

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

This is a Service Attachment to the Master Service Agreement effective December 7, 2006, ("Agreement" or "2006 Agreement"), between The Office of Information Technology ("OIT") on behalf of the State of Ohio ("the State"), and SBC Global Services, Inc dba AT&T Global Services on behalf of The Ohio Bell Telephone Company ("AT&T" or "Vendor") jointly ("the Parties").

WHEREAS, AT&T desires to include additional services and the corresponding general provisions thereof; and

WHEREAS, the existing Integrated Services Digital Network ("ISDN") Services which were purchased pursuant to the ISDN Attachment dated January 4, 2005 to the Network Services Addendum dated December 22, 2004 to the Master Agreement dated March 16, 2004 shall now be provisioned pursuant to this Service Attachment and the Agreement.

WHEREAS, all existing ISDN Services including any new ISDN Services shall be governed by the Terms of Conditions of the 2006 Agreement and this Service Attachment, and

WHEREAS, the above named Parties desire to execute this Service Attachment to said Agreement;

NOW THEREFORE, in accordance with the Agreement, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

1. The Addition of Service Attachment 4 – ISDN Prime Service.
2. As of the Effective Date of this Service Attachment, the ISDN Prime Attachment - 01/04/05 to the Network Services Addendum – 12/22/04 to the Master Agreement – 3/16/04 will be discontinued for new orders, and all existing Services shall be governed by the 2006 Agreement and this Service Attachment.
3. The Cost Recovery Fee (as set forth in Section 7) shall not apply to existing ISDN Services transitioned from the 2004 Agreement until July 1, 2009.
4. All other terms and conditions of the Master Service Agreement not otherwise supplemented and/or amended shall remain unchanged and in full force and effect.

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

IN WITNESS WHEREOF, the Parties have executed this Service Attachment which shall be effective on the date signed by OIT.

**AT&T GLOBAL SERVICES.**



Signature

GABRIELA RATULOWSKI  
Contract Management

Title

2/2/08

Date

174-2782655

Federal Tax ID

**STATE OF OHIO, OIT**



Signature

R. STEVE Edmonson

Printed Name

State CIO

Title

3-5-08

Effective Date

Vendor Document Reference Information:  
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This Service Attachment provides Subscribing Entities with the ability to purchase ISDN Prime service that are offered by AT&T.

Additional information regarding these services has been included in Appendices located at the end of this document:

- Appendix 1 - Pricing Tables
- Appendix 2 – Standard Feature Information
- Appendix 3 – Optional Feature Information

### **1 Description of Service**

ISDN (Integrated Services Digital Network) Prime is a digital business service that provides Private Branch Exchange (“PBX”) equipment and host computer access to a wide variety of switched services. These switched services include Circuit Switched Voice (local calling, Message Toll Service, Wide Area Telephone Service (WATS), and Success 800) and Circuit Switched Data. Each ISDN Prime will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

### **2 Service Components**

This Section provides an overview of the components that make up the ISDN Prime Service.

- ISDN Prime Connection – A specialized ISDN based trunking solution providing 23 64-Kbps channels for voice calls.
- Local Usage
  - Per Call Option – An optional measured plan that charges per local call based upon frequency, duration, distance and time of day.
  - Unlimited Usage Option – An optional plan that provides a flat monthly rate for unlimited local usage on Circuit Switched Voice and Circuit Switched Data traffic.
- Local Distribution Channel – Access to AT&T’s services via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer’s premise.
- Channel Mileage – The mileage between central offices when providing ISDN Prime from a central office other than the customer’s local serving office.
- Channel Mileage Termination – The termination at each central office when ISDN Prime is provided from a central office other than the customer’s local serving office.
- Telephone Numbers – The station numbers or Direct Inward Dial numbers that users call to reach a person.

Each component has an associated charge which is detailed in the Fee Structure Section.

