GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage!,* a menu-driven database system. The INTERNET address for **GSA** *Advantage!* is **http://www.gsaadvantage.gov**

Multiple Award Schedule

FSC Group: Information Technology **FSC Class:** 541519PKI

CONTRACT NUMBER: GS-35F-0382T

CONTRACT PERIOD: April 13, 2017 through April 12, 2022

CONTRACTOR:

MCI Communications Services, Inc. (dba Verizon Business)
22001 Loudoun County Parkway
Ashburn, VA 20147
1-877-331-4276
Fax: 914-312-2110
http://www.verizonbusiness.com/worldwide/solutions/government/

Pricelist current through Modification # 99, dated February 23, 2022.

CONTRACTOR'S ADMINISTRATION SOURCE:
Ellen Lord Toma – GSA Contracts Manager
703-694-6207
Ellen.lord@verizon.com

BUSINESS SIZE: Other than small

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

This is the MOST RECENTLY awarded Contractor Initiated Modification and does NOT include any Mass Modifications

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

1. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
561422	Automated Contact Center Solutions (ACCS)
54151S	Information Technology Professional Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151ECOM	Electronic Commerce and Subscription Services
541519PKI	Public Key Infrastructure (PKI) Shared Service Providers (PKI SSP) Program
541519PIV	Homeland Security Presidential Directive 12 Product and Service Components
OLM	Order-Level Materials (OLM)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

561422	$0.00
54151S	$95.02
54151HACS	$125.94
54151ECOM	$.001893
541519PKI	$5.36
541519PIV	$113,34

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Page 12

2. MAXIMUM ORDER*:

561422	$	500,000.00
54151S	$	500,000.00
54151HACS	$	500,000.00
54151ECOM	$	500,000.00
541519PKI	$	1,000,000.00
541519PIV	$	1,000,000.00
OLM	$	100,000.00

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE:

The Geographic Scope of Contract will be domestic delivery only.

**Voice Services – Federal* allows for calls that originate in domestic locations with terminations in overseas locations. However, the services provided do not allow for originating calls in overseas locations.

**Order Level Materials and Services* offered under SIN OLM are subject only to delivery within the United States and its territories.

5. POINT(S) OF PRODUCTION: All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

6. DISCOUNT FROM LIST PRICES:
GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): N/A

8. PROMPT PAYMENT TERMS: Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: As Applicable

10a. TIME OF DELIVERY: Contact Contractor or To Be Determined at the Task Order level

11b. EXPEDITED DELIVERY: Contact Contractor or To Be Determined at the Task Order level

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor or To Be Determined at the Task Order level

11d. URGENT REQUIRMENTS: Contact Contractor or To Be Determined at the Task Order level

12. FOB POINT: Not applicable to Special Item Number (SIN) 561422, Special Item Number (SIN) 54151HACS Highly Adaptive Cybersecurity Services, 54151S

Professional Services, Special Item Number (SIN) 54151ECOM Electronic Commerce and Subscription Services, Special Item Number (SIN) 541519PKI Public Key Infrastructure (PKI) Shared Service Provider (SSP) Program, and Special Item Number (SIN) 541519PIV Homeland Security Presidential Directive 12 Product and Service Components. FOB Destination is applicable to any goods purchased and shipped under Special Item Number (SIN) OLM.

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13.

CONTRACTOR'S PAYMENT ADDRESS:	
SIN 54151S **SIN 54151HACS** **SIN 541519PKI** **SIN 541519PIV**	**Wire and ACH:** JPMorgan Chase Bank, NA 131 S. Dearborn, 6th floor Att: Lockbox (97) - 73617 Chicago, IL 60603 DDA# - 5280028 ABA# - 071000013
	Overnight: JPMorgan Chase Bank, NA Att: Verizon Business 131 S. Dearborn, 6th floor Att: Lockbox (97) - 73617 Chicago, IL 60603 312-732-5365
	Mail Delivery: Verizon PO Box 73617 Chicago, IL 60673-7617
SIN 561422 **SIN 54151ECOM** **SIN OLM**	**Wire and ACH** **WIRE** Bank of New York Mellon 500 Ross Street, Pittsburgh, PA 15250-8008 DDA # 021000018 ABA: # 6310111773 International Swift Code MELNUS3P Must send remittance details to: Vzb-emit-wire@verizon.com **ACH** PNC Bank 600 Grant Street Mailstop P6-PUSX-36-1 Pittsburgh, PA 15262-0001 ABA: # 021052053 DDA # 59330799 International Swift Code: PNCCUS33XX Must send remittance details to: VZEDIADVICE@Verizon.com
	Overnight Delivery Verizon Attn: Verizon Business - CARMS 15043 11 Wards Lane Menands, NY 12204-2103 Phone: 518-396-1191

	Mail Delivery Verizon Business PO BOX 15043 Albany, NY 12212-5043

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not Applicable

18. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not Applicable

19a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not Applicable

19b. Terms and conditions for any other services (if applicable): Not Applicable

20. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

21. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

22. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

23a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

23b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/: As Applicable

24. Unique Entity Identifier (UEI) number: 020751082

25. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.

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1 SERVICE DESCRIPTIONS

1.1 Information Technology (IT) Professional Services – Labor Category Descriptions

1.1.1 PKI Subject Matter Expert – II

Functional Responsibility*:* Highly-specialized in PKI services, PKI products, and/or related standards and would be called upon to assist with technology upgrades and tasks. Provide guidance to COTRs on best-of-practice technical procedures and policies. Able to support integration and deployment of highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Coordinates with senior representatives within the customer organizations to establish and define programs, resources, and risks. Provides leadership and guidance in the development, design and application of solutions implemented by junior staff members. Applies expertise to Government and commercial common user systems, as well as to dedicated special-purpose systems requiring the application and use of specialized security features and procedures. Examples could include modernizing Federal Government business processes and implementing proper security services so that businesses, Government agencies and the public operate in a common trusted environment.

Minimum Education*:* Expert knowledge of security policies advocated by the Federal government, as well as commercial best practices. Minimum MS in computer science, information systems, engineering, or other related scientific or technical disciplines.

MinimumExperience: 12 years of experience or 20 years progressively more difficult experience in developing and implementing PKI, information security technology, programs and policy for major industry and Government programs/efforts.

1.1.2 IT Systems Analyst I

Functional Responsibility: Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems involving network and computing capacity and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic problems as required and document as necessary. Works at the highest technical level of all phases of applications systems analysis activities. Works with various telecommunications technologies and computer-based modeling tools.

