



California Department of Technology

AT&T CALNET

Service Level Agreements (SLA)

Subcategory 1.6.6 – Legacy Telecommunications



Trouble Ticket Stop Clock Conditions

The following conditions shall be allowed to stop the trouble ticket outage duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket outage duration using the Stop Clock Condition (SCC) listed in Table 1.6.6.7 and include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (IFB-A Business Requirements Section A.9.4) for each application of a SCC. The Contractor shall not consider “cleared while testing” or “no trouble found” as a SCC unless cause is ultimately determined to have been the fault of a third party outside the control of the Contractor.

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is utilizing the feature or service provided under the Contract.”

Stop Clock Conditions are limited to the conditions listed in Table 1.6.6.7.

Table 1.6.6.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End- User’s request is documented and time stamped in the Contractor’s trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is 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	END-USER NOT AVAILABLE	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	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.



#	Stop Clock Condition (SCC)	SCC Definition
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User’s responsibility to provide.
7	ACCESS	<p>Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following:</p> <p>Access necessary to correct the problem is not available because access has not been arranged by site contact or End- User representative;</p> <p>Site contact refuses access to technician who displays proper identification;</p> <p>Customer provides 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; and,</p> <p>Site has limited hours of business that directly impacts the Contractor’s ability to resolve the problem.</p> <p>If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.</p>
8	STAFF	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 timely request to End- User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of CPE not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	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 in the trouble ticket substantiating the communication from Contractor’s technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall 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 the Maintenance SCC.



#	Stop Clock Condition (SCC)	SCC Definition
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor’s Affiliates and/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.
14	FORCE MAJEURE	Force Majeure events, as defined in the terms and conditions of the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).



1.6.6.8 Technical Service Level Agreements

The Contractor shall provide and manage the following Technical SLA's.

1.6.6.8.1 Availability (M-S)

SLA Name: Availability				
Definition: The percentage of time a CALNET 3 service is fully functional and available for use each calendar month.				
Measurement Process: The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the affected service (Per Circuit ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.				
Services:				
Analog (1.6.3.2.1)		Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)		
Frame Relay (1.6.3.2.4) (includes access)				
Objectives:				
The objective will be based on the access type:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Analog	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
DS0	≥ 98.9%	≥ 99.2%	≥ 99.5%	S
DS1	≥ 99.2%	≥ 99.5%	≥ 99.8%	S
DS3	≥ 99.7%	≥ 99.8%	≥ 99.9%	S
OCX	≥ 98.7%	≥ 99.8%	≥ 99.9%	S
Rights and Remedies	Per Occurrence: End-User Escalation Process CALNET 3 CMO Escalation Process			



	<p>Monthly Aggregated Measurements: First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC. Next consecutive month to fail to meet the committed SLA objective shall result in a 30% rebate of TMRC. Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC.</p>
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1.6.6.8.2 Met Appointments (M-S)

SLA Name: Met Appointments											
Definition: Service Availability will be determined on a percentage basis of met appointments (technician dispatches) verses missed appointments.											
Measurement Process: Monthly Average Percentage by Service type: The sum of all individual service appointments met in the measurement period divided by the sum of all individual appointments made in that measurement period equals the monthly average.											
Service(s):											
Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)											
Objectives:											
<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B, S or P)</th> </tr> </thead> <tbody> <tr> <td>ISDN BRI</td> <td>85.0%</td> <td>90.0%</td> <td>99.5%</td> <td>S</td> </tr> </tbody> </table>			Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)	ISDN BRI	85.0%	90.0%	99.5%	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)							
ISDN BRI	85.0%	90.0%	99.5%	S							
Rights and Remedies	Per Occurrence: CALNET 3 CMO Escalation Process										
	<p>Monthly Aggregated Measurements:</p> <p>First month to fail to meet the committed SLA objective shall result in a 15% rebate of the TMRC and three (3) Business Days of the Average Daily Usage Cost (ADUC) (if applicable) for all missed appointments.</p> <p>Next consecutive month to fail to meet the committed SLA objective shall result in a 25% rebate of TMRC and five (5) Business Days of the ADUC (if applicable) for all missed appointments.</p> <p>Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and ten (10) Business Days of the ADUC (if applicable) for all missed appointments.</p>										