**SERVICE ATTACHMENT 4  
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MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

---

### **3 Additional Service Information**

This Section provides additional information regarding the ISDN Prime Service:

- Provides a multi-purpose high speed, multiplexed digital interface based on International Telecommunication Union ("ITU") ISDN standards and uses Primary Rate Interface ("PRI") technology.
- AT&T shall provide the Service to Subscribing Entity(s) between the local AT&T serving Central Office ("CO") and each circuit location address within AT&T's in-region territory designated in the Subscribing Entity(s) Technical Service Request ("TSR") order.
- The Service is provided where facilities are available from the Subscribing Entity(s) premises to AT&T's circuit-switched voice and circuit-switched data services via 1.544 Megabits per second (Mbps) CO termination.
- The circuit location must be at a valid Subscribing Entity(s) premises address.
- A Subscribing Entity(s) premises address may not be a location at a carrier hotel or a co-location cage within an AT&T CO.
- The CO termination connects by way of 23 64Kbps "B" channels and one 64Kbps "D" channel.
- The "D" channel performs out-of-band signaling and controls the "B" channels.
- The transmission characteristics of this Service support 64Kbps clear channel capability and Extended Superframe Format ("ESF").
- The rates and charges for the 1.544 Mbps circuit are in addition to those for the ISDN Prime termination, and will be provided as set forth in Appendix 1.
- Zone 1 – Very high density of business customers. Typically, downtown business districts of very densely populated suburban business districts in major metropolitan areas.
- Zone 2 – Concentrated areas of businesses. Typically suburban areas of Zone 1 metropolitan areas.
- Zone 3 – All other areas within a state. Typically, medium and small cities, as well as rural areas.
- Custom and National are protocols for provisioning ISDN Primes based on CPE and CO Switch Compatibility. These protocols determine certain feature availability. For example, Custom supports Digit Manipulation; National does not.

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

---

#### **4 Service Features**

This section provides an overview of the Standard and Optional Features which are associated with this Service.

**Standard Features** – Are included as part of the standard monthly recurring charge. A more detailed description is located in Appendix 1.

- Alternate Routing
- Call by Call for Trunk Groups
- Caller ID
- Clear Channel Capability
- “D” Channel Control of Multiple ISDN Primes
- Dedicated Trunk Groups
- Digital Voice Transmission
- Direct Inward Dialing Signaling
- Equal Access for InterLATA Calling
- PBX Station ID Capability

**Optional Features** – Are available for an additional cost as listed in Appendix 1 or set forth in AT&T’s tariff. A more detailed description is located in Appendix 2.

- Backup D Channel Arrangement
- 2 B Channel Transfer
- Call By Call for FX
- Call By Call for Tie Lines
- Circular Hunt
- ISDN Calling Name ID
- Network Name Display
- Network Ring Again
- Redirected Number
- System Intercommunication Service
- Selective Class of Call Screening

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT  
  
ISDN PRIME SERVICE**

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## **5 Fee Structure**

This Section provides the following information:

- A pricing overview for available service options
- Termination Fee Information

### **5.1 Service Options**

The Pricing Tables, located in Appendix 1, provide the Monthly Recurring Charge ("MRC") for 24 month service commitment term for the ISDN Prime Service.

### **5.2 Early Termination Fee Information**

If the Subscribing Entity disconnects a circuit prior to fulfilling a 24 month term commitment for reasons other than those permitted elsewhere in this Attachment, the Subscribing Entity shall be liable for termination liability in the amount of fifty percent (50%) of the monthly rate times the number of months remaining in the current term.

## **6 Service Specific Terms and Conditions**

This section contains the additional Terms and Conditions that are specific to the ISDN Prime service described herein.

### **6.1 Transition for Existing Subscribing Entity(s)**

Subscribing Entity(s) utilizing Services under the existing ISDN Prime Attachment - 01/04/05 as defined in the first page of this document will retain existing pricing through June 30, 2009. These Subscribing Entity(s) will be required to place a TSR to move existing services and billing to this Service Attachment 4 for the continuation of Service beyond June 30, 2009. Note: There will be no non-recurring charge, as listed in Appendix 1, associated with the transition of existing services.

### **6.2 Configuration**

The Service shall be configured as set forth in each order placed via the TSR System.