Minimum Education: BA/BS

Minimum Experience: 5 Years

1.1.3 IT Systems Analyst II

Functional Responsibility: Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems involving computer equipment capacity and limitations, operating time, and form of desired results.

Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. Instructs, directs, and checks the work of other systems analysis personnel. Responsible for quality assurance review. Functions as project leader. Communicates with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.4 IT Systems Engineer I

Functional Responsibility: Performs engineering functions which include studies, analyses, and implementation. Identifies, evaluates, and implements information technology to integrate organizations systems and interface with customers and suppliers; enables users to access and manipulate information across a wide variety of technology platforms and organizational boundaries. Evaluates functions from an enterprise and strategic perspective. Designs, implements, and operates network management systems that support telecommunications operations.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.5 IT Systems Engineer II

Functional Responsibility: Performs engineering functions which include studies, analyses, and implementation. Identifies, evaluates, and implements information technology to integrate organizations systems and interface with customers and suppliers; enables users to access and manipulate information across a wide variety of technology platforms and organizational boundaries. Evaluates functions from an enterprise and strategic perspective. Designs, implements, and operates network management systems that support telecommunications operations.

Minimum Education: BA/BS

Minimum Experience: 15 Years

1.1.6 IT Specialist

Functional Responsibility: Monitors IT equipment installation, performs system testing and evaluation activities. Inspects and reviews IT hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services. Performs adjunct installation, deinstallation, and relocation activities including, but not limited to, site preparation and installation and/or removal of existing systems, equipment, automated data processing services, and associated hardware and software. Tests quality assurance of IT equipment. Performs network testing, analysis, and optimization.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.7 Communications Analyst I

Functional Responsibility: Assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs, conduct feasibility studies for large projects, develop requests for proposals, evaluate vendor products, and make recommendations on selection. Analyzes traffic flow, client requirements, operating procedures, and traffic study techniques. Performs technical and economic studies of existing network systems. Communicates with technical and management personnel to determine applicable programs, agency plans, and other factors affecting telecommunications systems design requirements.

Minimum Education: BA/BS

Minimum Experience: 2 Years

1.1.8 Communications Analyst II

Functional Responsibility: Assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs, conduct feasibility studies for large projects, develop requests for proposals, evaluate vendor products, and make recommendations on selection. Analyzes traffic flow, client requirements, operating procedures, and traffic study techniques. Performs technical and economic studies of existing network systems. Communicates with technical and management personnel to determine applicable programs, agency plans, and other factors affecting telecommunications systems design requirements.

Minimum Education: BA/BS

Minimum Experience: 6 Years

1.1.9 Technical Writer

Functional Responsibility: Prepares and edits telecommunications documentation incorporating information provided by the client, specialists, analysts, engineers, and operations personnel. Documentation emphasizes telecommunications and data systems and associated terminology. Duties include the writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to defined standards. Communicates effectively in writing and orally with all levels of technical and management personnel, as required.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.10 IT Project Manager I

Functional Responsibility: Leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engage in: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate engineering personnel and the customer to ensure effective

coordination of all projects or program efforts; preparing and adhering to project cost and staffing plans; preparing plans, proposals, and briefings. Also provide management of contract negotiations and company representation with customers and subcontractors as required.

Minimum Education: BA/BS

Minimum Experience: 3 Years

1.1.11 IT Program Manager I

Functional Responsibility: Directs all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.

Minimum Education: BA/BS

Minimum Experience: 8 Years

1.1.12 IT Program Manager II

Functional Responsibility: Directs all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.

Minimum Education: BA/BS

Minimum Experience: 15 Years

1.1.13 IT Subject Matter Expert I

Functional Responsibility: Technology or specialized engineering subject matter expert proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.

Minimum Education: BA/BS

Minimum Experience: 10 Years

1.1.14 IT Subject Matter Expert II

Functional Responsibility: Technology or specialized engineering subject matter expert proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for

engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.

Minimum Education: BA/BS

Minimum Experience: 15 Years

1.1.15 IT Business Process Consultant I

Functional Responsibility: Analyzes process and re-engineering with an understanding of technical and functional solutions that relate to the current and future business environment. Documents current and future state process designs. Documents business system objectives and scope.

Minimum Education: BA/BS

Minimum Experience: 5 Years

1.1.16 IT Security Analyst I

Functional Responsibility: Performs security assessment of developmental or operational networks and systems. Identifies countermeasure options and supports customers in choosing best options to satisfy cost, functional, security, and other critical requirements. Possesses a working knowledge of industry standard government security evaluation criteria.

Minimum Education: BA/BS

Minimum Experience: 2 Years

1.1.17 IT Security Analyst II

Functional Responsibility: Leads a team of analysts and engineers in security assessment of developmental or operational networks and systems. Identifies countermeasure options and supports customers in choosing best options to satisfy cost, functional, security, and other critical requirements. Possesses a working knowledge of industry standard government security evaluation criteria.

Minimum Education: BA/BS

Minimum Experience: 5 Years

1.1.18 IT Security Engineer I

Functional Responsibility: Leads a team of engineers and technicians in the design, implementation, and installation of network security solutions, including but not limited to filtering policies, access control lists, virtual private networks, and secure access and authentication mechanisms.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.19 IT Security Engineer II

Functional Responsibility: Leads a team of engineers and technicians in the design, implementation, and installation of network security solutions, including but not limited to filtering policies, access control lists, virtual private networks, and secure access and authentication mechanisms.

Minimum Education: BA/BS

Minimum Experience: 10 Years

1.1.20 Functional Specialist I

Functional Responsibility: Addresses all areas of the business continuity planning cycle. Works with high-level organizational personnel and provides analysis and recommendations to organizations to ensure the continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure.

Minimum Education: BA/BS

Minimum Experience: 5 Years

1.1.21 Functional Specialist II

Functional Responsibility: Addresses all areas of the business continuity planning cycle. Works with high-level organizational personnel and provides analysis and recommendations to organizations to ensure the continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure.

Minimum Education: BA/BS

Minimum Experience: 7 Years

1.1.22 Functional Specialist III

Functional Responsibility: Addresses all areas of the business continuity planning cycle. Works with high-level organizational personnel and provides analysis and recommendations to organizations to ensure the continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure.

