phoenix, AZ 85007

Contact # ADSP010-000402

TITLE: **Telecommunication Carrier Services**

OF
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OFFER

TO THE STATE OF ARIZONA:

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

Arizona Transaction (Sales) Privilege Tax License No.:

QCC: 07-464812-B; QC: 07-009131-W

Federal Employer Identification No.:

QCC: 04-6141739; QC: 84-1339283

Phone:

602-512-2527 (Phone)

Fax:

602-279-5250 (Fax)

Company Name: **Qwest Communications Company, LLC and
Qwest Corporation**

Signature of Person Authorized to Sign Offer

Richard Fernandez

Printed Name

Director, Offer Management

Title

City: Phoenix

State: AZ

Zip: 85012

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order-99-4 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization IS/ X IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.
5. In accordance with A.R.S. §35-391.06, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Sudan.
6. In accordance with A.R.S. §35-393.06, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Iran.

	Request for Proposal		State of Arizona State Procurement Office 100 N 15th Ave., Suite 104 Phoenix, AZ 85007
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1. Products and Services

The Contract for shall be for Telecommunications Carrier Services includes the Products and Services and as defined herein.

1.1. Products Available under the Contract

Products (Telecommunications Equipment) under this Contract shall include specific demarcation network interface devices required for delivering the Services specified herein. For example, a cable modem is considered a demarcation network interface device but a phone, key system, or router is not. Services may necessarily include certain Products in their Unit prices, e.g., network interface equipment and patch cords only as required to deliver Services. Services shall constitute the majority of all purchases against the Contract.

1.1.1. Excluded Products

Products available under the Contract shall not include 1) Building Wiring System (BWS – cabling and connection devices beyond the telecommunications demarcation); 2) Mobile radio related Products; 3) hardware and software for build-out of Buyer's campus networks (CPE); and 4) All other Products not specified herein.

1.2. Services Available under the Contract

Services (Telecommunication Services, Carrier Services) under this Contract shall include all labor, materials, transportation, Telecommunication Equipment and other activities for, and reasonably incidental to the selling, provisioning, supporting, and maintaining the Service throughout the term of this Contract. It also includes furnishing, installing, interfacing, operating, maintaining, and monitoring the Telecommunication Services as outlined herein. Products may necessarily include certain Services in their Unit prices, e.g., delivery, installation, maintenance and support. Products shall constitute the minority of all purchases against the Contract.

1.2.1. Excluded Services

Services available under the Contract shall not include 1) 9-1-1 Services; 2) integration Services; and 3) All other Products not specified herein.

1.3. Product and Service Categories

Contractor shall be obligated to sell the following Products and Services under the following Categories.

1.3.1. Category One – Regulated Transport Services

Products and Services
<p>Market Expansion Line is a feature that allows a customer to provide a local geographic identity with a phone number representing that community, without requiring a physical location in that area. Calls will be forwarded automatically from the central office (CO) to another telephone number of the customer's choice. This may be a local or long distance number. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1001.</p>
<p>Flat Business Line (1FB) is a flat rate analog business line. This is a phone line for which the customer pays a single monthly charge and can make as many local phone calls as they want during that month.</p> <p>Qwest also offers a 1FB with features bundle package, which includes a flat business line and a selection of features to pick and choose from to meet the customer's needs. Customers have a choice of three free features from the feature list. Additional features may be chosen and billed at the tariff rate.</p> <p>An additional bundle includes, as part of the package rate, a flat business line and a selection of all or any number of features to choose from to meet the customer's needs. They have a choice of all the features from the feature list at no additional charge.</p> <p>Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1003.</p>



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Phoenix, AZ 85007

Products and Services

Analog Private Branch Exchange (PBX) Trunks are used to connect the end user's premises PBX to the central office. A PBX is equipment at the end user's premises that routes incoming, outgoing, and internal calls. PBX systems provide pooled access. Pooled access allows an end user to have many more telephone stations than lines connected to the central office. PBX systems operate on the premise that not all of the telephone sets will be in use at the same time. The type of PBX equipment determines the type of trunk required.

- *In only* - Receives incoming calls only
- *Out only* - Handles outgoing calls only
- *2 Way* - Provides for the flexibility of both incoming and outgoing calls over the same trunk

Direct Inward Dialing (DID) allows a caller to dial a seven digit number to reach a specific PBX station. DID is only available as 2 Way and In Only trunks. A seven digit exchange telephone number is assigned to each DID station (programmed in the PBX) from a block of reserved numbers Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1005.

Centralized Automatic Message Accounting (CAMA) trunk is the dedicated facility serving the PBX customer and provides the transport for PS/ALI. This facility is generally an analog Voice Grade 33 circuit conditioned as a CAMA trunk. There are multiple elements for transport -- service provisioning, network access channel, channel performance, and mileage.

PS/ALI Service allows a customer-generated address table to be loaded into the Enhanced 9-1-1 computer so that each PBX or Centrex station can be uniquely identified if a call is placed to 9-1-1 from that telephone number. Station- or location-specific automatic number identification (ANI) generated by the switching system can be passed directly to the E9-1-1 system to pinpoint the precise location of the caller, so the E9-1-1 operator can direct emergency response personnel to the correct address, building, floor, or room number. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1007.

ISDN Single Line Service (SLS) is a platform-based, switched digital service offering fast, flexible, highly reliable, and digitally clear connections with the simplicity of dialing a telephone. Based upon international communications standards, ISDN provides users access to powerful voice and data capabilities for communicating across town or around the world. ISDN SLS converts existing copper wires into two primary high speed (64 Kbps) communications "B" channels that can be used simultaneously or independently to carry any combination of data, image, video, or voice calls. Users can achieve a data transfer rate of up to 128 Kbps or faster by combining lines or through high-speed data compression techniques. SLS also provides a third channel known as the "D" channel for low-speed packet switched data communications, ideal for point-of-sale, remote monitoring or telemetry applications. ISDN SLS standard package includes a comprehensive 2B + D line plus numerous voice and data features. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2007.

