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Data Networks and Communications Services

CATEGORY 24 – FLAT RATE INTERNET SERVICES

WaveDivision Holdings, LLC dba Wave Broadband

CATALOG B

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CATEGORY 24 – Flat Rate Internet Services

24.2.5.1.b – Internet Flat Rate Service (InFRa)

Contractor’s Description of Service:

The services shall consist of a dedicated Internet port and transport, on the Contractor’s private network, from the Customer site to the nearest Contractor Point-of-Presence (POP). The service shall include all equipment, cabling and labor required to provide a User-to-Network Interface (UNI) at the Customer premise Minimum Point of Entry (MPOE).

Geographic Availability:

The State of California

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 24.2.5.1.b – Internet Flat Rate Service (InFRa)

| # | 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 | InFRa @ 1.544 Mbps | WB-2400-00000005 | Internet Flat Rate Service (InFRa) at 1.544 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$387.00 | Each | Yes | Yes | 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 | InFRa @ 5 Mbps | WB-2400-00000005 | Internet Flat Rate Service (InFRa) at 5 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$387.00 | Each | Yes | Yes | Required |
| 3 | InFRa @ 10 Mbps | WB-2400-00000010 | Internet Flat Rate Service (InFRa) at 10 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$387.00 | Each | Yes | Yes | 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 | InFRa @ 15 Mbps | WB-2400-00000015 | Internet Flat Rate Service (InFRa) at 15 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$442.00 | Each | Yes | Yes | Required |
| 5 | InFRa @ 20 Mbps | WB-2400-00000020 | Internet Flat Rate Service (InFRa) at 20 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$442.00 | Each | Yes | Yes | 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 |
|---|-----------------|-------------------------|--|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 6 | InFRa @ 25 Mbps | WB-2400-00000025 | Internet Flat Rate Service (InFRa) at 25 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$450.00 | Each | Yes | Yes | Required |
| 7 | InFRa @ 30 Mbps | WB-2400-00000030 | Internet Flat Rate Service (InFRa) at 30 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$450.00 | Each | Yes | Yes | 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 | InFRa @ 35 Mbps | WB-2400-00000035 | Internet Flat Rate Service (InFRa) at 35 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$460.00 | Each | Yes | Yes | Required |
| 9 | InFRa @ 40 Mbps | WB-2400-00000040 | Internet Flat Rate Service (InFRa) at 40 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$460.00 | Each | Yes | Yes | 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 | InFRa @ 45 Mbps | WB-2400-00000045 | Internet Flat Rate Service (InFRa) at 45 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$471.00 | Each | Yes | Yes | Required |
| 11 | InFRa @ 50 Mbps | WB-2400-00000050 | Internet Flat Rate Service (InFRa) at 50 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$471.00 | Each | Yes | Yes | 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 |
|----|-----------------|-------------------------|--|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 12 | InFRa @ 55 Mbps | WB-2400-00000055 | Internet Flat Rate Service (InFRa) at 55 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$490.00 | Each | Yes | Yes | Required |
| 13 | InFRa @ 60 Mbps | WB-2400-00000060 | Internet Flat Rate Service (InFRa) at 60 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$490.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 14 | InFRa @ 100 Mbps | WB-2400-00000100 | Internet Flat Rate Service (InFRa) at 100 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$575.00 | Each | Yes | Yes | Required |
| 15 | InFRa @ 150 Mbps | WB-2400-00000150 | Internet Flat Rate Service (InFRa) at 150 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$654.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 16 | InFRa @ 200 Mbps | WB-2400-00000200 | Internet Flat Rate Service (InFRa) at 200 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$654.00 | Each | Yes | Yes | Required |
| 17 | InFRa @ 500 Mbps | WB-2400-00000500 | Internet Flat Rate Service (InFRa) at 500 Mbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$849.00 | Each | Yes | Yes | 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 |
|----|-----------------|-------------------------|--|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 18 | InFRa @ 1 Gbps | WB-2400-00001000 | Internet Flat Rate Service (InFRa) at 1 Gbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$1,152.00 | Each | Yes | Yes | Required |
| 19 | InFRa @ 10 Gbps | WB-2400-00010000 | Internet Flat Rate Service (InFRa) at 10 Gbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 10GbE Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$6,811.00 | Each | Yes | Yes | Required |
| 20 | InFRa @ 5 Gbps | WB-2400-00005000 | Internet flat rate service (InFRa) at 5Gbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 5GbE Protocol: EoMPLS | | \$3,668.00 | Each | Yes | Yes | 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 |
|----|-----------------|-------------------------|---|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | Upload Speed: symmetrical Product Description: Dedicated Internet Access | | | | | | |
| 21 | InFRa @ 20 Gbps | WB-2400-00020000 | Internet flat rate service (InFRa) at 20Gbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 20GbE Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$13,000.00 | Each | Yes | Yes | Required |
| 22 | InFRa @ 40 Gbps | WB-2400-00040000 | Internet flat rate service (InFRa) at 40Gbps. Includes dedicated Internet port and transport. | Interface/Access Type: Ethernet Network-side Interface: 40GbE Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access | | \$20,000.00 | Each | Yes | Yes | Required |

24.2.5.2 Internet Flat Rate with Managed Router Service (InFRaM)

Contractor's Description of Service:

The services shall consist of a dedicated Internet Port and Transport from the Customer site to the nearest contractor POP. The service shall include all equipment, cabling and labor required to provide a UNI at the Customer premise MPOE and a Contractor owned, maintained and managed IP enabled routing device.