Minimum Education: BA/BS

Minimum Experience: 10 Years

1.2 Highly Adaptative Cybersecurity Services (HACS) – Labor Category Descriptions

1.2.1 Cyber Manager I

Functional Responsibility: Strong collaborative leadership, with an ability to engage and manage diverse cross-functional teams and influence end-to-end cybersecurity solutions to meet client's business, financial, and operational outcomes. Provide management for cybersecurity, information technology, program management, enterprise systems or technology-related projects. Advise on approaches to meet or improve cybersecurity postures. Define objectives, create plans to achieve objectives, track progress against objectives and budgets, and drive execution of key projects and programs. Guide projects from inception through delivery working closely with client stakeholders and cybersecurity project teams. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 3 years

1.2.2 Cyber Manager II

Functional Responsibility: Strong collaborative leadership, with an ability to engage and manage diverse cross-functional teams and influence end-to-end cybersecurity solutions to meet client's business, financial, and operational outcomes. Provide management for cybersecurity, information technology, program management, enterprise systems or technology-related projects. Advise on approaches to meet or improve cybersecurity postures. Define objectives, create plans to achieve objectives, track progress against objectives and budgets, and drive execution of key projects and programs. Guide projects from inception through delivery working closely with client stakeholders and cybersecurity project teams. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 5 years

1.2.3 Cyber Senior Manager I

Functional Responsibility: Provide senior management and leadership on cybersecurity initiatives such as technical strategy, scope, planning, approach, analysis, delivery, integration, oversight, and resource management. Strong collaborative leadership, with an ability to engage and manage diverse cross-functional teams and influence end-to-end solutions to meet client's business, financial, and operational outcomes. Advise on approaches to meet or improve cybersecurity postures. Solve complex problems, advise on cybersecurity solution implementations, analyze issues, provide cybersecurity expertise, and collaborate with clients to ensure solutions meet business needs. Manage project activities, development, and resources working in close partnership with customers and project teams. May act as a specialized technical expert or serve as a

team lead for vulnerability assessments, incident response, penetration testing, malware analysis, cyber hunting, information assurance, and/or security operations.

Minimum Education: BA/BS or equivalent

Minimum Experience: 8 years

1.2.4 Cyber Senior Manager II

Functional Responsibility: Provide senior management and leadership on cybersecurity initiatives such as technical strategy, scope, planning, approach, analysis, delivery, integration, oversight, and resource management. Strong collaborative leadership, with an ability to engage and manage diverse cross-functional teams and influence end-to-end solutions to meet client's business, financial, and operational outcomes. Advise on approaches to meet or improve cybersecurity postures. Solve complex problems, advise on cybersecurity solution implementations, analyze issues, provide cybersecurity expertise, and collaborate with clients to ensure solutions meet business needs. Manage project activities, development, and resources working in close partnership with customers and project teams. May act as a specialized technical expert or serve as a team lead for vulnerability assessments, incident response, penetration testing, malware analysis, cyber hunting, information assurance, and/or security operations.

Minimum Education: BA/BS or equivalent

Minimum Experience: 10 years

1.2.5 Cyber Specialist I

Functional Responsibility: Experience in the cybersecurity field working independently with complex situations. Install, configure, and maintain cybersecurity tools. Performs security assessment of developmental or operational networks and systems. Ability to document procedures and communicate in support of technical issues. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Identifies, evaluates, and implements cybersecurity solutions to integrate organizations systems. Perform duties in support of penetration testing, vulnerability assessment, malware analysis, cyber hunting, incident response, or information assurance. Knowledgeable in security management or auditing on any of the following security frameworks: NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), ISO 27001/2 Information Security management systems - requirements and practices, ISO 31000/27005 Risk Management Process. Execute daily operations of the position and is under direct supervision.

Minimum Education: BA/BS or equivalent

Minimum Experience: 1 year

1.2.6 Cyber Specialist II

Functional Responsibility: Experience in the cybersecurity field working independently with complex situations. Install, configure, and maintain cybersecurity tools. Performs security assessment of developmental or operational networks and systems. Ability to

document procedures and communicate in support of technical issues. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Identifies, evaluates, and implements cybersecurity solutions to integrate organizations systems. Perform duties in support of penetration testing, vulnerability assessment, malware analysis, cyber hunting, incident response, or information assurance. Knowledgeable in security management or auditing on any of the following security frameworks: NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), ISO 27001/2 Information Security management systems - requirements and practices, ISO 31000/27005 Risk Management Process. Execute daily operations of the position independently under general supervision.

Minimum Education: BA/BS or equivalent

Minimum Experience: 3 years

1.2.7 Cyber Specialist III

Functional Responsibility: Experience in the cybersecurity field working independently with complex situations. Install, configure, and maintain cybersecurity tools. Performs security assessment of developmental or operational networks and systems. Ability to document procedures and communicate in support of technical issues. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Identifies, evaluates, and implements cybersecurity solutions to integrate organizations systems. Perform duties in support of penetration testing, vulnerability assessment, malware analysis, cyber hunting, incident response, or information assurance. Knowledgeable in security management or auditing on any of the following security frameworks: NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), ISO 27001/2 Information Security management systems - requirements and practices, ISO 31000/27005 Risk Management Process. Ability to perform more complex or challenging tasks with minimal guidance. May be responsible for leading staff supporting the tasks.

Minimum Education: BA/BS or equivalent

Minimum Experience: 5 years

1.2.8 Cyber Specialist IV

Functional Responsibility: Experience in the cybersecurity field working independently with complex situations. Install, configure, and maintain cybersecurity tools. Performs security assessment of developmental or operational networks and systems. Ability to document procedures and communicate in support of technical issues. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Identifies, evaluates, and implements cybersecurity solutions to integrate organizations systems. Perform duties in support of penetration testing, vulnerability assessment, malware analysis, cyber hunting, incident response,

or information assurance. Knowledgeable in security management or auditing on any of the following security frameworks: NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), ISO 27001/2 Information Security management systems - requirements and practices, ISO 31000/27005 Risk Management Process. Proficient in subject matter best practices, tools, and approaches. Ability to perform and troubleshoot more complex or challenging tasks. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 7 years

