1.4.11 Combined Services (CS) [C.2.6.1]

Agencies can choose a Combined Services (CS) core package that provides voice services to place calls in the contiguous United States (CONUS) and outside the contiguous United States (OCONUS). They can tailor these local and long-distance packages with options for additional services. By choosing a full-service vendor, the Government will experience quality, versatility, and service value.

1.4.11.1   Technical Approach to Transport/IP/Optical Service Delivery [L.34.1.4.1]

1.4.11.1.a   Approach to Service Delivery

(a) Analyze service requirements specified in this solicitation and describe the approaches to service delivery for each service.

Identified by business customers as the best local services provider in three consecutive surveys by J.D. Power & Associates, AT&T offers the Government local service that complements our outstanding long-distance voice network, which measured 99.995-percent reliability in 2004.

Figure 1.4.11.1-1

Figure 1.4.11.1-1: Combined Services. *Agencies can tailor voice services to their needs by selecting individual elements of CS core and optional packages. By selecting CS options provided by AT&T, smaller Agencies will gain many of the service and price advantages once available solely to high-volume purchasers.*

AT&T's approach to CS delivery will provide the Government with a feature-rich service. Key service features and options will enable Agencies to increase productivity and reduce expenses. **Table 1.4.11.1-1** highlights our service delivery approach.

SERVICE DELIVERY APPROACH	DESCRIPTION
Substantial investment in local service infrastructure	● Substantial local network service (LNS) footprint:
Bundled local and long distance with flexible service options	● Largest facilities-based competitive local exchange carrier (CLEC) ● Broad and versatile services

SERVICE DELIVERY APPROACH	DESCRIPTION	
Core package and options	• Local Service • U.S. Long Distance • International Service • Toll-Free	• Internet Service • Calling Card • Cellular/Personal Communications Services

Table 1.4.11.1-1: Service Delivery Approach. *Agencies will gain access to a feature-rich service that can be tailored to realize Government requirements and preferences.*

Figure 1.4.11.1-2 depicts the ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ in which AT&T local service (ALS) and private lines are available. With the exception of ▮▮▮▮▮, locations in all states can order the following services:

- Outbound Local (Direct Outward Dialing [DOD])
- Inbound Local (Direct Inward Dialing [DID]).

Figure 1.4.11.1-2: Local Service on a National Scale ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

"It made sense to purchase a set of integrated services from AT&T because we received more value from AT&T by choosing a package than we possibly could have received from integrating third-party type of systems."

--Davidson Scott
Manager of Infrastructure and Architecture
Michael Baker Corporation

AT&T's CS core package will enable Agencies to meet fundamental business needs. Smaller Government organizations will find AT&T's CS offering provides a convenient means to procure services ████████████████████ ████████████████████████ The Government will find AT&T prepared for innovative technologies and the migration of services from traditional platforms to IP-based access and transport.

1.4.11.1.b   Benefits to Technical Approach

(b) Describe the expected benefits of the offeror's technical approach, to include how the services offered will facilitate Federal Enterprise Architecture objectives (see http://www.whitehouse.gov/omb/egov/a-1-fea.html).

The foundation of service quality for a telecommunications provider is a robust, reliable, and resilient network. AT&T connects U.S. callers to virtually every country and territory worldwide. AT&T provides access through ████ ████████████████████████████████████ ████████████████████ Agencies that select CS packages from AT&T will receive the benefits listed in **Table 1.4.11.1-2**.