ISDN Primary Rate Interface (PRI) is a switched trunk service, based on ISDN, which can integrate local voice, data, and video applications over the same facility. PRI is a digital four-wire, full duplex, transmission path between the customer location and an ISDN-equipped Central Office. It provides a DS-1 facility link to the customer's PBX, multiplexer, router, or computer. The PRI configuration is known as 23B+D: 23B (or bearer) channels for transport of voice, data, video, and image at 64 Kbps plus a single D (or delta) channel for call setup (signaling) and network control. The 23B channels can be used as is, or rearranged in a wide variety of ways to accommodate highly-specific user needs. Customers with multiple PRIs can choose to tie the multiple PRIs together and use only one D channel for multiple PRIs.

ISDN PRI is provided on a DS-1 facility with a loss level not greater than 16.5 dB. The DS-1 facility may be provided, at the customer's request, via a fiber optic facility between a Qwest central office and the customer's premises. Construction charges, as specified in the state tariff, may apply. The PRI DS-1 facility may ride a DS-3 service purchased out of the respective state tariff or the FCC 1 tariff, from the central office to the customer's



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Products and Services

premises. The higher facility must terminate at a customer premise. Normal rates and charges, as listed in the appropriate tariff, apply to the DS-3 service. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1013 & 2009.

Digital Switched Service (DSS) is a digital service offering that is available on an IntraLATA basis only. It provides:

- Digital exchange service for PBX customers.
- A digital transmission facility (DS-1) at the speed of 1.544 Mbps between the customer's premises and Qwest's central office switch.
- For multiplexing of the DSS facility in Qwest's central office to accommodate up to a maximum of 24 voice grade and/or 24 data channels into the central office switch.
- Flat usage trunks (i.e., BASIC - line side termination, and ADVANCED - trunk side termination) for access to the local exchange and toll networks.
- Other service offerings that can ride DSS vacant channels (basic facilities only).

Basic DSS service provides the customer with "line-side" trunks provisioned over a DS-1 facility. These trunks are no different than their analog equivalents. All the features and functionalities are the same. Advanced DSS provides the customer with true digital "trunk-side" trunks. If the customer desires DID service, they must order Advanced trunks. Advanced DSS service is easier to provision and carries a lower monthly rate compared to Basic DSS or analog service. A customer may choose to have both Basic and Advanced on the same DS-1 facility. This is commonly referred to as a "combo span."

Uniform Access Solution (UAS) is a bundled service that meets the unique needs of Internet Service Provider (ISP) and catalogue sales customers. The foundation of UAS is still DS-1 service, a high capacity, high performance digital transport. The key differentiator for UAS is single number access. ISPs and catalogue sales companies need only one number for their end customers to access their services. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1011.

Centrex is a suite of advanced, central office-based data and voice communications services. Exceptionally powerful and flexible, Centrex Prime can serve as a customer's primary communications system or as a cost-effective adjunct to the PBX. Because Centrex Prime fully incorporates digital technology into the platform, it can be used for any task -- from analog phone service to a 129 Kbps digital connection to the Internet. Centrex Prime can be an especially wise use of space and energy resources, because the necessary hardware and software reside at a Qwest central office. Centrex Prime features a truly comprehensive range of communications capabilities. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1015.

Analog Private Line Services provide two-wire and four-wire transmission between two end users or between an end user and another carrier. Analog Private Line low-speed data, voice grade, and audio products can also be multi-point services, providing service between several customer locations. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1019 & 1021.

Analog Private Line offerings include:

- **Voice Grade Services:** Private Line Transport services that are non-switched (dedicated) circuits, which do not have a direct connection with the switched network. They are provided with a bandwidth of 300 to 3000 Hz and are suitable for access segments of line-type, trunk-type, and private line data services. Voice Grade Services are designed to meet specifications and standards for the transmission of voice, analog, or digital data, remote metering, telephoto, facsimile, and miscellaneous signaling purposes.



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Products and Services

- **Audio Service:** Is designed and furnished for the transmission of non-broadcast program signals from a central location (music studio) to music receiving speakers located in elevators, department stores, etc. Audio Service is provided two-point or multipoint, two-wire only, for voice and/or music signals in one direction only, between customer designated premises or between a customer designated premises and a Telephone Company wire center and in various bandwidths or service categories measured in Hertz (Hz).
- **Foreign Exchange (FX) Service:** Provides a telephone number outside of the local central office in a different exchange.
- **Foreign Central Office (FCO) Service:** Provides a telephone number outside of the local central office, but within the same exchange. This is used where local number portability is not available.
- **Exchange Service Extension (ESE):** Extends dial tone from the customer's main address to a non-continuous (remote address) property location. An ESE is a single line that rings at more than one location at the same time. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1019 & 1021.

Private Line DS-1 Service is a point to point high-capacity Private Line digital transport service (PLTS) that provides transmission of isochronous serial data at 1.544 MBPS and has the capacity of 24 voice equivalent channels. Because the transmission is digital, the signal is clean and free of cross talk, amplified noise, and distortion.

DS-1 Service channels are provided between customer-designated premises or between a customer-designated premises and a QC central office. DS-1 Service is provisioned on copper, fiber, and in some instances, microwave radio. In some high-density cities, DS-1 Service is provisioned on a synchronous optical network (SONET)-based interoffice network that connects key serving wire centers. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1023 & 1025.

Private Line DS-3 service consists of a high capacity channel provisioned for transmission speeds of 44.736 Mbps isochronous serial data, the equivalent of 28 DS-1s. This service is used for customers who need to transport large amounts of information between locations and have the flexibility to configure communications services economically, such as the aggregation of lower speed services (e.g., DS-1 [1.544Mbps]) that support multiple data, video, and voice applications onto a high speed digital backbone. Because the transmission is digital from end to end, the signal is clean and pure-free of cross talk, amplified noise, and distortion. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1027 & 1029.