1.2.9 Cyber Specialist V

Functional Responsibility: Experience in the cybersecurity field working independently with complex situations. Install, configure, and maintain cybersecurity tools. Performs security assessment of developmental or operational networks and systems. Ability to document procedures and communicate in support of technical issues. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Identifies, evaluates, and implements cybersecurity solutions to integrate organizations systems. Perform duties in support of penetration testing, vulnerability assessment, malware analysis, cyber hunting, incident response, or information assurance. Knowledgeable in security management or auditing on any of the following security frameworks: NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), ISO 27001/2 Information Security management systems - requirements and practices, ISO 31000/27005 Risk Management Process. Proficient in subject matter best practices, tools, and approaches. Ability to perform and troubleshoot complex or challenging tasks, and typically considered to have specialized expertise. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 9 years

1.2.10 Cyber Consultant I

Functional Responsibility: Provide guidance on building and/or maturing information security programs and the implementation of tools and technologies used for enterprise security. Evaluate client cybersecurity needs, coordinate design for a solution, and clearly communicate the value proposition of complex and highly technical subjects. Implement/maintain and/or assess existing security controls and tools. Provide knowledge of tools and technologies used for enterprise security. Interface with clients to address concerns, issues or escalations, and track and drive issues to closure. Lead or support implementation of cybersecurity solutions. May be technical expert for a specific tool, technique, or methodology related to security operations. Knowledgeable of tools used in penetration testing, security event analysis, incident response, computer forensics, network and endpoint architecture, malware analysis, cyber hunting,

vulnerability assessment, Risk Management Framework (RMF), Payment Card Industry, security operation center (SOC), information assurance, or other areas of security operations. Execute daily operations of the position and is under direct supervision.

Minimum Education: BA/BS or equivalent

Minimum Experience: 2 years

1.2.11 Cyber Consultant II

Functional Responsibility: Provide guidance on building and/or maturing information security programs and the implementation of tools and technologies used for enterprise security. Evaluate client cybersecurity needs, coordinate design for a solution, and clearly communicate the value proposition of complex and highly technical subjects. Implement/maintain and/or assess existing security controls and tools. Provide knowledge of tools and technologies used for enterprise security. Interface with clients to address concerns, issues or escalations, and track and drive issues to closure. Lead or support implementation of cybersecurity solutions. May be technical expert for a specific tool, technique, or methodology related to security operations. Knowledgeable of tools used in penetration testing, security event analysis, incident response, computer forensics, network and endpoint architecture, malware analysis, cyber hunting, vulnerability assessment, Risk Management Framework (RMF), Payment Card Industry, security operation center (SOC), information assurance, or other areas of security operations. Execute daily operations of the position independently under general supervision.

Minimum Education: BA/BS or equivalent

Minimum Experience: 4 years

1.2.12 Cyber Consultant III

Functional Responsibility: Provide guidance on building and/or maturing information security programs and the implementation of tools and technologies used for enterprise security. Evaluate client cybersecurity needs, coordinate design for a solution, and clearly communicate the value proposition of complex and highly technical subjects. Implement/maintain and/or assess existing security controls and tools. Provide knowledge of tools and technologies used for enterprise security. Interface with clients to address concerns, issues or escalations, and track and drive issues to closure. Lead or support implementation of cybersecurity solutions. May be technical expert for a specific tool, technique, or methodology related to security operations. Knowledgeable of tools used in penetration testing, security event analysis, incident response, computer forensics, network and endpoint architecture, malware analysis, cyber hunting, vulnerability assessment, Risk Management Framework (RMF), Payment Card Industry, security operation center (SOC), information assurance, or other areas of security operations. Ability to perform more complex or challenging tasks with minimal guidance. May be responsible for leading staff supporting the tasks.

Minimum Education: BA/BS or equivalent

Minimum Experience: 6 years

1.2.13 Cyber Consultant IV

Functional Responsibility: Provide guidance on building and/or maturing information security programs and the implementation of tools and technologies used for enterprise security. Evaluate client cybersecurity needs, coordinate design for a solution, and clearly communicate the value proposition of complex and highly technical subjects. Implement/maintain and/or assess existing security controls and tools. Provide knowledge of tools and technologies used for enterprise security. Interface with clients to address concerns, issues or escalations, and track and drive issues to closure. Lead or support implementation of cybersecurity solutions. May be technical expert for a specific tool, technique, or methodology related to security operations. Knowledgeable of tools used in penetration testing, security event analysis, incident response, computer forensics, network and endpoint architecture, malware analysis, cyber hunting, vulnerability assessment, Risk Management Framework (RMF), Payment Card Industry, security operation center (SOC), information assurance, or other areas of security operations. Proficient in subject matter best practices, tools, and approaches. Ability to perform and troubleshoot more complex or challenging tasks. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 8 years

1.2.14 Cyber Consultant V

Functional Responsibility: Provide guidance on building and/or maturing information security programs and the implementation of tools and technologies used for enterprise security. Evaluate client cybersecurity needs, coordinate design for a solution, and clearly communicate the value proposition of complex and highly technical subjects. Implement/maintain and/or assess existing security controls and tools. Provide knowledge of tools and technologies used for enterprise security. Interface with clients to address concerns, issues or escalations, and track and drive issues to closure. Lead or support implementation of cybersecurity solutions. May be technical expert for a specific tool, technique, or methodology related to security operations. Knowledgeable of tools used in penetration testing, security event analysis, incident response, computer forensics, network and endpoint architecture, malware analysis, cyber hunting, vulnerability assessment, Risk Management Framework (RMF), Payment Card Industry, security operation center (SOC), information assurance, or other areas of security operations. Proficient in subject matter best practices, tools, and approaches. Ability to perform and troubleshoot complex or challenging tasks, and typically considered to have specialized expertise. May act as a specialized technical expert or team lead.

Minimum Education: BA/BS or equivalent

Minimum Experience: 10 years

1.2.15 Cyber Subject Matter Expert III

Functional Responsibility: Subject matter expert proficient in cybersecurity principles and practices such as penetration testing, vulnerability assessment, incident response, malware analysis, security operation centers (SOCs), information assurance, cyber

hunting, and/or security program architecture. Lead customer engagements and project execution providing information security solutions. Serves as a major contributor to technical planning process and for providing technical management and guidance. Applies specialized cybersecurity experience, skills, and expert knowledge to complex assignments. Generates unique and innovative concepts/solutions, and uses cybersecurity tools to solve technical requirements or issues. Highly technical expert advising on cybersecurity matters and providing cybersecurity services. Proficient in industry frameworks and standards such as ISO 27001, NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), HIPAA, FERPA, NERC CIP, CMMC, etc.