SERVICE DELIVERY APPROACH	BENEFITS	FEA FACILITATION

Substantial investment in local service infrastructure	• Agencies will gain broad domestic coverage.
	• Agencies will receive outstanding service:
	  • J.D. Power Award, 2003-2005
	  • Accolades ████████████████ ██████
		AT&T's approach to CS will facilitate Federal Enterprise Architecture (FEA) transformation through the following:

Bundled local and long distance with flexible service options	• Agencies can tailor service options to meet mission requirements ████████████████████████████ ███████████	• Support for multiple lines of business as defined by the ██████████ • Horizontal and vertical

SERVICE DELIVERY APPROACH	BENEFITS	FEA FACILITATION
Core package and options	• Smooth transition of voice services from FTS2001 will strengthen service continuity under Networx • Agencies will receive unlimited use of local and long-distance voice and designated features • Resources dedicated to network disaster recovery will maintain business continuity following events that adversely impact Government communications	capability of the service component reference model that supports communication infrastructure • Use of industry standards, based on a common Data Reference Model (DRM)

Table 1.4.11.1-2: CS Features and Benefits. *CS subscribers will gain flexibility, reliability, and economy.*

Long a leader in long distance and competitive local services, AT&T has gained an outstanding reputation for the quality and cost of its local services. **Figure 1.4.11.1-3** displays rankings from the 2005 survey by J.D. Power & Associates of business customers of local telephone service.

Customer Satisfaction Index Scores
Local Telephone Service Segment

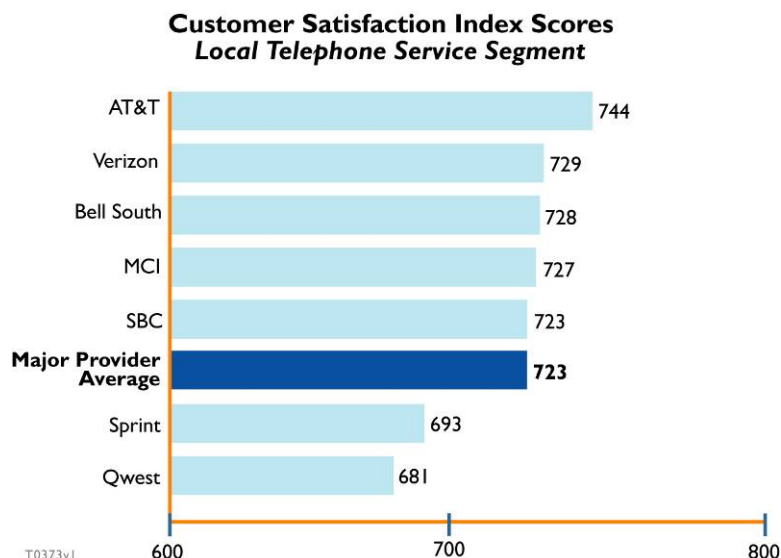|	
AT&T	744
Verizon	729
Bell South	728
MCI	727
SBC	723
Major Provider Average	**723**
Sprint	693
Qwest	681

T0373v1

Figure 1.4.11.1-3: Customer Satisfaction Index for Local Telephone Service. *AT&T scores significantly higher than its competitors for local service, according to a J.D. Power & Associates survey of 5,100 business customers.*

"For the third consecutive year, AT&T ranks highest among local telephone service business customers, performing particularly well in five areas: image; customer service; billing; offerings and promotions; and sales representatives/account executives."

--J.D. Power & Associates

2005 Major Provider Business Telecommunications Voice Services Study

1.4.11.1.c   Major Issue to Service Delivery

(c) Describe the problems that could be encountered in meeting individual service requirements, and propose solutions to any foreseen problems.

AT&T has the staff, experience, and processes to prevent or mitigate risks before they adversely affect Agencies that select CS. These assets, plus company resources dedicated to network disaster recovery, are listed in **Table 1.4.11.1-3**.

RISKS	RISK DESCRIPTION	RISK MITIGATION
Program	• Insufficient resources to meet the challenge • Insufficient geographic coverage	
Implementation	• Incomplete or inaccurate location information • Requirements changes • Weak or ineffective communications	
Transition	• Loss of subject matter expertise • Loss of Agency-specific knowledge	
Disaster Preparedness, Recovery, and Business Continuity	• Failure of urban telecommunications nodes • Fragmented or unresponsive communications	

Table 1.4.11.1-3: Combined Services Risks. *AT&T has made substantial investments of funds and staff to provide high-quality service, maintain network operations, and recover from network disasters.*

AT&T will identify risks and the steps taken to mitigate them through our risk-tracking database. In concert with the Government, we will conduct a periodic review to determine the completeness of our efforts to identify and mitigate all potential risks to service excellence.