Digital Data Service (DDS) is a dedicated digital transport service available in speeds of 2.4, 4.8, 9.6, 19.2, 56, and 64 Kbps. DDS is widely available and can be purchased out of the FCC 1 tariff (interstate) or out of individual state tariffs (intrastate), depending on whether the circuit carries interstate or intrastate traffic.

DDS is commonly provided as two-point or multi-point, full duplex, serial, and synchronous transmission with a four-wire interface. Subrate DS-0 Service and 64 Kbps are provided as two-point circuits only. DDS is offered in QC-designated areas where appropriate digital facilities are available. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1031 & 1033.

Local Access, commonly referred to as the local loop, is the network connection between the national network access point of presence (POP) or network access point (NAP) and the customer premises.

The Qwest Local Access circuit may be delivered in three ways:

- **Qwest Provided Access (QPA)** - Local Access is ordered by Qwest from a carrier on behalf of the customer or Qwest uses its own local fiber to connect the customer to the Qwest national network. In either case, Qwest maintains the circuit and bills the customer.



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- **Customer Provided Access (CPA)** - The customer directly orders local access from a local exchange carrier (LEC) of their choosing. The local access is ordered from the customer premises to the Qwest-designated demarcation point on the Qwest national network.
- **Cross Connect Access (CCA)** - The customer wants to purchase a Qwest national network service and has an existing Qwest collocation or direct-connect agreement. The CCA connects the customer's collocated or direct-connected equipment to the Qwest national network.

Qwest Local Access also has Diversity services available as an option. Diversity options include Premise, Equipment, System, or Avoidance.

Qwest also provides different local access transport protocols including time division multiplexing (TDM), synchronous optical network (SONET), Ethernet, Wavelength, Frame Relay, and ATM. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1037.

Private Line SONET Transport (OC-3, OC-12, OC-24, OC-48, and OC-192) is a point-to-point private line that is the next logical step in the evolution of voice, data, and video transport. SONET offers the connectivity and a variety of capacities to accommodate customer needs. SONET is provisioned on single-mode, fiber-optic cable and employs only the highest-quality, carrier-class equipment. This service utilizes SONET technology for transmission at speeds of OC-3 at 155.52 Mbps, OC-12 at 622.08 Mbps, OC-48 at 2.49 Gbps, and OC-192 at 9.95 Gbps. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1041 & 1043 and 2037 & 2039.

SONET Self Healing Network Service (OC-3, OC-12, OC-48, and OC-192) is a unidirectional ring that uses path protection switching to substitute standby equipment or facilities when a failure occurs. Information on the primary path on the ring flows in a clockwise direction. On the protect path it flows counterclockwise. This provides a failure-resistant telecommunications network.

SONET Self Healing Network Service (SHNS) offers a service arrangement that provides high-capacity digital services between multiple customer-designated premises (Access Nodes) within a Local Access Transport Area (LATA) and a minimum of one Qwest Wire Center (Hub Node). The service will survive in the event of any single failure within the network. The service is designed to automatically detect a service degradation or a single failure anywhere within the system and reconfigure itself around the point of failure to ensure a near continuous flow of information between those locations that are within the survivable network. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 1045 & 1047, 2041 & 2043.

Metro Dense Wave Division Multiplexing (MDWDM) service is a high speed, high capacity, multi-protocol data-networking solution. The service combines DWDM technology with diverse interoffice fiber facilities, 24 x 7 proactive network monitoring, and aggressive SLAs to provide a total, robust, finished service. This service uniquely supports both native and proprietary protocols, e.g., IBM mainframes as well as industry standard protocols such as SONET and Ethernet. Another key advantage DWDM technology offers is the transparency to the data riding on it. It is bit rate and protocol independent, thus guaranteeing customers the 100 percent throughput and low latency their applications demand.

Some key applications DWDM supports include IBM mainframe connectivity or channel extension, SONET interworking, local area network/metropolitan area network (LAN/MAN) connectivity, and storage area networks (SANs), as well as business continuity and disaster recovery applications.

Qwest offers DWDM services ranging from a dedicated private network solution or for customers that require only a couple of circuits. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 1049 & 1051, 2031 & 2033, 1053 & 1055, 2035 & 2037).



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1.3.2. Category Two – Unregulated Transport Services

Products and Services

Frame Relay Service (FRS) (56K, 1.544M, 45M) is a connection oriented communications service that uses Frame Relay technology to provide customers with high speed, low delay networking capabilities. As a network transport service, Qwest FRS can provide a faster, more efficient way to electronically move large and small quantities of information over a highly reliable, scalable and secure network. Frame Relay transports different types of information (i.e., data, video, Internet, and/or voice) over the end user's Wide Area Network (WAN) and/or LAN, which makes it suitable for a virtually unlimited range of business applications and better optimizes the business requirements. FRS supports Committed Information Rate (CIR), which is defined as the rate at which the Qwest Frame Relay Network agrees to transfer information under normal conditions. CIR allows fixed amounts of bandwidth to be allocated to individual PVCs. All Qwest Frame Relay circuits are allowed to burst to the full port speed when the bandwidth is available. The maximum CIR is restricted based on the access link/local loop and port speed. Frame Relay access links are available as DS-0, DS-1, and DS-3. Port Speeds available are 56/64 Kbps, Fractional 1.544 Mbps, 1.544 Mbps, and 45 Mbps. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2001, 2003, & 2005).

Qwest does not offer Frame Relay SVC services (VCC/VCP) service.

Qwest Intrastate and Interstate Frame Relay Service includes **Permanent Virtual Circuits (PVCs)** as a component. PVCs establish a logical connection or virtual path between the customer's originating and terminating data terminal equipment devices. Data Link Connection Identifiers (DLCI) in the Frame Relay network identify a PVC. Each DLCI is located within the address field of the standard Frame Relay protocol structure and is unique to a specific location. Multiple PVCs can be provisioned on a single customer's access link/local loop. The customer's Frame Relay termination equipment and the Frame Relay node exchange data via the pre-established PVCs. The FRS local access bandwidth is dynamically allocated on a PVC basis to multiple customer applications as needed. Frame Relay access links are available as DS-0, DS-1, and DS-3. Port Speeds available are 56/64 Kbps, Fractional 1.544 Mbps, 1.544 Mbps, and 45 Mbps. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2001, 2003, & 2005.