Geographic Availability:

The State of California

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 24.2.5.2.a – Internet Flat Rate with Managed Router Service

| # | 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 | InFRaM @ 1.544 Mbps | WB-2400-10000005 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 1.544 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router | | \$486.00 | Each | Yes | Yes | 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 | InFRaM @ 5 Mbps | WB-2400-10000005 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 5 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router: | | \$486.00 | Each | Yes | Yes | 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 |
|---|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 3 | InFRaM @ 10 Mbps | WB-2400-10000010 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 10 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router: | | \$486.00 | Each | Yes | Yes | 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 | InFRaM @ 15 Mbps | WB-2400-10000015 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 15 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router: | | \$541.00 | Each | Yes | Yes | 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 |
|---|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 5 | InFRaM @ 20 Mbps | WB-2400-10000020 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 20 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router: | | \$541.00 | Each | Yes | Yes | 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 |
|---|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 6 | InFRaM @ 25 Mbps | WB-2400-10000025 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 25 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$549.00 | Each | Yes | Yes | 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 |
|---|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 7 | InFRaM @ 30 Mbps | WB-2400-10000030 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 30 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$549.00 | Each | Yes | Yes | 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 | InFRaM @ 35 Mbps | WB-2400-10000035 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 35 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$559.00 | Each | Yes | Yes | 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 |
|---|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 9 | InFRaM @ 40 Mbps | WB-2400-10000040 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 40 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$559.00 | Each | Yes | Yes | 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 | InFRaM @ 45 Mbps | WB-2400-10000045 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 45 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$570.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 11 | InFRaM @ 50 Mbps | WB-2400-10000050 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 50 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$570.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 12 | InFRaM @ 55 Mbps | WB-2400-10000055 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 55 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$589.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 13 | InFRaM @ 60 Mbps | WB-2400-10000060 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 60 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$589.00 | Each | Yes | Yes | 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 |
|----|-------------------|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 14 | InFRaM @ 100 Mbps | WB-2400-10000100 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 100 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$674.00 | Each | Yes | Yes | 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 | InFRaM @ 150 Mbps | WB-2400-10000150 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 150 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$753.00 | Each | Yes | Yes | 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 |
|----|-------------------|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 16 | InFRaM @ 200 Mbps | WB-2400-10000200 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 200 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$753.00 | Each | Yes | Yes | 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 |
|----|-------------------|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 17 | InFRaM @ 500 Mbps | WB-2400-10000500 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 500 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$1,199.00 | Each | Yes | Yes | 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 |
|----|-----------------|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 18 | InFRaM @ 1 Gbps | WB-2400-10001000 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 1 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 1 Mbps up to 1 GbE (Gigabit Ethernet) Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$1,951.00 | Each | Yes | Yes | 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 |
|----|------------------|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 19 | InFRaM @ 10 Gbps | WB-2400-10010000 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 10 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 10GbE Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$8,811.00 | Each | Yes | Yes | 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 |
|----|-----------------|-------------------------|--|---|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 20 | InFRaM @ 5 Gbps | WB-2400-10005000 | Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 5 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device. | Interface/Access Type: Ethernet Network-side Interface: 5GbE Protocol: EoMPLS Upload Speed: symmetrical Product Description: Dedicated Internet Access with Managed Router. | | \$5,668.00 | Each | Yes | Yes | Required |

24.2.7 Additional Internet Services

Contractor's Description of Service:

[Type Description Here]

Geographic Availability:

[Type Description Here]

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 24.2.7 – Additional Internet 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 |
|---|--------------|-------------------------|---------------------|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

24.4.4 DDoS Detection and Mitigation Service

Contractor's Description of Service:

A network based Distributed Denial of Service (DDoS) detection and mitigation service, in support of Contractor's Internet services. All hardware/software necessary to provide service shall reside in the Contractors network and shall be maintained, monitored and supported by the Contractor. Mitigation shall occur in the Contractor IP Network before traffic reaches Customer edge router. Contractor shall establish User and Entity Behavior Analytical (UEBA) traffic patterns to minimize false positives during the detection/mitigation process and perform periodic "tuning" of normal traffic patterns established. The Contractor shall analyze, identify, report and alert on anomalies in Customer traffic under DDoS attacks. Upon detection of a DDoS attack, Contractor shall reroute traffic to a network based mitigation center where DDoS attack packets are identified and dropped. Valid packets shall be routed to the Customer edge router. Upon Contractor determination that the DDoS attack has subsided, Contractor shall restore the normal routing of Customer traffic. The solution shall mitigate volumetric, protocol or resource, and application layer (Layers 3, 4 & 7) attacks. The offering shall defend against Network flood attacks (SYN, SYN-ACK, TCP, UDP, IP, ICMP, etc.)

