

AZNet II – Arizona Network

ADSP011-019559
 AZNet II

Medium 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.

All seats contained at that facility will be treated as the highest availability found at that location. The appropriate seat types, SLAs, and service requirements will be applied to all seats at that location as a highest Availability seat type.

Pricing

Voice Seat – Medium Availability Price Schedule		
Line Item	Unit	Price
<u>IP or Digital Phone Desk Seat – Medium Availability</u>	Per Month	\$30.41
<u>Analog Desk Seat – Medium Availability</u>	Per Month	\$ 18.98
<u>Basic ACD Seat – Medium Availability</u>	Per Month	\$ 46.01
<u>Enhanced ACD Seat – Medium Availability</u>	Per Month	\$ 60.26
<u>Limited Function Seat – Medium Availability</u>	Per Month	\$20.71
Line Item	Unit	Price
<u>Network Services Seat – Medium Availability</u>	Per Seat Per Month	\$ 29.23

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%. Multiple (two or greater) Private Line Local Loops (T1,NxT1,DS3) that terminate on one or two redundant or load balanced Routers are considered Medium Availability Locations.

AZNet II – Arizona Network

ADSP011-019559
AZNet II

Service Level Agreements and Service Level Requirements

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

Service Availability SLRs			
SLR	Requirement	Measurement Interval	Liquidated Damage
Medium Availability Facility Dial Tone plus access to Long Distance	Uptime, 24×7×365, 99.9%	Monthly	7% of At Risk Amount
Router Availability – Medium Office	Availability, 24×7×365, 99.9%	Monitor Continuously, Measure Daily, Report Monthly	4% of At Risk Amount

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