Qwest does not offer Switched Virtual Circuit (SVC) Services (DS1-3 and OC3-192) service.

High Speed Internet Service (HSI)

High Speed Internet Service (HSI) Host is the "hub" and the associated HSI Subscriber services are the "spokes." The HSI Host service connects multiple HSI Subscriber locations. The HSI Host selected by a HSI Subscriber must be service ready before an order for the HSI service can be placed. The ISP/HSI Host is responsible for all higher layer service including the TCP/IP addressing strategies. Dynamically or statically assigned TCP/IP addresses are served from the ISP host.

Rate Adaptive HSI service offers customers download speeds ranging from 256 Kbps on the low end to 40 Mbps on the high end and upload speeds ranging from 256 Kbps (low-end) to 20Mbps (high-end). Availability and speeds are dependent upon the service address being disclosed and qualified.

The connection speed is established when the Voice/Standalone HSI line syncs up or is set by a signal from the central office. Customer-owned equipment located at the HSI subscriber's premises and at the central office allows the traffic between the customer and the central office to be accepted. It can separate and send concurrent data and voice traffic over a telephone line or just send data directly with Stand Alone service. The HSI subscriber's voice and/ or data are transmitted over the telephone/ Stand Alone HSI line to the nearest central office.

When HSI services are provisioned over a voice line the equipment at the central office is able to split data and voice components. In those instances voice transmissions are sent to the PSTN but data is transferred to a high-speed Qwest ATM/ Broadband fiber network and or delivered to an Internet service provider or corporate DSL host's LAN. In this instance moving data traffic off the PSTN and onto the Qwest ATM/Broadband fiber data



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network, voice traffic avoids the extended hold times caused by data transmissions on voice switches, while data traffic avoids the bandwidth limitations of voice switches. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2011.

ATM provides transport in which customer information travels across a single physical access link (local loop) connecting the customer to the Qwest network at an ATM service point. The information (data, video, Internet, and/or voice) is segmented into fixed length cells of 53 bytes (5-byte header and 48-byte user payload). It is this fixed length cell that gives ATM its efficiency at transporting data quickly. At the ATM service point, information is sent across virtual logical connections simultaneously to multiple destinations. ATM Service offers access speeds including 1.544 Mbps (DS-1), 3-12 Mbps (NxDS-1 IMA), 45 Mbps (DS-3), 155Mbps (OC-3), and 622 Mbps (OC-12). Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2015 & 2017.

There are five standards-based ATM Quality of Service (QoS) levels supported:

- **Constant Bit Rate (CBR):** Provides the highest service priority and is designed to support real-time applications requiring a fixed amount of bandwidth. CBR offers a Peak Cell Rate (PCR) that is guaranteed and given the highest priority through the network. CBR is recommended for circuit emulation, video, and voice applications.
- **Variable Bit Rate real time (VBRrt):** Is intended for real-time applications where each end connection maintains a timing relationship. VBRrt features a high delivery rate with a very low threshold for delay and delay variation. The types of applications supported are packetized voice or video, near real-time video, Systems Network Architecture (SNA), and time-sensitive data. VBRrt is not offered on DS-1 and IMA.
- **Variable Bit Rate non real time (VBRnrt):** Is designed for applications that can tolerate delay variation and have "bursty" traffic characteristics. VBRnrt can be used to support mission-critical data such as WAN/VPN connectivity, internetworking, Web hosting, and e-commerce.
- **Available Bit Rate (ABR):** Is designed for non-real time applications that can tolerate delay and delay variation. ABR is recommended for LAN interconnection, FTP, Internet browsing, e-mail, WAN data transport, and extranet access. ABR is not offered on DS-1 and IMA.
- **Unspecified Bit Rate (UBR):** Is a "best effort" service and provides no service guarantees. UBR supports non-mission critical data such as LAN emulation, remote access, fax, e-mail, Internet/intranet access, and file transfers

In some service areas, Qwest offers an additional logical ATM connection called a **Switched Virtual Circuit (SVC)**. Unlike PVCs, SVCs are only connected when data is transmitted and the connection is torn down when transmission is finished. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2019.

Qwest Metro Optical Ethernet (QMOE) is a Layer 2 data transport service that combines the power of Ethernet and optical technologies across metropolitan area networks (MANs) to provide low cost, scalable and secure bandwidth. Qwest QC Metro Ethernet provides local area network (LAN-to LAN connectivity between two or more customer locations within a metro area. The Qwest solution is based on distributed Layer 2 switching and shared transport data bandwidth, and is suitable for data applications. The service can be both point-to-point and multipoint service. Scalable bandwidth increment range from 3 Mbps to 1 Gbps. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2021 & 2023.

Qwest offers a suite of **WAN services** that simplifies complex data communications and constructs flexible solutions that transcend the underlying technologies, permitting universal access to a converged networking environment. A Qwest WAN solution consists of a secure, managed, fully interoperable, and scalable suite of global WAN services. It is based on high performance network platforms designed to minimize network management as well as the operational and financial burdens imposed by other WAN and security technologies. The service is designed for worldwide intra- and/or inter-company communications utilizing the latest multi-protocol label switching (MPLS) network technology.



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To facilitate access into their network, customers have the option of Qwest ports with a variety of port speeds, ranging from 56 Kbps to 2.4 Gbps. The following port types are available in fractional or full speeds:

- DS-1 (1.544 Kbps)
- DS-3 (45 Mbps)
- NxDS-1 (3-12Mbps)
- OC-N (155 Mbps and up)
- Ethernet (10 Mbps)
- Fast Ethernet (100 Mbps)
- Gigabit Ethernet (1,000 Mbps).

Customers also have a choice of three unique port bundles. Different features are included within each bundle, but no incremental charges will be incurred when available features are selected. As customers require different levels of feature functionality, they can switch to another port classification.

