AZNet II – Arizona Network

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ADSPO11-019559
AZNet II

Standard 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 availbility 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 – Standard Availability Price Schedule		
Line Item	**Unit**	**Price**
IP or Digital Phone Desk Seat – Standard Availability	**Per Month**	$28.94
Analog Desk Seat – Standard Availability	**Per Month**	$ 17.56
Mobile Seat – Standard Availability	**Per Month**	$ 28.94
Virtual Seat – Standard Availability	**Per Month**	$ 28.94
Basic ACD Seat – Standard Availability	**Per Month**	$ 46.01
Enhanced ACD Seat – Standard Availability	**Per Month**	$ 60.26
Limited Function Seat – Standard Availability	**Per Month**	$20.71
Network Seat – Standard Availability Price Schedule		
Line Item	**Unit**	**Price**
Network Services Seat – Standard Availability	**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%. Single

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Private Line Local Loops (T1,NxT1,DS3) that terminate on one Router are considered Standard Availability Locations.

Service Level Agreements and Service Level Requirements

Standard Availability sites benefits from the following service level agreements (SLA) and service level requirements (SLR)

Service Availability SLRs			
SLR	**Requirement**	**Measurement Interval**	**Liquidated Damage**
Standard Availability Facility Dial Tone plus access to Long Distance	Uptime, 24×7×365, 99.8%	Monthly	5% of At Risk Amount
Router Availability – Standard Office	Availability, 24×7×365, 99.8%	Monitor Continuously, Measure Daily, Report Monthly	4% of At Risk Amount

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