1.4.11.1.d   Network Architecture Synchronization

(d) Describe the synchronization network architecture to support the offeror's access and transport networks.

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███   More detailed discussion is provided in Section

1.3.6.1, Network Architecture Synchronization.

1.4.11.2   Satisfaction of Transport/IP/Optical Performance Requirements [L.34.1.4.2]

1.4.11.2.a   Service Quality and Performance

(a) Describe the quality of the services with respect to the performance metrics specified in Section C.2 Technical Requirements for each service.

AT&T is committed to offering the Government the highest quality in CS. Our commitment is supported by offering AQLs that meet or exceed what is required by the RFP. **Table 1.4.11.2-1** lists our proposed service quality levels.

KEY PERFORMANCE INDICATOR (KPI)	SERVICE LEVEL	PERFORMANCE STANDARD (THRESHOLD)	PROPOSED SERVICE QUALITY LEVEL
Availability	Routine	99.5%	██████
	Critical	99.95%	█████
Grade of Service (GoS) (Call Blockage)	Routine	0.07	███
	Critical	0.01	███
Time to Restore (TTR)	With Dispatch	8 hr	███
	Without Dispatch	4 hr	███

Table 1.4.11.2-1: CS Performance Metrics. *AT&T will meet ████████ Government requirements for the CS KPIs.*

AT&T will comply with and exceed the Combined Service quality performance metrics specified in RFP Section C.2.6.1.4.1, as illustrated in **Table 1.4.11.2-1**.

1.4.11.2.b   Approach to Monitoring and Measuring Performance

(b) Describe the approach for monitoring and measuring the Key Performance Indicators (KPIs) and Acceptable Quality Levels (AQLs) that will ensure the services delivered are meeting the performance requirements.

Section 1.3.2.d, Approach to Perform Service Delivery Verification, describes how AT&T monitors and measures network and service performance. **Table 1.4.11.2-2** summarizes AT&T's approach to monitoring and measuring KPIs.

KEY PERFORMANCE INDICATOR (KPI)	APPROACH TO MONITORING AND MEASURING
Availability	██████████████████████████████
	██████████████████████████
	█████████████████████
	██████████████████████████████████
	█████████████████████████████████
	█████████████████████████████████████
	█████████████████████████████████
	████████████████████████████
GoS (Call Blockage)	█████████████████████████████
	█████████████████████████████████
TTR	████████████████████████
	██████████████████████████████
	███████████████████████████████████
	█████████████████████████████
	██████████████████████████████

Table 1.4.11.2-2: Monitoring and Measuring CS. *AT&T has the tools to measure and report compliance with CS AQLs.*

AT&T's performance on these AQLs will be captured by the processes described above and made available to Agencies through AT&T **Business**Direct® in spreadsheet and graphic displays. The first time the service is provided through the Networx contract, the performance must be verified. The KPIs will be monitored to certify that the service performance complies with the AQL. To simplify the verification process, ████████████████████████ ███ ██ ████████████████████████████ The service verification process is presented in greater detail in Section 1.3.2.d, Approach to Perform Service Delivery Verification.

Additionally, CS requires a Service Level Agreement (SLA) with aggregate-based performance metrics that will be monitored and reported on a monthly basis. ██

█████████████████████████████████████

████████████████████████████ The monthly performance dashboard is detailed in Section 1.3.2.d, Approach to Perform Service Delivery Verification.

1.4.11.2.c   Performance Level Improvements

(c) If the offeror proposes to exceed the Acceptable Quality Levels (AQLs) in the Key Performance Indicators (KPIs) required by the RFP, describe the performance level improvements.