Minimum Education: BA/BS or equivalent

Minimum Experience: 10 years

1.2.16 Cyber Subject Matter Expert IV

Functional Responsibility: Subject matter expert proficient in cybersecurity principles and practices such as penetration testing, vulnerability assessment, incident response, malware analysis, security operation centers (SOCs), information assurance, cyber hunting, and/or security program architecture. Lead customer engagements and project execution providing information security solutions. Serves as a major contributor to technical planning process and for providing technical management and guidance. Applies specialized cybersecurity experience, skills, and expert knowledge to complex assignments. Generates unique and innovative concepts/solutions, and uses cybersecurity tools to solve technical requirements or issues. Highly technical expert advising on cybersecurity matters and providing cybersecurity services. Proficient in industry frameworks and standards such as ISO 27001, NIST Cyber Security Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), HIPAA, FERPA, NERC CIP, CMMC, etc.

Minimum Education: BA/BS or equivalent

Minimum Experience: 14 years

1.2.17 Cyber Subject Matter Expert V

Functional Responsibility: Subject matter expert proficient in cybersecurity principles and practices such as penetration testing, vulnerability assessment, incident response, malware analysis, security operation centers (SOCs), information assurance, cyber hunting, and/or security program architecture. Lead customer engagements and project execution providing information security solutions. Serves as a major contributor to technical planning process and for providing technical management and guidance. Applies specialized cybersecurity experience, skills, and expert knowledge to complex assignments. Generates unique and innovative concepts/solutions, and uses cybersecurity tools to solve technical requirements or issues. Highly technical expert advising on cybersecurity matters and providing cybersecurity services. Proficient in industry frameworks and standards such as ISO 27001, NIST Cyber Security

Framework (CSF), Risk Management Framework (RMF), Payment Card Industry Data Security Standard (PCI DSS), Federal Information Security Modernization Act (FISMA), HIPAA, FERPA, NERC CIP, CMMC, etc.

Minimum Education: BA/BS or equivalent

Minimum Experience: 16 years

1.3 Verizon Shared Service Provider (SSP) Service Description

In March of 2004 the General Services Administration's (GSA) Office of Government Wide Policy announced its intent to establish a certified providers list for Public Key Infrastructure (PKI) services. The purpose of the program is to ensure that third-party PKI service vendors can satisfy the U.S. Government's requirements for issuing and managing digital certificates on smart card tokens. Those specifications include the U.S. Common Policy Framework, FIPS 201 and NIST SP 800-73. The primary goals of the SSP program are to provide federal agencies a cost-effective way to issue smart card based identity credentials to Federal government employees and contractors and to establish strong government oversight of commercial managed service providers. These credentials are designed to permit both physical access (employee badges) and network access (logical) controls through a combination of card features such as photographs, fingerprints and digital certificates. Verizon (formerly Verizon) has met the SSP requirements established by the FICC and was placed on the certified providers list on August 12, 2004.

Verizon's Federal SSP Service includes issuance of digital certificates onto smartcards or tokens, validation of those certificates through OCSP, full auditing and reporting, as well as Help Desk and Global Support Services. It incorporates our leading UniCERT Certificate Authority software as well as technologies from Microsoft and other vendors whose products are on the Approved Products List

http://www.idmanagement.gov/index.cfm.

The SSP solution is built as a scalable architecture that may be complemented (at the Agency's option) with Card Management Services (CMS), LDAP-based Directory services, and SCVP Validation Services. The core Verizon SSP offering provides all the digital certificate profiles required to be implemented on FIPS-201approved smart cards. This infrastructure is distributed between multiple Verizon data centers to provide full Disaster Recovery in order to adhere to the Federal Common Policy.

Verizon's SSP Certification Authority (CA) has been signed by the Federal Root and Verizon SSP certificates express the Common Policy OIDs. These SSP, PIV certificates have achieved cross-certification with the Federal Bridge CA (FBCA) through the Common Policy linkage.

By utilizing Verizon, Federal government entities obtain PKI managed services that are operated with government oversight and control as well as being consistent with current electronic signature law and policy. As a qualified and certified SSP, Verizon must:

- Operate its infrastructure under the Federal Common Policy Framework, a certificate policy developed, owned and controlled by the Federal government

- Develop and adhere to operational policies and procedures (described in our Certification Practices Statement) that are consistent with the Federal Common Policy Framework
- Demonstrate compliance with the Federal Common Policy Framework and our internal policies with an annual third party audit
- Receive approval to operate as a SSP from a qualified GSA official
- Comply with existing security laws and regulations, including certification and accreditation of its managed services

Verizon expanded our Managed PKI services to include a Certificate Authority (CA) that is cross-certified with the FBCA. Verizon is cross-certified at the following FBCA levels of assurance: PIV-I, medium-hardware, medium-hardware-cbp, medium, medium-cbp, and basic.

Our Managed PKI services offer fully managed options to archive and recover end user encryption keys, post certificates and CRLs to a publicly accessible directory, and validate certificate status in real-time through OCSP. Because our Managed PKI service platforms are built on open standards, they are well integrated and highly interoperable. Supported standards include the following:

- X.509 v3 certificates and v2 CRLs
- Public Key Cryptographic Standards (PKCS 1, 7, 10, 11, and 12)
- PKIX (CMP, CRMF)
- Lightweight Directory Access Protocol (LDAP)
- Online Certificate Status Protocol (OCSP)
- Simple Certificate Validation Protocol (SCVP)

Additionally, all CA keys are stored in FIPS 140-2 certified cryptographic hardware modules. Verizon offers a standard service level at 99.5%. Per the Federal Common Policy and the Verizon-Cybertrust Certificate Policy, Verizon must be able to reconstitute its CA operations within 72 hours of a catastrophic failure.

Table 1-1. MCI Communications Services, Inc. dba Verizon Business Services HSPD-12 and PIV-I Offering

Standard
One time initial Set Up Fee
includes setup of the CA
network communications (https or VPN)
OCSP setup
For PIV: C&A of the CA where the issuer=<agency> For PIV-I, issuer = <contracting organization>
Contracting organization can witness the key generation of the CA.
Up to 7,784 user seats
Up to 4 FIPS X.509v3 certificates per user seat that are compliant with the Federal Common Policy or interoperable with the FBCA
Unlimited OCSP validations per user seat

Operated in accordance with the Federal Common Policy or requirements per the FBCA cross-certification
Disaster recovery in Irving, TX
Warm failover for CA issuance
Hot failover for validation
Yearly audits and C&A(in accordance with NIST FIPS and OMB requirements) of the CA in accordance with requirements of the Federal Common Policy (HSPD-12) or cross-certification with the FBCA
Full certificate life-cycle support for each year that the managed service is paid
Max life of the certificates are 3 years and can be lower to coincide with the 5 year lifespan of the smart card
Basic architecture support to assist with network communications (https or VPN) and infrastructure assistance
Access controls delegated based on the domain of the issuer

Verizon can also offer TLS/SSL device certificates, code signing certificates, and application certificates. These can be under the Federal Common Policy, the Verizon-Cybertrust Commercial SSP Certificate Policy or our public-trust certificate policy as open market.

