

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 22 – Cloud-Hosted VoIP Services

**CenturyLink Communications, LLC dba CenturyLink dba
LUMEN**

CATALOG B

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Category 22 – Cloud-Hosted VoIP Services

22.2 Cloud-Hosted VoIP Services

22.2.3 Cloud-Hosted VoIP Service Packages

Contractor’s Description of Service:

Cisco Hosted Collaboration Solution delivered by Lumen is a subscription-based service that includes call processing, extension mobility, third-party phone integration, unified directories, dial via office and least-cost routing.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 22.2.3.a – Cloud-Hosted VoIP Packages

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Service Package with Standard Handset	CVOIP-0001	Cloud-Hosted VoIP Service package that includes a Standard Handset as described in Section 22.2.2.1.	This phone includes: Single line, LCD Display, Full Duplex Hands Free Speakerphone, Visual message waiting indicator, Visual message waiting indicator, Ring volume control, Minimum of three programmable function keys or a soft key interface, Single Ethernet port, ADA Compliant Section 508, Power over Ethernet (PoE) Support, AC power supply.	\$0.00	\$17.90	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Cloud-Hosted VoIP Service Package with Midrange Handset	CVOIP-0002	Cloud-Hosted VoIP Service package that includes a Midrange Handset as described in Section 22.2.2.2.	In addition to the standard handset features, this phone includes: Minimum three lines, Intercom feature, Two Ethernet Ports, 3 Way conferencing and End-User Configurable Contact Directory.	\$0.00	\$18.57	Each	Yes	No	Required
3	Cloud-Hosted VoIP Service Package with Attendant Handset	CVOIP-0003	Cloud-Hosted VoIP Service package that includes an Attendant Handset as described in Section 22.2.2.3.	In addition to the midrange handset features, the Attendant Handset also includes: Minimum of six lines, Expansion Module(s) capability and Directory integration.	\$0.00	\$29.70	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	CVOIP-0004	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone as described in Section 22.2.2.4.	Conference room speakerphones include: Full duplex, Expansion microphone compatible, Ethernet Connection, LCD display, Lightweight Directory Access Protocol (LDAP) and/or Active Directory (AD) integration, PoE Support and AC Power Supply.	\$0.00	\$29.60	Each	Yes	No	Required
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	CVOIP-0005	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Service package that does not include a Desktop Handsets, but does include a soft phone client. This package is for End-Users who are working remotely or wish to enhance existing CALNET VoIP services where Desktop Handsets are already present	\$0.00	\$14.00	Each	Yes	No	Required
6	Cisco Unified SIP Phone 3905	CVOIPU-0001		Standard: Cisco IP Phone 3900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$2.70	Phone	Yes	No	Required
7	Cisco Unified SIP Phone 6901	CVOIPU-0002		Standard: Cisco IP Phone 6900 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$2.70	Phone	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Cisco IP Phone 7811	CVOIPU-0003		Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$3.90	Phone	Yes	No	Required
9	Cisco IP Phone 7821	CVOIPU-0004		Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$4.50	Phone	Yes	No	Required
10	Cisco IP Phone 7841	CVOIPU-0005		Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$4.85	Phone	Yes	No	Required
11	Cisco IP Phone 7861	CVOIPU-0006		Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$6.00	Phone	Yes	No	Required
12	Cisco IP Conference Phone 7832	CVOIPU-0007		Standard: Cisco IP Phone7800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$15.60	Phone	Yes	No	Required
13	Cisco IP Phone 8811	CVOIPU-0008		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$6.90	Phone	Yes	No	Required
14	Cisco IP Phone 8841	CVOIPU-0009		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$7.80	Phone	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	Cisco IP Phone 8845	CVOIPU-0010		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$8.40	Phone	Yes	No	Required
16	Cisco IP Phone 8851	CVOIPU-0011		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$9.00	Phone	Yes	No	Required
17	Cisco IP Phone 8861	CVOIPU-0012		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$10.20	Phone	Yes	No	Required
18	Cisco IP Phone 8865	CVOIPU-0013		Standard: Cisco IP Phone8800 Series – inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$11.10	Phone	Yes	No	Required
19	Cisco Unified IP Conference Phone 8831	CVOIPU-0014		Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$23.40	Phone	Yes	No	Required
20	Cisco IP Conference Phone 8832	CVOIPU-0015		Standard: Cisco IP Conference Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$22.20	Phone	Yes	No	Required
21	Cisco Wireless IP Phone 8821	CVOIPU-0016		Standard: Cisco IP Wireless Phone 8800 Series –inclusive of LCD Screen, Integral switch, Headset support, POE capability	\$0.00	\$15.00	Phone	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
22	Cisco Webex DX80	CVOIPU-0017		Standard Cisco Webex Phone	\$0.00	\$66.00	Phone	Yes	No	Required
23	Cisco IP Phone 8800 Key Expansion Module	CVOIPU-0018		Standard Cisco 8800 Expansion Module	\$0.00	\$7.80	Phone	Yes	No	Required
24	Cisco IP Phone 8851/8861 Key Expansion Module	CVOIPU-0019		Standard Cisco 8800 Expansion Module	\$0.00	\$8.10	Phone	Yes	No	Required
25	Cisco IP Phone 8865 Key Expansion Module	CVOIPU-0020		Standard Cisco 8800 Expansion Module	\$0.00	\$8.10	Phone	Yes	No	Required