- **Public/Tier 1 Internet Port:** Is scalable and customized to the customer's needs from high volume e-mail and application hosting to e-commerce applications and multimedia streaming. When combined with other value-added services such as Web hosting, application services and professional services, Qwest provides a powerful solution for tapping the full power of the Internet. Port options available with the Internet Port service include security, diversity, network management services, e-mail service and mail storage. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 3007, 3009, 3011 & 3013.
- **Private Port:** Provides WAN connectivity between customer locations. Customers have the option to allocate traffic to point-to-point Layer 2 connections or Layer 3 MPLS. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2027.
- **Enhanced Port:** Provides all of the functionality of both a Public Port (Internet) and a Private Port in a consolidated communications solution. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2029.

WDWDM service is an optical wavelength product offering that utilizes dense wave division multiplexing (DWDM) technology. WDWDM Long Haul provides high capacity bandwidths of 2.5 Gbps and 10 Gbps. Customers requiring a protection path can purchase a second wavelength and implement protection switching by the customer's equipment. WDWDM provides transparency for network management purposes and this is a fully managed service. The customers are relieved of the burden of managing their own fiber and repeater stations - as in dark fiber solutions. In addition, WDWDM can provide a viable alternative where dark fiber is not available. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2039.

WDM Network is a wavelength (Lambda) solution that addresses a range of dense wave division multiplexing (DWDM) transport applications from long haul to ultra-long-haul applications. Qwest's Metro WDM offers 2.5G (OC-48) or 10G (OC-192) high-speed, unprotected wavelength services for customers who need high capacity transport and want greater control and visibility of their broadband services. This offering supports SONET and synchronous digital hierarchy (SDH) protocols. Qwest Metro WDM is a more economical alternative to SONET and dark fiber solutions. This is a fully managed service that relieves customers of the burden that comes with managing their own fiber and repeater stations, as in dark fiber solutions. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2039.



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Please see the description of Private Line SONET Transport in 1.3.1, SONET Section. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2041 & 2043.

Please see the description of Private Line SHNS in the 1.3.1, SONET Section. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2045 & 2047.

Please see the MDWDM description provided in the 1.3.1, SONET Section. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Titles 2031 & 2033 – See 1049 & 1051; 2035 see above.

HDTV-Net is a one-way, point-to-point, high definition video service, provided over standard fiber optic facilities. The service provides the transmission of real-time standard definition and high definition digital video signals. Following are the transmission speeds for HDTV-Net video services:

- 19.4 Mbps service utilizes a Synchronous Serial Interface (SSI)
- 270 Mbps service has two interface options:
 - Serial Digital Interface (SDI)
 - Digital Video Broadcasting – Asynchronous Serial Interface (DVB-ASI)
- 1.48 GBPS – High Definition – Serial Digital Interface (HD-SKI). Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2049)

Broadcast Video – TV1 provides one-way transmission capability for a standard 525-line/60 field System M – National Television Systems Committee (NTSC) RS-250c color, video signal. The service is a point to point service that provides zero to four audio channels. These channels can be diplexed or non-diplexed. The bandwidth of diplexed signal is 30HZ to 4.2MHz.

Audio signals are sold as options. Audio Interface options include:

- One, two, three or four non-diplexed (separate pair of wires per channel) 15 kHz audio signals; or
- Zero, one or two diplexed 15 kHz audio signals (no separate pair of wires per channel).

Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2051.

1.3.3. Category Three – Unregulated Value-Added Services

Products and Services

Domestic and International Voice Services provide high quality long distance service over the Qwest Fiber Network. Available for call origination within the continental United States for calls terminating in the U.S. and over 250 international countries, an outbound voice customer may have switched or dedicated access. With either form of access, once calls are delivered to a Qwest switch they are delivered over the public switched telephone network.

Virtual network services (**VNS**) are Qwest's premier services for long distance and international calling. The services offer multi-location companies the convenience, cost savings and control that are achievable only with a virtual network.

world Card is a cost-effective, convenient calling card designed especially for business travelers. To use this calling card, callers key a toll free access number and enter their authorization code. Callers can use special speed-dialing features if desired and follow voice prompts if needed.



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Toll Free offers standard or custom toll free packages that allow businesses to maximize customer satisfaction. The Qwest Fiber Network provides toll free connectivity that is flexible, reliable, and scalable. Toll Free is available as a standalone product or as an integral part of the Qwest Call Center portfolio of products and services.

Dedicated Toll Free calls differ from switched toll free calls only on the terminating end of the call. A "dedicated" call originates in the same way as a switched call; the caller's LEC locates the carrier for the called number. The dedicated number has dedicated connectivity to the Interexchange Carrier (IXC). Since this connection bypasses the terminating LEC, there is no terminating charge to the IXC. Qwest also offers switched 8XX service. A switched 8xx call originates and terminates over LECs. The IXC in the middle of the link transports the call between LATAs and provides any enhanced services available for that number. Since the IXC is charged for access on both the originating and terminating ends. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3001.

International Voice Toll provides high quality international long distance service over the Qwest International Voice Network with competitive, market-based pricing. Qwest's International Voice Network is built upon an industry leading network architecture to provide the quality of service to meet the complex needs of commercial customers. International traffic routing is proactively monitored and managed on a real-time basis to ensure quality of service.

world Card is a cost-effective, convenient calling card designed especially for business travelers. To use this calling card, callers key a toll free access number and enter their authorization code. Callers can use special speed-dialing features if desired and follow voice prompts if needed. The calling card can be used to place international to domestic and international to international calls. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3003.

Intelligent Call Routing is a network-hosted Intelligent Call Manager (ICM) service that directs incoming toll-free calls to the appropriate destination directly from the toll-free network. The intelligent call routing feature communicates with premises-based call centers to determine the location, group, or individual best available to handle the incoming call. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3005.

Please refer to Section 1.3.2, for the overview of Qwest WAN services, including MPLS.