1.6.6.8.3 Catastrophic Outage 1 (CAT 1) (M-S)

SLA Name: Catastrophic Outage 1 (CAT 1)																																									
Definition: The total loss of service at a single address based on a common cause resulting in the failure of ten (10) or more circuits, any single OCx, or 100 or more voice lines or voice mailboxes.																																									
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. The Contractor shall open a trouble ticket for each service (Circuit ID) affected by the common cause. Each End-User service is deemed out of service from the first notification until the Contractor determines the End-User service (Circuit ID) is restored minus SCC. Any service reported by Customer as not having been restored shall have the outage time adjusted to the actual restoration time.																																									
Service(s):																																									
Analog (1.6.3.2.1)	Central Office Trunk Service (1.6.2.5)																																								
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Frame Relay (1.6.3.2.4) (includes access)																																								
Business Access Lines (1.6.2.3)	Voice Mail Services (1.6.2.9)																																								
Central Office Exchange Services (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD))																																									
Objective (s):																																									
The objective restoral time shall be:																																									
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	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)																																					
Analog	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
ATM	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
Business Access Lines	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
C.O. Exchange Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
C.O. Trunk Service	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
Frame Relay	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
Voice Mail Services	≤ 3 hours	≤ 2 hours	≤ 1 hour	S																																					
Rights and Remedies	Per Occurrence: 100 percent of the TMRC for each End-User service not meeting the committed objective for each CAT 1 fault.																																								
	Monthly Aggregated Measurements: N/A																																								

**1.6.6.8.4 Catastrophic Outage 2 (CAT 2) (M-S)**

SLA Name: Catastrophic Outage 2 (CAT 2)	
Definition: A total failure of a service type in a central office (or equivalent facility), or a backbone failure or failure of any part of the Equipment that supports the backbone that causes a service failure.	
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.	
Service(s):	
Analog (1.6.3.2.1)	Frame Relay (1.6.3.2.4) (includes access)
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)
Business Access Lines (1.6.2.3)	IntraLATA Local Calling (1.6.2.6)
Central Office Exchange Services (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD)	Voice Mail Services (1.6.2.9)
Central Office Trunk Service (1.6.2.5)	



Objectives:					
The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Analog	≤ 30 minutes	N/A	≤ 15 minutes	P	P
ATM	≤ 30 minutes	N/A	≤ 15 minutes	P	P
Business Access Lines	≤ 30 minutes	N/A	≤ 15 minutes	P	P
C.O. Exchange Service	≤ 30 minutes	N/A	≤ 15 minutes	P	P
C.O. Trunk Service	≤ 30 minutes	N/A	≤ 15 minutes	P	P
Frame Relay	≤ 30 minutes	N/A	≤ 15 minutes	P	P
ISDN BRI	≤ 30 minutes	N/A	≤ 15 minutes	P	P
IntraLATA Local Calling	≤ 30 minutes	N/A	≤ 15 minutes	P	P
Voice Mail	≤ 30 minutes	N/A	≤ 15 minutes	P	P
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC for each End-User service not meeting the committed per occurrence objective for each CAT 2 fault.				
	Monthly Aggregated Measurements: N/A				