### **6.3 Service Term**

The Service Term for ISDN Prime Service ordered under this Service Attachment shall be 24 months. In the event that the Service Term of any service ordered under this Service Attachment and/or MSA extends beyond the term of the Service Attachment and/or MSA or termination of the Service Attachment and/or MSA, then the Terms and Conditions of the Service Attachment and/or MSA shall survive with respect to that service until that service expires or is otherwise terminated.

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

---

**6.4 Rates and Charges**

AT&T shall charge, and Subscribing Entity agrees to pay, the appropriate monthly rates and non-recurring charges set forth in Appendix 1 to this Service. AT&T reserves the right to reject any service order, or provide Individual Case Basis ("ICB") rates as defined in Section 11.2.1 Limitations on Service Pricing in the AT&T Master Services Agreement.

In the event that the State does not renew this Service Attachment, upon expiration of the term (as set forth in Section 6.3 above) in accordance with Section 5.2 of the Agreement, the rates for existing Service shall continue until the expiration of the Subscribing Entity's twenty-four (24) month Service Term. Upon expiration of the Subscribing Entity's twenty-four (24) month Service Term, the rates for the Service will revert to the month-to-month basis rates then in effect for the Service.

**6.5 Service Portability**

If a Subscribing Entity(s) obtains ISDN Prime Service utilizing the Service Portability option, the Subscribing Entity(s) telephone number is ported to an ISDN capable switch designated by AT&T in order to provide the Service without a telephone number change. Special Assembly/Special Authority charges will be applicable to subsequent porting of the number back to the Subscribing Entity'(s) serving Central Office ("CO").

Special Assembly charges are additional charges that may be incurred when an ISDN Prime is provided out of a CO other than the Customer's native CO and the porting of numbers from the native CO is required and will be billed at the ICB rate provided at the time of Service request.

For example, a Subscribing Entity opens an office at a new location and wants ISDN Prime Service. The CO that serves that area ("native CO") isn't equipped with ISDN Prime. Instead, AT&T provides ISDN Prime Service from the nearest CO that is equipped with ISDN Prime but provides numbers from the native CO. Two years later, the native CO is upgraded and able to provide ISDN Prime Service. If the Subscribing Entity chooses to migrate the numbers back to the native CO and have the Service provisioned from that CO, Special Assembly charges may apply.

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

**6.6 Use of Service**

- The Subscribing Entity(s) agrees that ISDN Prime Service will only be used to transport the voice and/or data traffic of Subscribing Entity(s) and its Affiliates, and not to originate or terminate voice traffic to bypass switched access charges as defined by applicable state and federal telecommunications law.
- Subscribing Entity(s) understands that this covenant is an essential part of the undertaking by AT&T herein, and that AT&T is relying upon Subscribing Entity(s) covenant as an inducement to sell the ISDN Prime Service.
- Switched access charges are fees billed between AT&T and another communications carrier for the origination and termination of calls between their respective networks. Subscribing Entity(s) agrees to compensate AT&T for any switched access charges that AT&T is obligated to pay, or entitled to collect, as a result of Subscribing Entity(s) use of the ISDN Prime Service.
- As used herein the term switched access, generally speaking, means the charges that a long distance company is required to pay to a local telecommunications company for the termination or origination of long distance calls to or from a customer whose phone is connected to the local telecommunications company's local switching network.

**7 Cost Recovery Fee**

In lieu of the Cost Recovery Fee set forth in Section 9 of the Agreement, AT&T shall pay OIT a flat fee in the amount of \$8 for each new ISDN Prime circuit that is ordered under this Service Attachment. This fee shall be tracked and billed to the Subscribing Entity by a separate USOC for all new ISDN Prime Service purchased pursuant to this Service Attachment after the Effective Date. The Cost Recovery Fee is not applicable to existing circuits ordered under the ISDN Prime Attachment - 01/04/05 to the Network Services Addendum - 12/22/04 to the SBC Master Agreement - 3/16/04 and transitioned to the Master Service Agreement until July 1, 2009. This fee will be calculated by AT&T each calendar month by counting the number of ISDN Prime circuits with the specific USOC associated with this fee and multiplying that number by \$8.

