

AZNet II – Arizona Network

ADSP011-019559
 AZNet II

High Availability Locations

Service Availability

AZNet II offers three levels of Service availability: Standard, Medium, and High. CenturyLink provides three (3) levels of availability at WAN connected facilities; 99.8%, 99.9% and 99.99%. The availability demarcation for each of the services will be the LAN interface of the router at both facilities connected over the router.

Should any agency or seat within a facility be identified as High Availability, the location and *all seats contained at that facility will be treated as High Availability*. The appropriate seat types, SLAs, and service requirements will be applied to all seats at that location as a High Availability seat.

Pricing

Voice Seat – High Availability Price Schedule		
Line Item	Unit	Price
<u>IP or Digital Phone Desk Seat – High Availability</u>	Per Month	\$ 30.64
<u>Analog Desk Seat – High Availability</u>	Per Month	\$ 20.45
<u>Basic ACD Seat – High Availability</u>	Per Month	\$ 47.44
<u>Enhanced ACD Seat – High Availability</u>	Per Month	\$ 61.69
<u>Limited Function Seat – High Availability</u>	Per Month	\$ 22.13
Line Item	Unit	Price
<u>Network Services Seat – High Availability</u>	Per Seat Per Month	\$ 40.73

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Single WAN circuit with a speed less than a DS-3 has carrier availability greater than, or equal to, 99.8%, between DS-3 and less than OC-3 have a carrier availability greater than, or equal to, 99.9%. All OC-3 and higher circuits have a carrier availability greater than, or equal to, 99.99%. Multiple (two or greater) Private Line Local Loops (T1,NxT1,DS3) that terminate on two or more redundant or load balanced Routers are considered High Availability Locations.

Service Level Agreements and Service Level Requirements

High Availability sites benefit from increased service level agreements (SLA) and service level requirements (SLR)

Service Availability SLRs			
SLR	Requirement	Measurement Interval	Liquidated Damage
High Availability Facility Dial Tone plus access to Long Distance	Uptime, 24×7×365, 99.99%	Monthly	10% of At Risk Amount
Router Availability - Critical Locations	Availability, 24×7×365, 99.99%	Monitor Continuously, Measure Daily, Report Monthly	15% of At Risk Amount

Additional SLRs exist; please refer to AZNet II SLR document for full list.