1.4 Identity Management Service Offering Service Description

1.4.1 Service description

a. *PIV and PIV-I Integration Services.* Verizon PIV and PIV-I Integration Services incorporate the elements required to integrate an end-to-end credentialing solution. These include:
   - Integration of all major PIV and PIV-I components, including:
   - Enrollment software
   - Card management system
   - Identity management system (IDMS)
   - Public Key Infrastructure (PKI)
   - Physical access control systems
   - Logical access control systems
   - Card-level interfaces
   - System interfaces, including interfaces to background check, human resources, security, and other subsystems or databases per agency processes
   - Internet-based workflow products
   - Web page integration and management
   - Card production facility/finalization.
   - Help Desk
   - Integration of new unit components such as biometric readers, card readers, electronic
   - F/ERO and ERO (PIV-I) assignments per FEMA requirements (optional)

b. *PIV and PIV-I Enrollment and Registration Services.* Verizon's PIV and PIV-I Enrollment and Registration services include developing comprehensive supporting

procedures, integration services, training efforts, and operations / maintenance of registration F/ERO and ERO (PIV-I) assignments per FEMA requirements (optional)

- Full development of standard operating procedures aligned with PIV and PIV I and the Federal Common Policy
- Privacy reviews, audits, and development of a privacy impact assessment
- Training for enrollment/registration agents
- Use of enrollment components that meet or exceed the specific requirements defined in FIPS 201 and that are already tested or in the process of being tested for FIPS 201 compliance by the GSA and the National Institute of Standards and Technology (NIST)
- Integrated quality checks which ensure that the quality of the biometric images captured are usable as interoperable biometric templates
- Role-based access control for registration personnel, system administrators, etc.
- Performance metrics and reporting tools
- Disaster recovery of enrollment data
- Staffing of enrollment workstations with certified PIV registrars

c. *PIV and PIV-I Card Management Services.* Verizon's solution includes Card Management Services. Our comprehensive Card Management Services address each of the card management and production hardware and/or software products that are required to be a GSA qualified HSPD-12 provider, including:

- PIV cards
- Data model development
- Topography design
- Managing inventory of PIV card stock and supplies in a secure environment.
- Managing secure shipping
- Conducting inventory control
- Performing routine quality checks
- Managing the delivery of quantities of cards via secure shipping and delivery processes, including delivery tracking and confirmation, to authorized locations and authorities.
- Card Management System (CMS) integrated with other authorized PIV and PIV-I systems infrastructure components and PKI Certificate Authorities.
- Manage all aspects of a card life cycle
- Support of card level interfaces, including multiple card types
- Support authentication and authorization processes tied to integrated security processes
- Establish an interface with the IDMS, the PKI certification authority, and the card printing system, as well as the capability of interacting with a variety of government systems for enterprise-level physical and logical access control systems in a secure manner
- Specify, integrate and implement printer workstations that meet all of the GSA FIPS 201 Evaluation Program specifications for card printer stations, including peripherals, with enough ports to connect all of them simultaneously. Additionally, identifying requirements for each card activation and finalization station, including hardware, software, consumables, replacement parts, etc.

d. *PIV and PIV-I Card Activation and Finalization Services.* Verizon's Card Activation and Finalization services include:

- Centralized or distributed configurations to complete initial configurations of hardware and software
- Activation and finalization deployment services, including the card architectures, data models, card topographies, are put into a standardized configuration management process
- Support the hardware and software in the infrastructure that supports activation and finalization, including the portal activation tool, enrollment workstation, card production facility, and help desk
- Configuration Management (CM) processes
- Centralized or distributed application of software changes
- Online or offline card activation activities
- Comprehensive inventory control including provision of on-line access to authorized authorities and PIV/PIV-I system components
- Secure shipping, including tracking capabilities, only to authorized locations and authorities
- Set up instructions and installation support at approved government or contractor sites
- Set up or transfer of finalization services from one facility to another, including provision of detailed setup instructions
- Inventory control system and detailed quality assurance measures
- Card activation and finalization personnel services

1.4.2 PIV and PIV-I PKI Services

In March of 2004 the General Services Administration's (GSA) Office of Government Wide Policy announced its intent to establish a certified providers list for Public Key Infrastructure (PKI) services. The purpose of the program is to ensure that third-party PKI service vendors can satisfy the U.S. Government's requirements for issuing and managing digital certificates on smart card tokens. Those specifications include the U.S. Common Policy Framework, FIPS 201 and NIST SP 800-73. The primary goals of the SSP program are to provide federal agencies a cost-effective way to issue smart card based identity credentials to Federal government employees and contractors and to establish strong government oversight of commercial managed service providers. These credentials are designed to permit both physical access (employee badges) and network access (logical) controls through a combination of card features such as photographs, fingerprints and digital certificates. Verizon met the SSP requirements established by the FICC and was placed on the certified providers list on August 12, 2004.

The Verizon SSP Service includes issuance of digital certificates onto smartcards or tokens, validation of those certificates through OCSP, full auditing and reporting, as well as Help Desk and Global Support Services. It incorporates our leading UniCERT Certificate Authority software as well as technologies from Microsoft and other vendors whose products are on the Approved Products List

http://www.idmanagement.gov/index.cfm.

The SSP solution is built as a scalable architecture that may be complemented (at the Agency's option) with Card Management Services (CMS), LDAP-based Directory services, and SCVP Validation Services. The core Verizon SSP offering provides all the digital certificate profiles required to be implemented on FIPS-201approved smart cards. This infrastructure is distributed between multiple Verizon data centers to provide full Disaster Recovery in order to adhere to the Federal Common Policy.

Verizon's SSP Certification Authority (CA) has been signed by the Federal Root and Verizon SSP certificate's express the Common Policy OIDs. These SSP, PIV certificates have achieved cross-certification with the Federal Bridge CA (FBCA) through the Common Policy linkage.