1.6.6.8.5 Catastrophic Outage 3 (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)				
Definition: The total loss of more than one (1) service type in central office, or the loss of any service type on a system wide basis.				
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause. Outage Duration shall be measured on a per-End-User service (Circuit ID) basis from information recorded from the network equipment/system or trouble ticket. Each End-User service (Circuit ID) is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
Analog (1.6.3.2.1)		Frame Relay (1.6.3.2.4) (includes access)		
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)		Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.2)		
Business Access Lines (1.6.2.3)		IntraLATA Local Calling (1.6.2.6)		
Central Office Exchange Services (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD))		Voice Mail Services (1.6.2.9)		
Central Office Trunk Service (1.6.2.5)				
Objectives:				
The objective restoral time shall be:				
				Bidder's Objective Commitment (B or P)
	Basic (B)	Standard (S)	Premier (P)	
Analog	≤ 30 minutes	N/A	≤ 15 minutes	P
ATM	≤ 30 minutes	N/A	≤ 15 minutes	P
Business Access Lines	≤ 30 minutes	N/A	≤ 15 minutes	P
C.O. Exchange Service	≤ 30 minutes	N/A	≤ 15 minutes	P
C.O. Trunk Service	≤ 30 minutes	N/A	≤ 15 minutes	P
Frame Relay	≤ 30 minutes	N/A	≤ 15 minutes	P
ISDN BRI	≤ 30 minutes	N/A	≤ 15 minutes	P
IntraLATA Local Calling	≤ 30 minutes	N/A	≤ 15 minutes	P
Voice Mail	≤ 30 minutes	N/A	≤ 15 minutes	P



Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC for each service (Circuit ID) not meeting the committed objective for each Cat 3 fault.
	Monthly Aggregated Measurements: N/A



1.6.6.8.6 ACD Service Outage (M-S)

SLA Name: ACD Service Outage																
Definition: The total loss of ACD service at a single End-User location.																
Measurement Process: The Outage Duration begins when an application alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or application alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-seat basis from information recorded from the system or Customer reported trouble ticket. Each seat is deemed out of service from the first notification until the Contractor determines the service is restored. Any service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.																
Service(s):																
Locally Based ACD (1.6.2.7)	Centrex in Verizon Territory ACD (1.6.2.4)															
Objectives: The objective restoral time shall be:																
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	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)												
Locally Based ACD	6 hours	4 hours	2 hours	S												
Centrex in Verizon Territory ACD	6 hours	4 hours	2 hours	S												
Rights and Remedies	Per Occurrence: 15 percent of the TMRC and three (3) Business Days of any applicable ADUC for each service not meeting the committed objective for each Call Center service outage.															
	Monthly Aggregated Measurements: N/A															



1.6.6.8.7 Excessive Outage (M-S)

SLA Name: Excessive Outage				
Definition: A service failure that remains unresolved for more than the committed objective level.				
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.				
Service(s):				
Analog (1.6.3.2.1)	Frame Relay (1.6.3.2.4) (includes access)			
ISDN BRI (1.6.3.2.2)	IntraLATA Local Calling Usage Services (1.6.2.6)			
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	Voice Mail Services (1.6.2.9)			
Business Access Line (1.6.2.3)	Locally Based ACD (1.6.2.7)			
Central Office Exchange Services (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD)				
Central Office Trunk Service (1.6.2.5)				
Objectives:				
The Unavailable Time objective shall not exceed:				
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Analog	16 hours	12 hours	8 hours	S
ISDN BRI	16 hours	12 hours	8 hours	S
ATM	16 hours	12 hours	8 hours	S
Business Access Line	16 hours	12 hours	8 hours	S
C.O. Exchange Services	16 hours	12 hours	8 hours	S
C.O. Trunk Service	16 hours	12 hours	8 hours	S
Frame Relay	16 hours	12 hours	8 hours	S
IntraLATA Local Calling	16 hours	12 hours	8 hours	S
Voice Mail	16 hours	12 hours	8 hours	S
Locally Based ACD	16 hours	12 hours	8 hours	S



Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) Business Days of the ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.
	Monthly Aggregated Measurements: N/A