22.2.4 Additional Cloud-Hosted VoIP Services

Contractor's Description of Service:

Additional Cloud-Hosted VoIP services include Direct Inward Dial Number Reservation and Site Survivability due to network failure.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.4.a Additional Cloud-Hosted VoIP Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	CVOIP-0006	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.	Customer Provided Single PRI with standard managed Cisco router with SRST capability.	\$0.00	\$151.69	Each	Yes	No	Required
2	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	CVOIP-0007	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.	Customer Provided 3 PRIs with mid-range managed Cisco router with SRST capability. Internet tertiary is recommended	\$500.00	\$345.60	Each	Yes	No	Required
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	CVOIP-0008	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.	Customer Provided Single PRI with standard managed Cisco router with SRST capability.	\$500.00	\$345.60	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Direct Inward Dial Number Reservation	CVOIP-0009	Block of 20 DID numbers held in reserve.	Option to reserve additional blocks of DID numbers for future requirements	NA	\$0.18	Block	Yes	No	Required

22.2.5 International Off-Net Calling

Contractor's Description of Service:

International Long Distance is a technologically advanced solution that offers voice access to landline and mobile numbers in more than 200 countries from anywhere in the contiguous U.S.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.5.a – International Off-Net Calling with Landline Termination

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	CTF-0001	\$0.0200	Minute	Yes	No	Required
2	Canada	CTF-0002	\$0.0100	Minute	Yes	No	Required
3	China	CTF-0003	\$0.0289	Minute	Yes	No	Required
4	France	CTF-0004	\$0.0200	Minute	Yes	No	Required
5	Germany	CTF-0005	\$0.0120	Minute	Yes	No	Required
6	Israel	CTF-0006	\$0.0150	Minute	Yes	No	Required
7	Italy	CTF-0007	\$0.0150	Minute	Yes	No	Required
8	Japan	CTF-0008	\$0.0400	Minute	Yes	No	Required
9	Korea	CTF-0009	\$0.0200	Minute	Yes	No	Required
10	Mexico	CTF-0010	\$0.0120	Minute	Yes	No	Required
11	Spain	CTF-0011	\$0.0150	Minute	Yes	No	Required
12	Switzerland	CTF-0012	\$0.0200	Minute	Yes	No	Required
13	United Kingdom	CTF-0013	\$0.0036	Minute	Yes	No	Required

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

#	Country, Countries, Regions or Groupings	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	CTF-0014	\$0.0200	Minute	Yes	No	Required
2	Canada	CTF-0015	\$0.0200	Minute	Yes	No	Required
3	China	CTF-0016	\$0.0289	Minute	Yes	No	Required
4	France	CTF-0017	\$0.1000	Minute	Yes	No	Required
5	Germany	CTF-0018	\$0.0420	Minute	Yes	No	Required
6	Israel	CTF-0019	\$0.0450	Minute	Yes	No	Required
7	Italy	CTF-0020	\$0.1500	Minute	Yes	No	Required
8	Japan	CTF-0021	\$0.1000	Minute	Yes	No	Required
9	Korea	CTF-0022	\$0.0310	Minute	Yes	No	Required
10	Mexico	CTF-0023	\$0.0120	Minute	Yes	No	Required
11	Spain	CTF-0024	\$0.0700	Minute	Yes	No	Required
12	Switzerland	CTF-0025	\$0.3600	Minute	Yes	No	Required
13	United Kingdom	CTF-0026	\$0.0133	Minute	Yes	No	Required