By utilizing Verizon, Federal government entities obtain PKI managed services that are operated with government oversight and control as well as being consistent with current electronic signature law and policy. As a qualified and certified SSP, Verizon must:

- Operate its infrastructure under the Federal Common Policy Framework, a certificate policy developed, owned and controlled by the Federal government
- Develop and adhere to operational policies and procedures (described in our Certification Practices Statement) that are consistent with the Federal Common Policy Framework
- Demonstrate compliance with the Federal Common Policy Framework and Verizon internal policies with an annual third party audit
- Receive approval to operate as a SSP from a qualified GSA official, and
- Comply with existing security laws and regulations, including certification and accreditation of its managed services

Verizon expanded its Managed PKI services to include a Certificate Authority (CA) that is cross-certified with the FBCA. Verizon is cross-certified at the following FBCA levels of assurance: PIV-I, medium-hardware, medium-hardware-cbp (commercial best practices), medium, medium-cbp, and basic.

Verizon's Managed PKI services offer fully managed options to archive and recover end user encryption keys, post certificates and CRLs to a publicly accessible directory, and validate certificate status in real-time through OCSP. Because Verizon's Managed PKI service platforms are built on open standards, they are well integrated and highly interoperable. Supported standards include the following:

- X.509 v3 certificates and v2 CRLs
- Public Key Cryptographic Standards (PKCS 1, 7, 10, 11, and 12)
- PKIX (CMP/certificate management protocol, CRMF/certificate request message format)
- Lightweight Directory Access Protocol (LDAP)
- Online Certificate Status Protocol (OCSP)
- Simple Certificate Validation Protocol (SCVP)

Additionally, all CA keys are stored in FIPS 140-2 certified cryptographic hardware modules. Verizon offers a standard service level at 99.5%. Per the Federal Common

Policy and the Verizon-Cybertrust Managed PKI Certificate Policy, Verizon must be able to reconstitute its CA operations within 72 hours of a catastrophic failure.

Logical Access Control. Verizon's security system solutions provide Logical Access Control Services (LACS) to enable access to applications and IT systems using PIV credentials. The solution allows the federal government to maximize the value of this high assurance credential to protect its logical systems.

Verizon LACS integration service provides a variety of solutions of integrating logical systems and PIV credential. The following are a few highlights:

- *ICAM Assessment:* ICAM (Identity, Credential and Access Management) is a strategic initiative that impacts multiple groups within an agency. It is crucial that input be sought from all the stakeholders and different aspects of the business. Verizon ICAM assessment service will assist federal agencies in developing an overall ICAM or specific LACS integration strategy tailored to the agency's specific requirements. Verizon will assess the current technologies, analyze requirements, define future state and develop a roadmap and actionable work plan for the initiative. In a space where dozens of technologies exist from which to choose, our vendor-independent approach to technology evaluation allows Verizon to deliver solutions which most effectively address your organization's requirements and strategic goals with the best products and a proven deployment methodology.
- *PIV Based Strong Authentication:* Verizon Security System Solutions will leverage COTS product and agencies existing technologies to implement strong multifactor PIV authentication in applications and systems. With the enablement, end users are no longer relying only user name and password to gain access to the logical systems. PKI and biometrics based authentication will substantially reduce the risk of unauthorized intrusion to the logical systems.
- *Single Sign-On (SSO):* SSO enables agencies to deliver an integrated set of "shared" security and management services that allow the centralization of policies and administration for authentication and authorization access control to applications. SSO will allow end users to logon with PIV credential once and obtain access to multiple logical systems according to the access policies. When employing SSO technologies, federal agencies are able to accelerate PIV authentications enablement without the separate integration of individual applications. Therefore, it provides a faster and more cost effective way to enable applications.
- *Access Provisioning and De-provisioning:* Each PIV system not only provides a high assurance credential to federal employees and contractors, it also provides a highly accurate, clean and authoritative credential source that can be leveraged when provisioning access to the logical systems such as applications and systems in accordance with HSPD-12 requirements. Verizon's access provisioning and de-provisioning solution leverages PIV as one of the authoritative identity sources, and employs mainstream IAM provisioning COTS (Commercial Off The Shelf) products to automate the processes for granting (provisioning) , modifying (provisioning and de-provisioning) and revoking (de-provisioning) resource entitlements, including both LACS and physical access control system (PACS), based on business rules.

- *Access Governance Service:* Supporting federal regulative compliance, e.g. FISMA, Verizon Access Governance service effectively manages access-related business and compliance risks, and fosters collaboration between key stakeholders including business managers, IT staff, auditors, and risk and compliance teams. The solution simplifies federal government's compliance process by ensuring users can only access the resources (data, applications, etc.) they are authorized to access. The solution determines access users should have, access users actually have and how to bridge the gaps between them. As result, it will enable federal government's access procedures to be more agile and responsive to the government's mission.
- *Audit and Security Information Management (SIM):* ICAM policy is very capable in areas such as access and entitlement policy management, but it cannot address broad-scope user activity monitoring across individual security domains. Verizon SIM technology provides broad-scope user activity monitoring, but it lacks the user access and entitlement policy context that is needed to identify exceptions. When they are integrated, SIM can be used to provide exception monitoring, and ICAM can be used to control access in response to the abuse of privileges. There is also the promise of SIM monitoring, which dynamically adjusts to changes in ICAM policies. The Verizon SIM Platform is designed to enhance the value of ICAM technologies. It combines the broad activity collection and correlation of SIM with the user and role management of ICAM. As a result, agencies realize the value of their ICAM investment more quickly, get a complete picture of user activity, and can pass compliance audits with confidence.

Verizon's LACS solutions combine security and infrastructure to help the federal agencies secure data, identities, applications and systems from the desktop, along your network, and around the world. Verizon is ready to help the federal government to mitigate security risks and secure network to help the government in supporting its mission.

Physical Access Control. Verizon Security System Solutions provide access to facilities that are managed by using a Physical Access Control System (PACS). The access control server of the PACS is an administrative tool used by the operator to provision physical access control resources, journal all system activities, and execute business logic related to alarms and other events collected via data sensors. The server downloads cardholder unique identification data, access level and authorized functions to the relevant access control panel.

Verizon PACS architectures rely on "intelligent" control panels for robust operation. The control panel is clock synchronized and connected to the access control server, card reader and door locking hardware. The control panel sends the decision result to the access control server for display and archiving. The system will continue to operate even if connectivity to the server is lost because the data is stored locally in the panel.