The Government will benefit from enhanced service performance when KPI performance thresholds are bettered. **Table 1.4.11.2-3** summarizes the proposed improvements to the performance thresholds.

KEY PERFORMANCE INDICATOR (KPI)	SERVICE LEVEL	NETWORX AQL THRESHOLD	PROPOSED AQL	PERCENT IMPROVEMENT
████	██	███	███	███
█████	███	███	██	███
████████████████				

Table 1.4.11.2-3: Performance Level Improvements. *Agencies will experience substantial performance and quality improvements with the proposed CS performance levels.*

1.4.11.2.d   Rationale and Benefits for Additional Performance Metrics

(d) Describe the benefits of, rationale for, and measurement of any additional performance metrics proposed.

The CS KPIs defined by the Government will provide a comprehensive assessment for service verification and service performance monitoring.

██

1.4.11.3   Satisfaction of Transport/IP/Optical Service Specifications [L.34.1.4.3]

1.4.11.3.a   Service Description

(a) Provide a technical description of how the service requirements (e.g., capabilities, features, interfaces) are satisfied.

AT&T will satisfy the service requirements for CS by providing the Government with the interfaces, access, connectivity, capabilities, and features required. Drawing on our resources and experience as a full-service

vendor, we can augment the core service packages with the five optional service features (ID Nos. 10 through 14). Not only will Agencies meet their fundamental business needs, but also they can selectively use options to satisfy special requirements.

Table 1.4.11.3-1 lists the features of the CS core service and options, and the benefits that the Government will realize from our approach.

SERVICE REQUIREMENT	DESCRIPTION	BENEFITS TO AGENCY

Core Service: Standard CS Features	Agencies that select CS will have access to the nine mandatory features:
	• Call Forwarding
	• Call Transfer
	• Call Waiting
	• Caller ID
	• Caller ID Block
	• Remote Access to Call Forwarding
	• Speed Dialing
	• Three-Way Calling
	• Voice Mail
		As a full-service provider, AT&T offers CS with these characteristics:
		• High quality and reliability:
		▉▉▉▉▉▉▉▉▉▉▉▉▉▉
		• Compatibility with wide range of local loops:
		  • Analog
		  • Integrated services digital network (ISDN) basic rate interface (BRI)
		  • ISDN primary rate interface (PRI)
		  • Analog PBX Trunk

Optional Features	AT&T can support one or more these service options:
	• Calling Card Service
	• Dial-up Internet Service
	• Non-Domestic Calling Service
	• Toll-Free Calling Service
	• Wireless Service
		• Digital T1
		• Increased Agency return on investment:
		  • Service continuity through existing local loops
		  • New service options (e.g., dial-up Internet service) through the same loops

Table 1.4.11.3-1: CS Requirements. *Agencies will have access to a wide range of local and long-distance services through a choice of local loops.*

AT&T will offer local services in those areas where we provide local service. The map presented in **Figure 1.4.11.1-2** highlights the ▉▉▉▉▉▉▉▉▉ ▉▉▉▉ where AT&T provides local services. Long-distance services will be provided through AT&T's global network, which is described extensively throughout Section 1.4.1, Voice Services.

Most voice calls will be provided through our circuit-switched network for both on-net and off-net communications. As Agencies migrate toward more IP-centric methods, we anticipate that shift will be reflected in greater numbers of VoIP calls. From the user's perspective, calls will seamlessly traverse circuit-switched and IP networks, using a multiplicity of protocols, yet remain

transparent. Every call will be completed promptly and reliably and will provide high-quality communications.

Interfaces for voice services are presented in **Table 1.4.1.3-3** in Section 1.4.1, Voice Services. Interfaces for the optional services that will be offered to Networx customers are provided in these sections:

- 1.4.3, Toll-Free Services
- 1.4.6, Internet Protocol Service
- 1.7.1, Cellular/Personal Communications Service.