22.2.6 Voicemail Services

Contractor's Description of Service:

Enterprise Voice mailbox. Unanswered calls made to user's enterprise number and extended to the user's mobile phone when soft-client is installed are sent to the enterprise voicemail system rather than mobile carrier's voicemail system. Additional capability includes voicemail to email transcription.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.2.6.a – Voicemail Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Voicemail	VM-0001	Voicemail Service	Voicemail feature provides a single voice mailbox for all enterprise business calls.	\$0.00	\$2.00	Each	Yes	No	Required

22.3 OTHER SERVICES

22.3.2 Services Related Hourly Support

Contractor's Description of Service:

Lumen provides a field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET service problem that turns out to be caused by factors outside the responsibility of Lumen.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 22.3.2 –Services Related Hourly Support

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	TECH-0004	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Services Repair Technician Hours 8:00AM to 4:59PM, Monday through Friday.	\$150.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Field Service Repair Technician Overtime Hours	TECH-0005	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Service Repair Technician Overtime Hours Mon-Fri 5:00 pm to 7:59 am and allday Saturday	\$195.00	N/A	Hour	Yes	No	Required
3	Field Service Repair Technician Sunday and Holiday Hours	TECH-0006	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Field Services Technician any hours worked on Sunday or State of California holidays	\$250.00	N/A	Hour	Yes	No	Required

22.3.3 Migration Professional Services

Contractor’s Description of Service:

Hosted VoIP migration services can include a Project Manager/Coordinator, System Designer and Trainer to help provision and implement the solution.

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

Table 22.3.3.a – Migration Professional Services

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Migration Technical Services Support I - Standard Regular Hours	MIG-0001	Technical Services Support I for Central Office Exchange Migration only – Regular Hours	Migration Technical Services - Hours 8:00AM to 4:59PM, Monday through Friday.	\$261.00	N/A	Hour	Yes	No	Required
2	Migration Technical Services Support I - Overtime Hours	MIG-0002	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Migration Technical Services Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	\$304.50	N/A	Hour	Yes	No	Required
3	Migration Technical Services Support I – Sunday and Holiday Hours	MIG-0003	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services any hours worked on Sunday or State of California holidays	\$348.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Migration Technical Services Support II - Regular Hours	MIG-0004	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Migration Technical Services support II - Hours 8:00AM to 4:59PM, Monday through Friday.	\$304.50	N/A	Hour	Yes	No	Required
5	Migration Technical Services Support II - Overtime Hours	MIG-0005	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours	Migration Technical Services Support II - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	\$348.00	N/A	Hour	Yes	No	Required
6	Migration Technical Services Support II – Sunday and Holiday Hours	MIG-0006	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services Support any hours worked on Sunday or State of California holidays	\$391.50	N/A	Hour	Yes	No	Required
7	Migration Network Engineer – Regular Hours	MIG-0007	Network Engineer for Central Office Exchange Migration only – Regular Hours	Migration Network Engineer - Hours 8:00AM to 4:59PM, Monday through Friday.	\$261.00	N/A	Hour	Yes	No	Required
8	Migration Network Engineer – Overtime Hours	MIG-0008	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Migration Engineer - Overtime Hours Mon-Fri 5:00 pm to 7:59 am and all day Saturday	\$304.50	N/A	Hour	Yes	No	Required
9	Migration Network Engineer – Sunday and Holiday Hours	MIG-0009	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Migration Technical Services Network Engineer any hours worked on Sunday or State of California holidays	\$348.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
10	Migration Professional Services - Senior Engineer – Regular Hours	MIG-0010	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours	Migration Professional Senior Engineer Services - Hours 8:00AM to 4:59PM, Monday through Friday.	\$261.00	N/A	Hour	Yes	No	Required
11	Migration Professional Services Principal Architect I – Regular Hours	MIG-0011	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours	Migration Professional Principle Architect I - Services - Hours 8:00AM to 4:59PM, Monday through Friday.	\$304.50	N/A	Hour	Yes	No	Required
12	Migration Professional Services - Principal Architect II – Regular Hours	MIG-0012	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours	Migration Professional Senior Principle Architect II - Hours 8:00AM to 4:59PM, Monday through Friday.	\$348.00	N/A	Hour	Yes	No	Required