**SERVICE ATTACHMENT 4  
TO THE  
MASTER SERVICE AGREEMENT**

**ISDN PRIME SERVICE**

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**8 Service Availability**

Contact the AT&T account team for information on Service availability.

**9 Taxes, Surcharges, and Governmental Fees**

Other charges, such as federal Access Charge, End User Complex Line Port, and Federal Universal Service Fee may apply to the ISDN Prime Service. The rates for such charges are set forth in the AT&T tariff.

**10 Service Level Agreement Requirements**

AT&T's Minimum Telephone Service Standards, as set forth in AT&T's Tariff No. 20, Part 2, Section 10 apply to the ISDN Prime Service.

**11 Reporting Requirements**

The State can access reports via AT&T's web-based billing analysis tool.

## APPENDIX 1

### PRICING TABLE

This Appendix 1 provides the MRCs for the 24 month service term associated with ISDN Prime Service.

Description – Service Components	Monthly Recurring Rate ea.	Non-Recurring Charge ea.
Local Distribution Channel– Zones 1, 2, 3	\$90.00	\$0.00
Channel Mileage Termination - Zone 3	\$35.00	\$0.00
Channel Mileage (per mile) – Zone 3	\$14.00	\$0.00
ISDN Prime (Custom and National)	\$250.00	\$600.00*
Unlimited Local Option (OPTIONAL)	\$255.00	\$0.00
Backup D Channel Arrangement (OPTIONAL)	\$25.00	\$0.00
Telephone Numbers	\$0.15	\$0.00

\* This nonrecurring charge shall not apply to existing Service converted to this Agreement as set forth in Section 6.1.

Note: As further described in Section 7, the Cost Recovery Fee is not E-Rate eligible, is in addition to the charges set forth above, and will be itemized as a separate cost element on the invoice for the Service.

#### Optional Features

Optional Feature	MRC
Backup D Channel Arrangement	\$25.00
2B Channel Transfer	Prevailing tariff rate
Call by Call for FX	Prevailing tariff rate
Call by Call for Tie lines	Prevailing tariff rate
Circular Hunt	Prevailing tariff rate
ISDN Calling Name ID	Prevailing tariff rate
Network Name Display	Prevailing tariff rate
Network Ring Again	Prevailing tariff rate
Redirected Number	Prevailing tariff rate
Selective Class of Call Screening	Prevailing tariff rate
System intercommunication Service	Prevailing tariff rate

## APPENDIX 2

### STANDARD FEATURES

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#### **Alternate Routing**

Allows a customer's incoming ISDN Prime traffic to be directed to a predetermined alternate route when all B Channels in the ISDN Prime trunk group are busy. The incoming traffic will be route advanced to another ISDN Prime Trunk Group or to an analog Direct Inward Dialing ("DID") trunk group as long as the alternate route is within the same switch, is billed to the same customer of record, and is billed usage on the same rate basis. Calls may not route between trunk-side services and line-side services. All incoming calls will automatically alternate route on both an out of service and overflow basis to the alternate ISDN Prime Trunk Group or an analog DID trunk group. Multiple Alternate Routes may be linked together although the total number of Alternate Routes may be limited due to technical restrictions.

#### **Call by Call for Trunk Groups**

Allows the Circuit Switched Voice and Data services enabled on the ISDN Prime to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing Circuit Switched Voice and Data calls to utilize "B" channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

#### **Caller ID**

All calling numbers presented to the services working on ISDN Prime can be delivered to the customer's Customer Premises Equipment ("CPE"), including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per trunk group basis only and is offered in appropriately equipped central offices. Blocked Caller ID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to AT&T compliance with the waiver order's eligibility requirements.

#### **Clear Channel Capability**

The "B" channels on the ISDN Prime are clear, since all signaling and control functions are handled by the "D" channel. This allows all 64 kbps on each "B" channel to be used for customer information over the ISDN Prime connection. Calls over the network may either by 56 kbps or 64 kbps depending on the public network in place between the ISDN Prime and the distant end of the call.