Geographic Availability:

The State of California

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 24.4.4.a – DDoS Detection and Mitigation Service

| # | 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 | DDoS Mitigation 1.544–10 Mbps | WB-2400-30000100 | DDoS Mitigation Services for 1.544–10 Mbps of traffic flow. | | | \$350.00 | Each | Yes | Yes | Required |
| 2 | DDoS Mitigation 15 Mbps | WB-2400-30000100 | DDoS Mitigation Services for 15 Mbps of traffic flow. | | | \$350.00 | Each | Yes | Yes | 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 |
|---|--------------------------|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 3 | DDoS Mitigation 25 Mbps | WB-2400-30000100 | DDoS Mitigation Services for 25 Mbps of traffic flow. | | | \$350.00 | Each | Yes | Yes | Required |
| 4 | DDoS Mitigation 50 Mbps | WB-2400-30000100 | DDoS Mitigation Services for 50 Mbps of traffic flow. | | | \$350.00 | Each | Yes | Yes | Required |
| 5 | DDoS Mitigation 100 Mbps | WB-2400-30000100 | DDoS Mitigation Services for 100 Mbps of traffic flow. | | | \$350.00 | Each | Yes | Yes | Required |
| 6 | DDoS Mitigation 250 Mbps | WB-2400-30001000 | DDoS Mitigation Services for 250 Mbps of traffic flow. | | | \$1,000.00 | Each | Yes | Yes | Required |
| 7 | DDoS Mitigation 500 Mbps | WB-2400-30001000 | DDoS Mitigation Services for 500 Mbps of traffic flow. | | | \$1,000.00 | Each | Yes | Yes | Required |
| 8 | DDoS Mitigation 1 Gbps | WB-2400-30001000 | DDoS Mitigation Services for 1 Gbps of traffic flow. | | | \$1,000.00 | Each | Yes | Yes | Required |
| 9 | DDoS Mitigation 5 Gbps | WB-2400-30010000 | DDoS Mitigation Services for 5 Gbps of traffic flow. | | | \$5,000.00 | Each | Yes | Yes | Required |

24.5.2.1 Extended Demarcation Wiring Services

Contractor's Description of Service:

The service includes the provision of Extended Demarcation (Extended Demarc) wiring to support the services covered by this IFB C4DNCS19 Category for all of the Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE.

Geographic Availability:

The State of California

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 24.5.2.1 – Extended Demarcation Wiring 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 | Extended Demarcation -Copper – Regular Hours | WB-2400-50000001 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | \$500.00 | N/A | Installation | No | 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 | Extended Demarcation -Copper – Overtime Hours | WB-2400-50000002 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | \$550.00 | N/A | Installation | No | No | Required |
| 3 | Extended Demarcation -Copper – Sunday and Holiday Hours | WB-2400-50000002 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack. | | \$550.00 | N/A | Installation | No | 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 | Extended Demarcation -Copper 25 Pair – Regular Hours | WB-2400-50000003 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | \$500.00 | N/A | Installation | No | 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 |
|---|---|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 5 | Extended Demarcation -Copper 25 Pair – Overtime Hours | WB-2400-50000004 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | \$550.00 | N/A | Installation | No | 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 |
|---|---|-------------------------|---|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 6 | Extended Demarcation -Copper 25 Pair – Sunday and Holiday Hours | WB-2400-50000004 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling. | | \$550.00 | N/A | Installation | No | 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 |
|---|---|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 7 | Extended Demarcation - Optical Fiber Link – Regular Hours | WB-2400-50000005 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | \$500.00 | N/A | Installation | No | 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 | Extended Demarcation - Optical Fiber Link – Overtime Hours | WB-2400-50000006 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | \$550.00 | N/A | Installation | No | 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 |
|---|--|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 9 | Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours | WB-2400-50000006 | Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. | | \$550.00 | N/A | Installation | No | No | Required |

24.5.3 Services Related Hourly Support

Contractor's Description of Service:

The Contractor shall provide labor for the diagnosis and/or repair of services listed in this Contract and all costs for repair are the responsibility of the service provider unless it is specifically determined that the cause of service failure is outside the scope of the Contractor's responsibilities. Work performed under this Section 24.5.3 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

Geographic Availability:

The State of California

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 24.5.3 – 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 | WB-2400-60000001 | 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. | | \$65.00 | N/A | Hour | Yes | No | Required |
| 2 | Field Service Repair Technician Overtime Hours | WB-2400-60000002 | 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. | | \$130.00 | 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 |
|---|--|-------------------------|--|--|-------------------------------|--|-----------------|-----------------------|----------------------------|---------------------------|
| 3 | Field Service Repair Technician Sunday and Holiday Hours | WB-2400-60000002 | 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. | | \$130.00 | N/A | Hour | Yes | No | Required |