1.4.11.3.b   Attributes and Values of Service Enhancements

(b) If the offeror proposes to exceed the specified service requirements (e.g., capabilities, features, interfaces), describe the attributes and value of the proposed service enhancements.

In addition to providing the mandatory features, Agencies can select additional features of our CS offering listed in **Table 1.4.11.3-2**.

SERVICE ENHANCEMENT	DESCRIPTION	VALUE
Anonymous Call Rejection (ACR)	• Users can block calls from customers who use either per call or per line blocking. • When ACR is activated, the user's phone will not ring. • Callers will hear an announcement that blocked calls are not being accepted.	These service enhancements provide Agencies with greater control over their working environment: • Automatic rejection of unidentified calls • Protection of Agency employees from harassing calls • Continuity of work group responses to incoming calls to group members.
Selective Call Rejection (SCR)	• Incoming calls from user-designated lists are rejected. • Callers hear an announcement that the call is not accepted.	
Call Hold	• Users can keep a call in their queue without disconnecting it.	
Call Pickup	• Colleagues can pick up calls within a designated pickup group.	
Hunting	• The system finds an open line for incoming calls.	

Table 1.4.11.3-2: Additional CS Features. *Agencies will gain additional, useful features when they subscribe to CS provided by AT&T.*

1.4.11.3.b.1 Remote Call Forwarding (RCF)

Remote Call Forwarding (RCF) is normally used when an agency wishes to maintain the appearance of a local presence in an area outside of where they are physically located. RCF is a switched service that utilizes a RCF number

and the electronic switching system central office facilities to automatically forward all incoming calls to a terminating telephone number. The RCF destination can be local, toll or LD/800. AT&T will provide this features only where it is commercially available.

The agency must specify the maximum number of simultaneous calls (paths) associated with a RCF number. Although most customers select between 1 and 5 call paths, our business rules will allow up to 48 paths.

1.4.11.3.b.2 Alternate Enhanced Redirect Solution (AERS)

Alternate Enhanced Redirect Solutions (AERS) is a Continuity of Operations (COOP) solution, that provides agencies the ability to redirect incoming telephone numbers in the event their primary location is unavailable or if they choose to do so for other business reasons and they already have Combined service. AT&T will provide this feature only where it is commercially available.

AERS provides:

- Capability for the agency to predefine redirect telephone numbers for each incoming telephone number at their location
- Ability for the agency to directly control the activation of a redirect option at any time via two geographically dispersed POTS numbers. This permits the agency to redirect their incoming telephone numbers during a customer premises disaster/situation on a 7-day by 24-hour basis to predetermined telephone numbers.
- A disaster recovery call management feature that allows all incoming calls to a group of pre-selected directory numbers (DNs) (aka agency's telephone numbers) to be rerouted to other locations via specified predefined telephone numbers.

The agency can create up to ████████████████████████████████ (mandatory) for each customer group. █████████████████████████ ██████████████ is mandatory for the AERS feature. A customer group is simply a list of incoming telephone numbers, and the agency can have up to 20 customer groups per customer location dependent on the total number of telephone numbers being redirected. ██████████████████████████

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████████████████ When a redirection option is activated, it applies to all numbers within the customer group. The agency cannot arbitrarily select which incoming telephone numbers are redirected to a particular option within a Customer Group. Incoming telephone numbers can belong to ONLY one customer group, and cannot be part of multiple customer groups.

Once established, an agency cannot instantaneously change redirect numbers within the predefined options. When a redirect option is invoked all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Agencies must use service orders to update Customer Group telephone numbers or Redirect Options within the Customer Group. The agency controls when to restore, and can choose to restore to the original option - number one - (dialed TN) or to another predefined option.

AT&T will determine availability of AERS in the AT&T Local Service switch upon customer request.