- **Public/Tier 1 Internet Port:** Is scalable and customized to the customer's needs from high volume e-mail and application hosting to e-commerce applications and multimedia streaming. When combined with other value-added services such as Web hosting, application services and professional services, Qwest provides a powerful solution for tapping the full power of the Internet. Port options available with the Internet Port service include security, diversity, network management services, e-mail service and mail storage. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3007, 3009, 3011 & 3013.
- **Enhanced Port:** Provides all of the functionality of both a Public Port (Internet) and a Private Port in a consolidated communications solution. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 2029 and 3015.

Voice Messaging Service is an enhanced service that answers incoming calls placed to a customer when their telephone is busy or not answered. The subscriber's line forwards calls to a Call Forward Number (CFN) which terminates at a Voice Response Unit (VRU) located in a centralized Qwest location. Qwest Voice Messaging Service allows customers to record a personal greeting of up to 90 seconds in length. After listening to the greeting the caller then has up to three minutes to leave a detailed message. Qwest Voice Messaging Service utilizes the existing PSTN. A customer can subscribe to Qwest Voice Messaging Service as long as the customer has touch-tone service and is in an NPA NXX where the service is available. Product Pricing can be



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found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3019.

Qwest Voice Messaging Service offers a Volume Discounted Pricing Plan.

Web Based Contact Center is an interactive voice response (IVR) and speech recognition platform that integrates with customer applications, developed using the industry standard Voice XML programming language. The Web-based contact center can work as a stand-alone application platform, or integrate with customer Web applications and databases, automatic call distribution (ACD) and other vendor IVRs using computer telephony integration (CTI). Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3023.

Managed Contact Center is a network-hosted contact-center service that provides a virtual contact center operation without the complex integration of multiple premises-based platforms. This service uses the Qwest network to route calls utilizing direct network-to-agent, skills-based routing, based on the customer's business rules, without requiring premises-based equipment.

Qwest's Managed Contact Center can be customized to adapt to the business needs of the customer to manage inbound, outbound, e-mail, and Web-based transactions through universal queuing and reporting capabilities. This service has the ability to route calls to any agent, anywhere; via Centrex, PBX, analog, ISDN, POTS, cellular, VoIP or PC desktop phones, working in the office or at home. With Qwest Managed Contact Center's virtual contact center capabilities, agents can be centralized or widely dispersed and can be configured to support even the largest of agent populations. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3025.

Operator Services allows employees and guests to make calls within the United States and to most International countries. The calls are billed based on the payment method selected by the end user -- the originating line does not incur a charge at any time. Examples include calling card, collect, credit card, and third party. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3029, 3031, 3033, & 3035.

Directory Assistance

Qwest National Directory Assistance (NDA) Service provides the calling party with:

- Telephone numbers available from Qwest's NDA Operator for the 50 United States -- a maximum of two requests per call
- Information that the subscriber has requested the number not to be given out to the public
- Information that the name requested does not appear on the records
- Information regarding the address/zip code associated with the telephone number request

Payphone

Qwest Operator Services allows payphone end users to make calls within the United States as well as to most international countries. The calls are billed based on the payment method selected by the end user -- the originating line does not incur a charge at any time. Examples include collect, calling card, credit card and third party. Qwest offers multiple rate and commission plans to meet the diverse needs of our clients. If a customer signs a Qwest Operator Services contract they can select the rate table they want based on their traffic and a predetermined percent commission would be paid back to the customer.

Qwest Audio Conferencing is a fast, flexible way to meet and immediately exchange information. There is also the potential to save time and reduce travel costs. This service provides a fully digital bridging network comprised of 40,000 ports that allow calls via toll or toll-free dialing options. Conferencing supports U.S.-based and international calls.



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Qwest Conferencing offers customers a variety of conference connection options, including:

- **Reservationless Audio Conferencing** - This service is a flexible and cost-effective conferencing solution that is secure and easy to use. Because it is an automated, self-service solution, you have total control of each and every call, allowing you to conduct meetings anytime you need to from absolutely anywhere.
- **Operator Assisted Conferencing** - Qwest's Operator Assisted service supports your traditional scheduled, operator assisted audio conferencing needs. This type of call service suits conference calls that require the security of call screening and a locked conference door.
- **Event Conferencing** - An ideal service engineered for high profile, critical announcements geared to serve hundreds or even thousands of remote participants. Our dedicated staff will provide you with personal assistance including skilled consulting, scheduling, monitoring and post-event reporting. This high-touch service can also include Web components, enabling you to greatly enhance your message with visual elements.

One of the services available under Operator Assisted Conferencing is Translation: The entire content of a call can be translated from English into as many as 140 languages. Translation is available 24 hours a day, seven days a week. There is an additional fee for this service. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3037

Mobility is powered by a *platform independent* remote access management system. By integrating a user-friendly client with a powerful intranet portal, this system helps organizations take control of their remote access VPNs to make them more cost-effective and easy to use, manage and distribute.

Qwest's remote access management system is a feature-rich virtual assistant designed to enhance a customer's ability to manage the remote office and its end-users. It is a "bandwidth-agnostic" solution that allows users to connect back to their secured LANs via any available bandwidth option (dial-up, WiFi, broadband, etc.), all from a single client interface. This is a powerful advantage for those Enterprise customers that are having trouble managing many different software and access platforms depending on where and how their users get connected. Customers can also load and distribute any legacy ISP connectivity they may already have in addition to the Qwest-provided Dial Access Networking phonebooks provided with the service which means customers can decide how *they* want to use the service, and maximize their remote access services. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3039.

Integrated T-1 is an IP-based solution that integrates local and long distance voice with Internet access on a single connection. It uses VoIP technology to provide customers with the advantage of using the entire circuit for Internet access when phones are not in use. Voice traffic has priority over data. When phones are in use, the bandwidth is automatically allocated from data to voice.