16.6.8.8 Mean Time to Repair (M-S)

SLA Name: Mean Time to Repair																															
Definition: The monthly average time a trouble ticket is open in the Contractor’s trouble ticket system for a service type.																															
Measurement Process: The service (Circuit ID) is unusable during the time the Customer reported trouble ticket is recorded as open in the Contractor’s trouble ticket system, minus SCC. Any service (Circuit ID) reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time. The mean shall be derived as the sum of the total trouble ticket duration hours per calendar month, per service type, divided by the number of tickets per calendar month, per service type.																															
Service(s):																															
Business Access Line (1.6.2.3)	IntraLATA Local Calling Usage Services (1.6.2.6)																														
Central Office Exchange Services (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD)	Voice Mail Services (1.6.2.9)																														
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Objectives:																															
The objective restoral time shall be:																															
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	Basic (B)	Standard (S)	Premier (P)	Bidder’s Objective Commitment (B, S or P)																											
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Voice Mail	10 hours	6 hours	4 hours	S																											
Rights and Remedies	Per Occurrence: N/A																														
	<p>Monthly Aggregated Measurements: 15 percent of the TMRC and two (2) Business Days of the ADUC per occurrence if the mean average fails to meet the committed monthly objective.</p> <p>Next consecutive month to fail to meet the committed SLA objective shall result in a 25 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.</p> <p>Additional consecutive months to fail to meet the committed SLA objective shall result in a 50 percent rebate of the TMRC and two (2) Business Days of the ADUC per occurrence.</p>																														



1.6.6.8.9 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB- A Business Requirements Section A.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available for dissemination to Customers.	
Service(s): All services	
Objectives: Within 60 minutes of the above mentioned failures’ start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB-A Business Requirements Section A.3.3 (Network Outage Response). This objective is the same for Basic, Standard and Premier commitments.	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A



1.6.6.8.10 Provisioning (M-S)

SLA Name: Provisioning		
<p>Definition: Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work Scope of Work in accordance with Section A.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer’s discretion, if the scope of the Service Requests(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per IFB-A Business Requirements Section A.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p>Measurement Process:</p> <p>Objective 1: Individual Service Request: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p>Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Days	Coordinated/Managed Project
Business Access Lines (1.6.2.3)	5	Contracted Service Project Work
Central Office Exchange Services (includes station cabling) (1.6.2.4) (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD)	5	Contracted Service Project Work
Central Office Trunk Service and Features (1.6.2.5)	20	Contracted Service Project Work
IntraLATA Local Calling (1.6.2.6)	5	Contracted Service Project Work



Locally Based ACD (1.6.2.7)	N/A	Contracted Service Project Work
Voice Mail Services (1.6.2.9) per box	10	Contracted Service Project Work
Analog (1.6.3.2.1)	10	Contracted Service Project Work
ISDN Basic Rate ISDN (BRI) (1.6.3.2.2)	20	Contracted Service Project Work
Frame Relay DS0 (1.6.3.2.4)	15	Contracted Service Project Work
Frame Relay DS1 (1.6.3.2.4)	15	Contracted Service Project Work
Frame Relay DS3 (1.6.3.2.4)	30	Contracted Service Project Work
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)	60	Contracted Service Project Work
Cable and Wiring Services (1.6.5.1)	N/A	Contracted Service Project Work
Expedite (all applicable services)	5	Contracted Service Project Work



Objective (s):

Individual Service Request: Service provisioned on or before due date per install Service Request.