1.4.11.3.b.3 Caller ID With Name (CNAM)

Caller ID with Name (CNAM) Service, is a feature that allows the delivery of the name associated with the telephone number of the calling party, to be delivered (along with the telephone number) to the called party. The caller's telephone number and name can be viewed on the display screen of the called party's CNAM enabled or CNAM compatible government furnished customer premise equipment (CPE) prior to the call being answered by the called party. Typical CNAM compatible CPE includes telephones, Caller ID boxes and computers, etc.

AT&T will provide agencies that subscribe to Combined Services CNAM feature the capability to receive the Name and Telephone Number of the call originator. This information will be provided regardless of where or how the call originates, with the exception of calls that have a privacy indicator or if the information is not available to AT&T.
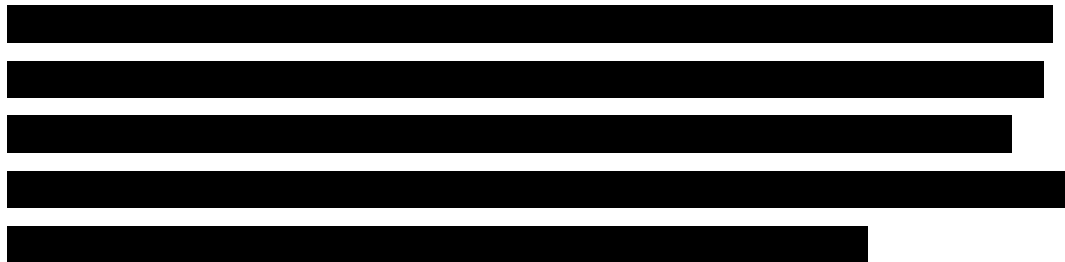
Per industry standard practices; If a privacy indicator is associated with an incoming call, "PRIVATE" will be the only information delivered. If the Name of the calling party is not available for delivery, the city and state will be delivered. City and State will be determined using the NPA and NXX or the telephone number associated with the calling party. If the calling party telephone number is not available, "UNAVAILABLE" or "OUT OF AREA" will be sent and the Calling Party Name will be blank. Calling Party Name will be displayed as it is stored in the CNAM database.

PRI customers with multiple trunk groups must order CNAM on all trunk groups which contain DID. CNAM is only available on PRIs at this time.

1.4.11.3.c   Service Delivery Network Modifications

(c) Describe any modifications required to the network for delivery of the services. Assess the risk implications of these modifications.

Agencies will receive a low-risk solution through AT&T's ability to offer CS upon contract award, ███████████████████████████████████████

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1.4.11.3.d   Transport/IP/Optical Service Experience

(d) Describe the offeror's experience with delivering the mandatory Transport/IP/ Optical Services described in Section C.2, Technical Requirements.

Following the attack on 9/11, Merrill Lynch used AT&T's Alternate Enhanced Redirect Solutions (AERS) to transfer phone lines to temporary offices in New York and New Jersey.

"We got immediate recoverability," said Ashley Feher, Merrill Lynch Assistant Vice President of Technology Site Management. "AT&T let us redirect all our lines to new offices, home phones, cell phones — anywhere we wanted to send the calls."

The J.D. Power survey (cited in Section 1.4.11.1.b) reflects the perceptions of many LNS subscribers. The comments of one major customer, ███████████

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AT&T has made special investments to serve Federal Agencies:

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Table 1.4.11.3-3 lists our support of four Federal customers with local and long-distance services.