Integrated Access is designed to meet the voice and data needs of small and medium business locations. Customers have access to the Internet for data and Internet voice calls and to the gateway used to make calls to end users on the public switched telephone network (PSTN). Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3041

Hosted VoIP is an IP application that provides real-time, two-way voice capability in IP over a broadband connection. Hosted VoIP offers a new fully-hosted service that replaces the need for a premises-based phone system and the multiple vendors required to provide popular applications like voice mail and integrated messaging. The features and applications are delivered to a customer's handset via a single dedicated Internet access pipe. These features can be individually customized by the user through a personalized Web portal. For the business, the solution provides centralized management and control, allowing the business to perform their moves, adds, and changes (MACs) from an Internet connection.

This solution is hosted on Qwest's carrier-grade network, not the Internet. The applications were built with a browser-based model in mind, making it easy for the customer to administer, manage, and update their features (such as speed dial keys, handset templates, and MACs). Therefore, a PBX is not required, only phones. Qwest



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Hosted VoIP service gives the users the same voice quality to which they are accustomed with their own PBX – unlike other VoIP solutions that may transport voice traffic over the Internet. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3041.

Managed Security Services include:

- **Custom Managed Firewall Service:** 24 x 7 monitoring and management of customer- owned equipment
- **Intrusion Detection Service (IDS):** 24 x 7 security monitoring and response.
- **Managed Cisco Security Agents (CSA):** 24 x 7 management and monitoring of CSA for host- based intrusion prevention
- **Managed SecurID/RSA Tokens:** 24 x 7 management of SecurID two-factor authentication
- **Continuous Vulnerability Management (CVM):** Internal sensor periodically scans servers for potential vulnerabilities. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3043

Professional Security Services provides professional services expertise and managed services tools to help customers cost-effectively manage risk to critical information assets. Services include:

- **Security Analysis Services:** External Penetration Testing, Vulnerability Assessments, and Corporate Internal Vulnerability Assessment
- **Security Support Services:** Include Onsite Incident Response, Special Investigations, and Security Consulting. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3045.

iQ Network Management Services is a comprehensive, integrated package of products and services that offers complete solutions for managing data, voice and video networks. Network Management is backed by a highly trained team of Qwest technicians and experts in network management and maintenance and by a strong group of business relationships. Qwest provides a comprehensive service, including integrated ordering process, and invoice and customer care/network operations center (NOC) support. The instrumental part of this service is in-band monitoring/management tools.

Qwest has extensive experience and knowledge in network design and integration, along with the knowledge necessary to develop methods, procedures, and tools to cohesively and comprehensively manage your data network. Customers can select from the following service options:

- **Select**
 - Network inventory and topology map
 - In-band 24 x 7 monitoring of customer devices and Qwest data transport
 - Fault management to isolate and correct any troubles
 - Configuration management services including: design, provisioning, backup, comparison and restoration
 - Online reports documenting network performance
 - Web-based portal for access to ticketing system, reports, inventory and topology map
- **Comprehensive:** Includes all of the features of Integrated Management-Select plus:
 - 24 x 7 monitoring of non-Qwest transport



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Total customer agency for resolving issues with non-Qwest transport and CPE. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3047.

Managed Internet Protocol Telephony (IPT) (HUCS – Hosted Unified Communications) is a managed IP PBX-based Internet telephony offering that is available as a fully-bundled solution or as a management service only. Using industry-leading hardware, the fully-bundled solution includes handsets, IP voice-enabled switches, inline power supplies, gateway routers, call managers, and PSTN gateways, plus other equipment necessary to enable an IP telephony environment. Configuration and management includes device monitoring, dial plan creation and management, survivable remote site telephone (SRST) configuration, integration to new and legacy voice mail application, as well as other set-up and ongoing maintenance functions of the equipment and associated applications.

The first phase of this service offers Cisco® architecture for voice, video, and integrated data (AVVID) IPT deployments. Future phases will address other IPT vendor solutions. The fully-bundled solution (including software, hardware, installation, maintenance, monitoring, and management) is available only in the domestic U.S. The management-only solution (network assessment, 24 x 7 monitoring and incident management, reporting, secure VoIP operations, maintenance and change management, and proactive QoS management) is available domestically and internationally. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3049.

Managed Solutions offers clients a customized solution that unifies the customer's network into a converged platform that supports voice, video and data. Through a fully-bundled IPC service that includes a convergence readiness assessment, OneFlex Managed IPC provides all necessary hardware, software, licenses, installation, maintenance, and 24/7 proactive application management and monitoring. The charge for this service is an all-inclusive monthly recurring charge (MRC) per managed port. Since Qwest provides all elements as a part of the service, the customer can avoid the large capital expense associated with buying the CPE. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3051.

Managed Applications supports and hosts customer's applications alleviating stress in customer's internal resources. Managed Applications handles set up, provisioning, performing ongoing maintenance and upgrades of your Managed Applications infrastructure. Applications are housed in a fully redundant, state-of-the-art data center. Services include E Commerce, storage and backup services, advanced messaging of Hosted Exchange®, team oriented web sites for information sharing and collaboration, web mail for accessing e-mail from any internet connection, and Fax over e-mail. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3052.

Traffic Data Report Service (TDRS) provides customers with a printed summary of their traffic data on certain network facilities, (e.g., individual access lines, multi line hunt groups, network access registers, CENTRON system features, etc.). Reports are available on a once a week, once a month, or an ongoing basis. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3055.

Telco Collocation Service offers Qwest IP and transport customers the option to lease space in a Qwest point of presence (POP), a remote collocation site or a collocation hotel. These facilities are located in unregulated locations and are not located within the Qwest's regulated central offices. Qwest provides space and DC power adapted for telecom equipment that is physically or virtually adjacent to the Qwest transport backbone. Qwest provides collocation as a bundled service available only as an enhancement to the customer's IP and transport offerings. It is also available in the transactions involved with dark fiber sales transactions.

When coupled with Qwest transport, Qwest Telco Collocation provides secure, high-speed access at a DS-3, OC-3 or a higher rate without incurring the cost of leasing lines to get to the POP. High-usage collocation customers can provide services to their clients faster and with more reliability than by using alternative carrier options. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3057.