Monthly Average percent by Service Type:

	Basic (B) (Calendar Days)	Standard (S) (Calendar Days)	Premier (P) (Calendar Days)	Bidder's Objective Commitment (S or P)
Locally Based ACD	N/A	≥ 90%	≥ 95%	S
Analog	N/A	≥ 90%	≥ 95%	S
ATM	N/A	≥ 90%	≥ 95%	S
Business Access Lines	N/A	≥ 90%	≥ 95%	S
Central Office Exchange Services (includes all line items: Centrex in Verizon territory (Centrex, Multi-location, ACD))	N/A	≥ 90%	≥ 95%	S
Central Office Trunk Service	N/A	≥ 90%	≥ 95%	S
Frame Relay DS0	N/A	≥ 90%	≥ 95%	S
Frame Relay DS1	N/A	≥ 90%	≥ 95%	S
Frame Relay DS3	N/A	≥ 90%	≥ 95%	S
ISDN BRI	N/A	≥ 90%	≥ 95%	S
IntraLATA Local Calling	N/A	≥ 90%	≥ 95%	S
Cable and Wiring Services	N/A	≥ 90%	≥ 95%	S
Voice Mail	N/A	≥ 90%	≥ 95%	S
Expedite	N/A	≥ 90%	≥ 95%	S

Rights and Remedies

Per Occurrence:
Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.

Monthly Aggregated Measurements:
Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.



1.6.6.8.11 Time -To-Repair (TTR) (M-S)

SLA Name: Time to Repair (TTR)					
Definition: A service outage that remains unresolved for more than the committed objective level.					
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.					
Services:					
Analog (1.6.3.2.1)		Frame Relay (1.6.3.2.4) (includes access)			
Asynchronous Transfer Mode (ATM) (1.6.3.2.5) (includes access)		Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) (1.6.3.2.1.1)			
Objectives: The Unavailable Time objective shall not exceed:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)
Analog		6 hours	4 hours	N/A	S
ATM		6 hours	4 hours	N/A	S
Frame Relay		6 hours	4 hours	N/A	S
ISDN BRI		6 hours	4 hours	N/A	S
Rights and Remedies	Per Occurrence: 25 percent of the TMRC and three (3) Business Days ADUC, when applicable, per occurrence for each service (Circuit ID) out of service for a period greater than the committed objective level.				
	Monthly Aggregated Measurements: N/A				



1.6.6.8.12 Time -To-Repair (TTR) – IntraLATA Local Calling (M-S)

SLA Name: Time to Repair (TTR) – IntraLATA Local Calling																					
Definition: A service outage that remains unresolved for more than the committed objective level.																					
Measurement Process: This SLA is based on trouble ticket Unavailable Time per service (Circuit ID). The service shall be considered unavailable during the time the trouble ticket is recorded as open until restoration of the service, minus SCC. If Customer reports a service failure is unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time. This SLA is applied per occurrence.																					
Services:																					
IntraLATA Local Calling (1.6.2.6)																					
Objectives: The Unavailable Time objective shall not exceed:																					
	<table border="1"> <thead> <tr> <th></th> <th>Basic (B)</th> <th>Standard (S)</th> <th>Premier (P)</th> <th>Bidder's Objective Commitment (B or S)</th> </tr> </thead> <tbody> <tr> <td>1 to 25 End-Users</td> <td>9 hours</td> <td>7 hours</td> <td>N/A</td> <td>S</td> </tr> <tr> <td>26 to 50 End-Users</td> <td>9 hours</td> <td>6 hours</td> <td>N/A</td> <td>S</td> </tr> <tr> <td>Greater than 50 End-Users</td> <td>8 hours</td> <td>5 hours</td> <td>N/A</td> <td>S</td> </tr> </tbody> </table>		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)	1 to 25 End-Users	9 hours	7 hours	N/A	S	26 to 50 End-Users	9 hours	6 hours	N/A	S	Greater than 50 End-Users	8 hours	5 hours	N/A	S
	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or S)																	
1 to 25 End-Users	9 hours	7 hours	N/A	S																	
26 to 50 End-Users	9 hours	6 hours	N/A	S																	
Greater than 50 End-Users	8 hours	5 hours	N/A	S																	
Rights and Remedies	Per Occurrence: Three (3) Business Days ADUC for each service (Circuit ID) out of service for a period greater than the committed objective level.																				
	Monthly Aggregated Measurements: N/A																				