Client Need	Solution	Created Value
██████	████████████████	████████████
	██████████████	████████
		██████████
		███████
	██████████████	

Client Need	Solution	Created Value
███████	███████	███████

Client Need	Solution	Created Value
███████	███████	███████

Client Need	Solution	Created Value
███████	███████	███████

Table 1.4.11.3-3: Customer Experience. *Local and long-distance customers experience increased productivity and improved service when the services are combined by a full-service vendor.*

The best measure of a local and long-distance service provider is its response to extraordinary events. In Section 1.4.1.3.d, *Voice Services*, we describe the work ████████████████████████████████

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"I would like to thank you on behalf of the federal government for the immediate response and repair demonstrated by AT&T to restore telecommunications services to the Alfonse M. D'Amato Federal Courthouse in Islip, New York. I had received notice on Saturday July 31st that steam pipes had ruptured at the courthouse resulting in a 100% loss of communications to this federal facility. AT&T being the primary provider to the building responded that day and from Sunday August 1st worked around the clock to restore essential voice and data communications. As I understand the situation over 70,000 gallons of water contaminated the building causing total destruction to the telephone equipment room. AT&T had restored the OC 3 and OC 12 service by Monday morning August 2nd allowing tenants serviced through the PBX to commence work with no break in service. Voice CENTREX type services had similarly been interrupted as the associated channel bank equipment had been totally destroyed. Again AT&T worked around the clock to locate, transport and 100% rewire replacement channel banks resulting in the remaining services to be restored by Friday August 6th."

--Kerry J. Blette, Assistant Regional Administrator
Federal Technology Service, Northeast and Caribbean Region
August 8, 2004

1.4.11.4   Robust Delivery of Transport/IP/Optical Services [L.34.1.4.4]

1.4.11.4.a   Network Traffic Utilization

(a) Given the offeror's current network capacity and utilization, explain how the offeror will support the Government requirements specified in the traffic model. Describe the impact on capacity and utilization, as well as any infrastructure build out contemplated.

The Networx traffic model for CS projects the equivalent of roughly █████████

of traffic in Year 1. The projection rises to the equivalent of roughly █████████

in Year 10 of the contract. AT&T has ████████████████████████████████

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Figure 1.4.11.4-1 ██

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Figure 1.4.11.4-1: ==Capacity==.
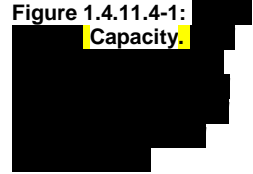
AT&T monitors switch usage on a daily basis and continually refines demand forecasts to provide availability. Traffic is redirected to preclude overbooking demand and initiate asset recovery to make stranded switch ports available.

1.4.11.4.b   System Robustness and Resiliency

(b) Describe the measures and engineering practices designed to provide robustness of the access and backbone networks, ensure resiliency, and plan for growth.

These issues are addressed in detail in Section 1.4.1.4.b, *Voice Services*.

1.4.11.5   Transport/IP/Optical Service Optimization and Interoperability [L.34.1.4.5]

1.4.11.5.a   Approach to Optimizing IP-based and Optical Services

(a) Describe the offeror's approach for optimizing the engineering of IP-Based and Optical Services.

Engineering optimization of the IP-based and optical services is described in Section 1.3.6.2.a.

1.4.11.5.b   Network Architecture Optimization

(b) Describe how the offeror will utilize methods such as remote concentration, switching/routing capabilities, and high bandwidth transmission facilities to optimize the network architecture.

Optimization of the network architecture, through the use of remote concentration, switching/routing capabilities, and high bandwidth transmission facilities, is described in Section 1.3.6.2.b.

1.4.11.5.c   Optimizing Engineering Techniques

(c) Describe the engineering techniques for optimizing access for improved performance or increased efficiency in areas where large concentrations of diverse customer applications exist (e.g., the use of multi-service edge platforms).

Optimization of the access for improved performance or increased efficiency, through the use of multiservice edge (MSE) platforms, is described in Section 1.3.6.2.c.

1.4.11.5.d   Vision to Implement Service Internetworking

(d) Describe the offeror's vision for implementing service internetworking over a common infrastructure (e.g., IP-centric architecture). Include a view on network interoperability, control plane integration, and optical infrastructure support for IP-Based Services. Describe the benefits and rationale of the offeror's approach.

The implementation of service internetworking over a common infrastructure, including network interoperability, control plane integration, and optical infrastructure support, is described in Section 1.3.6.2.d.