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Dedicated Hosting physically locates and manages the customer's hardware and system software to support their Internet applications, such as corporate intranet/extranet, video streaming, or e-commerce. Dedicated Hosting Services enable companies to outsource their Web presence in order to focus on their core enterprise and still gain the business advantages of Web hosting technology. Web servers are located in secure, state-of-the-art, Qwest facilities and are directly connected to the OC-48/OC-192 Qwest Fiber Network.

Qwest offers a comprehensive suite of Dedicated Hosting solutions to meet virtually every customer need. These solutions include basic collocation services, monitoring and two levels of management services. Qwest provides a Custom Hosting offering for those customers with unique support requirements. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3059.

Telecommunications Service Priority (TSP) is the regulatory, administrative, and operational system which authorizes and provides priority treatment in the provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services.

NSEP Service refers to telecommunications services that are needed to maintain a state of readiness. They are used to respond to and manage any event or crisis (local, national, or international) that: causes or could cause injury or harm to the population; causes, or could cause damage to or loss of property; threatens the NSEP posture of the United States. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3061.

Disaster Recovery Solutions provide customers with flexible data recovery options that give customers greater flexibility in recovering their data in the event of a disaster and offers end-to-end business resumption options ranging from simple infrastructure restoration to application recovery and restoration. In addition, Qwest's disaster recovery solutions now include:

- **Business Continuation Routing (BCR):** An AIN based call forwarding service that allows a business to reroute their incoming voice calls to an alternate site, or to individual alternate telephone numbers in the event of an emergency. The primary intent is to provide customers with the ability to develop and pre-program a disaster recovery capability.
- **Flexible and mobile disaster recovery locations:** Data recovery can now be executed from the customer premise, a Qwest hosting facility or an alternate location giving businesses greater flexibility to tailor a recovery location and time suited for their business needs.
- **Quick-ship delivery of disaster recovery equipment:** Qwest can deliver full-functioning data centers anywhere in the United States within 24 hours providing businesses with swift recovery options sent directly to their door. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3063.

Network Reconfiguration Service allows the customer to remotely control the reconfiguration of Private Line Transport Service (analog or digital) on a near real-time basis via a digital cross connect device (Digital Cross-connect System - DCS). It is available for use with Interstate and Intrastate Private Line Transport services. Product Pricing can be found on the corresponding workbook as listed in "TELECOM SVCS RFP TABLE OF CONTENTS 2010 04.15.xls", Column C, Title 3065 & 3067.

The service is achieved by using point to point channel segments. All segments originate at a DCS and terminate at a designated customer premises or another DCS. Each segment is identified independently and is considered to be an overall end-to-end circuit.

Two segments are cross-connected within the DCS(s) to form a completed connection via commands from the network controller. The network controller located in Thornton, Colorado relays customer instructions to the DCS for all fourteen states. The customer can communicate with the network controller in two ways:

- Web access (Interface/GUI)
- Attendant Access



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1.4. Geographic Areas

Contractor shall be obligated to sell in the following geographic areas – Arizona Counties (Tables 1.4.1.).

1.4.1. Geographic Areas Served

Geographic Area
Qwest reads, understand, and will comply. Qwest will provide products and services in Apache County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Cochise County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Coconino County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Gila County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Graham County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Greenlee County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in La Paz County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in Maricopa County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in Mohave County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in Navajo County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in Pima County.
Qwest reads, understand, and will comply. Qwest, along with its ILEC Team Members, will provide products and services in Pinal County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Santa Cruz County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Yavapai County.
Qwest reads, understand, and will comply. Qwest will provide products and services in Yuma County.



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1.5. Product and Service Categories by Geographic Area

Geographic Area	Category One – Regulated Transport Services	Category Two – Unregulated Transport Services	Category Three – Unregulated Value- Added Services
Apache County	X	X	X
Cochise County	X	X	X
Coconino County	X	X	X
Gila County	X	X	X
Graham County	X	X	X
Greenlee County	X	X	X
La Paz County	X	X	X
Maricopa County	X	X	X
Mohave County	X	X	X
Navajo County	X	X	X
Pima County	X	X	X
Pinal County	X	X	X
Santa Cruz County	X	X	X
Yavapai County	X	X	X
Yuma County	X	X	X

Products and Services available by Geographic Area shall be indicated by an "X".

1.6. Supplementing Products and Services

Products and Services available under the Contract are limited to the Categories included herein. Based on technological advances and/or expanded capabilities and infrastructure, the Contractor may add supplemental Products and Services to the Contract, to those Categories originally awarded. Products and Services in a Category that was not originally awarded shall not be added or supplemented. The addition of new Products and Services under the Contract shall be the State's discretion.

1.7. Expanding Geographic Availability

Geographic Availability under the Contract is limited to the areas included herein. Based on technological advances and/or expanded capabilities and infrastructure, the Contractor may add supplemental Geographic Areas to the Contract. The State may allow for the addition of new Geographic Areas after initial Contract award so long as the Prices and Pricing in the new Geographic Area are no more than ten percent (10%) greater than the highest Prices and Pricing in a Geographic Area already awarded under the Contract. The addition of new Geographic Areas under the Contract shall be the State's discretion.



CONTRACT AMENDMENT SUMMARY

State Procurement Office
100 North 15th Avenue, Suite 104
PHOENIX, ARIZONA 80007

Contract **ADSP010-000402**

(602) 542-9134

AMENDMENT NUMBER ONE (1)
Telecommunication Carrier Services
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Procurement Officer
Stacy Ingalls

This Amendment, being completed via a bilateral change order in the ProcureAz system, shall have the effect of extending the time period within the Scope of Work in section 1.8.1.1 titled Transition Period to extend the cut-over period for an additional 60 days on Mandatory customers. The amendment was completed via a bilateral amendment through ProcureAz and is effective upon completion of the change order process in ProcureAz. This amendment summary shall be located in the attachment section of this contract located in ProcureAz, the State of Arizona on line Procurement Portal (www.procure.az.gov).

All other terms and conditions of the contract shall remain in effect.

Contractor Name: Qwest Communication Corp
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