#### **"D" Channel Control of Multiple ISDN Primes**

Provides capability for a single "D" channel to provide signaling and control for one or more ISDN Prime connections. The twenty-fourth channel on one or more ISDN Prime connections is then made available for incoming and outgoing calls.

## APPENDIX 2

### STANDARD FEATURES

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#### **Dedicated Trunk Groups**

Allows all 23 channels (24 where technology permits), or a subset thereof, to be used as stand alone trunk groups. Each channel is capable of handling incoming or outgoing Circuit Switched Voice, or Circuit Switched Data.

#### **Digital Voice Transmission**

All voice calls are transmitted using digital signaling.

#### **Direct Inward Dialing Signaling**

Permits incoming dialed calls from the exchange network to reach a specific number served by CPE without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the CO. The CO will output digits to the CPE which can further process the calls as desired.

#### **Equal Access for InterLATA Calling**

Allows the customer to preselect an Interexchange Carrier for each Circuit Switched Voice or Circuit Switched Data trunk group. The carrier designation can be changed for charges shown in AT&T Operating Companies Access Service Tariff, F.C.C. No. 2, Section 4.2(C).

#### **PBX Station ID Capability**

Allows the station user's number (calling party) to be transmitted over the ISDN Prime "D" channel from Direct Inward Dialing equipped CPE PBXs that use ISDN Prime. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the CO.

## APPENDIX 3

### OPTIONAL FEATURES

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#### **2 B Channel Transfer**

Allows the ISDN Prime to connect two calls, transfer the call together and then release the parties from the ISDN Prime.

#### **Backup "D" Channel Arrangement**

Provides backup for primary "D" channel under those circumstances where multiple ISDN Primes share a single "D" channel. A predetermined channel on another ISDN Prime connection will automatically take over call signaling for Circuit Switched Voice and Data calls. The back up "D" channel arrangement is strongly recommended if three or more ISDN Primes are controlled by a single "D" channel.

#### **Call By Call for FX**

Allows Foreign Exchange ("FX") calls to be directed to and originated from ISDN Prime "B" channels. This provides Call By Call Service selection for incoming and outgoing Circuit Switched and Private Facility services (National ISDN only).

#### **Call By Call for Tie Lines**

Allows Tie Line calls to be directed to and originated from the ISDN Prime "B" channels. This provides Call By Call Service selection for incoming and outgoing Circuit Switched and Private Facility services.

#### **Circular Hunt**

A switch feature that dynamically points each new call attempt to the next idle B Channel following the last channel either to have accepted a call or the last channel to have attempted to place a call. Circular Hunt serves to evenly distribute traffic through all the B Channels in the trunk groups within the route list in a forward (ascending) circular fashion. Available where technical capabilities exist.

#### **ISDN Calling Name ID**

Allows ISDN Calling Name Identification with call control to send calling party information to ISDN Class II equipment.

#### **Network Name Display**

Allows the name of a station user calling over an ISDN Prime to be forwarded for display on a properly equipped customer-provided set. The terminating system may be in the same or a different CO.

#### **Network Ring Again**

Enables station users whose Digital PBX is connected to a central office by ISDN Prime to complete calls to a busy station line in another system without redialing. The system may be in the same or a different CO.

## APPENDIX 3

### OPTIONAL FEATURES

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#### **Redirected Number**

Provides the redirected number (i.e., the directory number to which the call was last presented) to the CPE, as well as the calling number in cases such as call forwarding. If during the call establishment phase, the call is redirected to another directory number by call forwarding, both the calling party number and the redirected number are delivered to the called party. If a call is redirected multiple times, only the first and the last redirecting numbers are delivered. Available where technical capabilities exist.

#### **Selective Class of Call Screening**

Allows the user, by means of Company operator identification, to restrict outgoing calls to those, which are charged to the called telephone number, a third number or a Company calling card.

#### **System Intercommunication Service**

Allows ISDN Prime "B" channels to connect to a Centrex business system or another ISDN Prime that originates in the same CO. This feature is offered on a per trunk group basis only.