1.4.11.6   Narrative Text Requirements

1.4.11.6.1   Portfolio of Standard Features with Unlimited Usage [C.2.6.1.1.4 (2)]

Combined Services shall support the following capabilities:
2. The contractor's CS core service shall also offer a portfolio of standard features with unlimited usage.

AT&T will offer feature ID numbers 1 through 9 with ▮▮▮▮▮▮▮

1.4.11.6.2   Additional Optional Service Offerings [C.2.6.1.1.4 (3)]

Combined Services shall support the following capabilities:

3. The contractor shall have the flexibility to supplement the core CS service with additional optional service offerings such as non-domestic calling, wireless, toll free service, and Internet services.

AT&T provides the flexibility to supplement the core CS with feature ID

numbers 10 through 14:

██████████████████

████████████████████

1.4.11.6.3   Toll Free Service Option [C.2.6.1.3.1 (1)]

The contractor shall support the User-to-Network Interfaces (UNIs) at the SDP for each individual service offered under CS as described in this section. 1. C.2.2.3.3 Toll Free Service.

AT&T will support all required UNIs at the SDP for Toll Free Service. (TFS)

Table 1.4.11.6-1 lists the features that will be provided to CS subscribers with the TFS option.

SERVICE REQUIREMENT	DESCRIPTION	BENEFITS
Alternate Routing or Cascade Routing	Redirects TFS calls to predefined alternate locations should callers receive a busy signal or no answer.	• More efficient allocation of calls
Automatic Number Identification	Uses caller's number to route the call.	• Allocation of call surges across multiple sites and agents
Announcements	Provides generic or customized announcements in English and Spanish.	• Reduced wait times for callers
Day of Week Routing	Routes calls to a different location or routing arrangement on certain days of the week.	• Workload balanced among TFS centers
Day of Year Routing (Holiday Routing)	Routes calls to a different location or routing arrangement on holidays.	• Improved utilization of agents.
Dialed Number Identification Service	Routes calls according to the toll-free number dialed.	
Make Busy Arrangement	Makes TFS number appear busy and routes calls according to alternate routing plan.	
NPA/NXX Routing or Exchange Routing	Routes calls based on the caller's area code and exchange.	
Service Assurance Routing	Provides routing in response to Agency's request to specified announcement or termination.	
Terminating Announcements	Provides information to callers based on caller-entered selections or Agency-selected routing logic (e.g., the TFS center is closed until the next business day).	
Time of Day Routing	Routes calls to a different location or routing arrangement based on time of day.	

Table 1.4.11.6-1: Toll-Free Service Features for CS Subscribers. *Agencies that select the TFS option will have access to features and capabilities that provide significant benefits.*

1.4.11.6.4   Internet Protocol Service Option [C.2.6.1.3.1 (2)]

The contractor shall support the User-to-Network Interfaces (UNIs) at the SDP for each individual service offered under CS as described in this section. 2. C.4.1.1.3 Internet Protocol Service.

AT&T will support the Combined Service DSL and Dial access UNIs for Internet Services as described in Section C.2.6.1.1.3 (2) of the Networx Universal RFP. (Refer to Section 1.4.6, Internet Protocol Service, for a description of AT&T's IPS.)

1.4.11.6.5 Cellular/Personal Communications Service Option [C.2.6.1.3.1 (3)]

The contractor shall support the User-to-Network Interfaces (UNIs) at the SDP for each individual service offered under CS as described in this section. 3. C.2.14.1.3 Cellular / Personal Communications Service

AT&T will support the UNIs for CPCS Services as described in Section C.2.6.1.1.3 (3) of the Networx Universal RFP. Refer to Section 1.7.1, Cellular/Personal Communications Services (CPCS) for a description of the features and benefits of AT&T's CPCS.

1.4.11.7 Stipulated Deviations

AT&T takes neither deviation nor exception to the stipulated requirements.

1.4.11.7.1 Reserved