

AZNet II – Arizona Network

ADSP011-019559
AZNet II

Service Level Requirements - Voice

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.

Service Availability is defined as the Availability of the Voice Communications Services, including all circuits and all associated hardware. This may refer to either the overall environment or to the Voice Communications Services pertaining to a specific designated client facility. The minimum Service Availability SLRs are as follows:

1.1. Service Availability SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	High Availability Facility Dial Tone plus access to Long Distance	Uptime, 24x7x365, 99.99%	Monthly	10% of At Risk Amount
2	Medium Availability Facility Dial Tone plus access to Long Distance	Uptime, 24x7x365, 99.9%	Monthly	7% of At Risk Amount
3	Standard Availability Facility Dial Tone plus access to Long Distance	Uptime, 24x7x365, 99.8%	Monthly	5% of At Risk Amount
4	Access to Local Service	Interruptions to established calls, 24x7x365, < P.00001	Monthly	2% of At Risk Amount
5	Access to Local Service	Wrong numbers due to network failure, 24x7x365, < P.0001	Monthly	2% of At Risk Amount
6	Access to Long Distance	Interruptions to established calls, 24x7x365, < P.001	Monthly	2% of At Risk Amount
7	Incoming (Inbound) Toll-Free	Unable to receive domestic calls, 24x7x365, < 5 minutes	Monthly	2% of At Risk Amount
8	Voice Mail (each facility)	Uptime, 24x7x365, 99.99%	Monthly	10% of At Risk Amount

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1.2. - Service Accessibility SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Overall Voice Communications Long Distance Accessibility	P.01 Grade, 24×7×365, 99.0%	Monthly	1% of At Risk Amount
2	Local Service	Dial tone delay, Average Busy Hour, No more than 2% of the requests for dial tone will be delayed more than 3 seconds	Monthly	1% of At Risk Amount
3	Long Distance	Access to LD carrier POP, Average Busy Hour < P.01	Monthly	1% of At Risk Amount
4	Voice Mail and Unified Messaging (Core Systems)	Message Links, 24×7×365, 99.99%	Monthly	1% of At Risk Amount
5	Voice Mail and Unified Messaging (Core Systems)	Comm Ports, Average Busy Hour, No more than 2% of call attempts delayed greater than 10 seconds	Monthly	1% of At Risk Amount
6	Voice Mail and Unified Messaging (Core Systems)	Message Storage, 24×7×365, > 20% free storage	Monthly	1% of At Risk Amount
7	Voice Mail and Unified Messaging (State Facilities)	Message Links, 24×7×365, 99.9%	Monthly	1% of At Risk Amount
8	Inbound Toll-Free	Blocked Calls, Average Busy Hour, < P.01	Monthly	1% of At Risk Amount

1.3. Service Fulfillment SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Traffic Volume Changes	Elapsed time, = 4 hours of request, Change limits +/- 30% 99%	Monthly	1% of At Risk Amount
2	Software/Remote MACs	Elapsed time, = 8 hours of request, 99%	Monthly	4% of At Risk Amount
3	On-Site MACs	Elapsed time, = 5 work days of request, 99%	Monthly	4% of At Risk Amount
4	Urgent request, single high priority request	Target time, 4 hours of request, 98%	Monthly	1% of At Risk Amount

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1.4. Incident Resolution SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Severity 1	Time to Restore, = 2 hours, 98% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	15% of At Risk Amount
2	Severity 2	Time to Restore, = 4 hours, 98% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	15% of At Risk Amount
3	Severity 3	Time to Restore, = 16 business hours, 95% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	10% of At Risk Amount

- 4.15.1. Severity 1. The following conditions shall constitute a Severity 1 Failure and is defined as any one or combination of the following on a per facility basis:
- a. The Central Processing Unit (CPU) of any Voice Communications Service or adjunct equipment fails to process calls.
 - b. Any failure to cause the Availability SLRs to not be met
 - c. An entire Agency site's ability to perform mission critical business functions is in jeopardy or unavailable;
 - d. The problem directly impacts the public's ability to receive critical State Agencies services.
 - e. Any failure that the State determines to be a Severity 1. Examples of a Severity 1 Failure can include, but are not limited to:
 - (1) Total loss of any service at a facility
 - (2) Total loss of Call Center call processing
 - (3) Call Center failures that affect the mission critical functionality of multiple Agencies or "Call Center Critical Care" locations. Contractor shall treat Call Center Critical Care locations as the highest priority at all times.
- 4.15.2. Severity 2. The following conditions shall constitute a Severity 2 and is defined as any combination of the following on a per facility basis:
- a. Ten percent (10%) or more of the Voice terminals cannot make and/or receive calls to or from the public telephone network.

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- b. Ten percent (10%) or more of the Voice terminals cannot make and/or receive calls through the Voice Communications Services from other station sets directly connected to the Voice Communications Services.
 - c. Ten percent (10%) or more of the Voice terminals cannot use the features and Services assigned to each Voice terminal set, in accordance with the applicable portions of the Features and Services Description portion of the manufacturer's installation manuals.
 - d. Ten percent (10%) or more of the trunk cards or circuit groups fail to operate in accordance with the manufacturer's specifications in the installation manuals.
 - e. Any DS-1/PRI and above circuit or any CO or DID trunk group associated are out of service.
 - f. Any failure that the State determines to be a Major Failure.
- 4.15.3. Severity 3. A Severity 3 Failure is any failure of the equipment not defined as a Severity 1 or 2 Failure.