A contactless smart card reader communicates with the integrated circuit chip in a smart card using Radio Frequency (RF) signaling. The PIV contactless interface is standardized by ISO/IEC 14443. The readers typically provide cardholder information to the control panel, which it uses to make access control decisions and send commands to door locking actuators. The control panel communicates with the server to receive changes in access permissions, and to send audit records and log information.

FIPS 201 defines authentication mechanisms at three assurance levels (Some, High and Very High), and standardizes optional credential elements. The standard defines the characteristics of the PIV System. The PIV System was designed to integrate with electronic physical access control systems. The PIV card employs microprocessor-based smart card technology, and is designed to be counterfeit-resistant, tamper-resistant, and interoperable across Federal government facilities.

Verizon Systems provide Authentication as a process that establishes the identity of a person as a prerequisite to allowing access to physical resources. A check for termination is performed by a status check, using either the Online Certificate Status Protocol or certificate revocation lists (CRL), on a PIV authentication certificate.

The ability of a PIV card and cardholder to authenticate at a reader does not mean they will be granted access. This means that the cardholder has been identified, with the assurance level of the authentication mechanism employed at the reader. In order for the PIV cardholder to be granted access, they must be enrolled into PACS and granted specific access levels.

Biometric enrollment is mandatory for the PIV card. Every government employee and contractor who can provide at least one fingerprint image of acceptable quality must be pre-enrolled for biometric authentication.

Verizon's systems provide assurance of the authentication process and are determined by the number and quality of each authentication factor used. These factors are typically divided into three categories:

- Something you have − An object difficult to copy (e.g. smart card)
- Something you know − An element difficult to guess (e.g. PIN)
- Something you are − An element difficult to share (e.g. fingerprint)

Verizon provides Biometric authentication that enhances physical security by providing a high level of assurance that the person presenting the PIV card for facility access is, in fact, the person that the card was issued to. This is accomplished by matching a presented biometric sample to an enrolled biometric template. Fingerprint biometric matching is the predominate method used for access control applications.

Verizon's PACS provide the Government with the ability to enhance security, and improve interoperability with other Federal agencies. The PACS provide authentication methods that include, performing a cryptographic challenge of the PIV card and performing a biometric match to validate that the individual presenting the card is the authorized cardholder.

1.4.3 PIV and PIV-I Infrastructure Services

Verizon's Infrastructure Services (aka Managed Hosting) are comprehensive and are proven in multiple customer scenarios. Verizon offers end-to-end managed hosting services for every component of a full PIV and PIV-I solution, including:

- FIPS 201 components are hosted in a FISMA compliant data center that supports the Verizon SSP environment and the Verizon CA that is cross-certified with the FBCA.

- Standards-based services that work with each other to support the various functional scenarios
- Cost-effective and easily integrated services
- System-wide integrity, privacy protection, and assurance provided through a comprehensive set of security mechanisms, including: graphical card security, electrical card security, physical security, Hardware Security Models (HSMs), digital signatures, strong identification & authentication (I&A), Role-based Access Control (RBAC), data segmentation, secure communications, audit, security training, and SOPs
- Fully integrated, layered security structure, which makes extensive use of PKI as well as solid practices in secure system design methods
- High standard of data security by using cryptographic and biometric logon techniques with password protection as well as other, symmetric key-based techniques for access control.
- Data encryption methodologies for strong privacy of applicant data

1.4.4 Security ICAM Solutions Information Technology Labor Categories

Verizon will provide fully qualified personnel to support implementation of SIN 541519PIV deliverables, according to a subset of IT Labor called Security ICAM Solutions IT. The ICAM, or Identity, Credential, and Access Management professional, is specifically concerned with the credentialing aspects of ID-MSO as opposed to general IT. The Security ICAM Solutions IT information described in the following paragraphs:

1.4.5 Security ICAM Solution Program Manager (ICAM PGM)

Experience: More than ten years of experience with the execution and management of large-scale Information Technology (IT) programs. This includes over four years of direct experience in leading and executing Identity, Credential and Access Management (ICAM) solutions in the private or public sector. Experience includes:

- Privilege /Attribute Assignment Software
- Program management of technically and functionally complex Identity, Credential and Access Management (ICAM) programs
- Implementing detailed management techniques such as Critical Path Method (CPM) and Earned Value Analysis
- Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages
- GOTS/COTS package selection and business case development
- ICAM solution architectural analysis and design
- Detailed ICAM migration planning and trade-off analysis
- GOTS/COTS software installation and configuration for multiple functional modules of enterprise software
- Software and system developmental and acceptance testing
- Legacy system interface design, development, and implementation

This individual is also experienced and knowledgeable in the latest industry trends and developments in enterprise IT solutions, including such topics/products as:

- Identity Management Systems Integration
- Logical Access Control Systems Integration
- Physical Access Control Systems Integration
- Security Certification and Accreditation of Federal Information Systems
- Secure Sockets Layer (SSL) Certificate Authority Integration Services
- Network Security Services
- Internet Security Services

Functional Responsibility: Acts as overall program manager and central point of contact for Identity, Credential, and Access Management (ICAM) solution activities. Responsible for all aspects of program planning, execution management, and status reporting. Provides communication to customer executive management on project plans, status reports, and deliverables. Ensures all critical program issues relating to quality of service, contractual matters, and engagement performance are addressed. Ensures systems design methodologies are compatible and compliant with Program requirements. Provides technical and functional guidance to the project team, including identifying new opportunities for technology insertion.

Minimum Education: Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.4.6 Security ICAM Solution Project Manager (ICAM PJM)

Experience: Over five years of experience with the execution and management of large-scale Information Technology (IT) programs. This includes over two years of direct experience in leading and executing Identity, Credential and Access Management (ICAM) solutions in the private or public sector. Experience includes:

- Program management of technically and functionally complex Identity, Credential and Access Management (ICAM) programs
- Implementing detailed management techniques such as Critical Path Method (CPM) and Earned Value Analysis
- Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages
- GOTS/COTS package selection and business case development
- ICAM solution architectural analysis and design
- Detailed ICAM migration planning and trade-off analysis
- GOTS/COTS software installation and configuration for multiple functional modules of enterprise software
- Software and system developmental and acceptance testing
- Legacy system interface design, development, and implementation

This individual is also experienced and knowledgeable in the latest industry trends and developments in enterprise IT solutions, including such topics/products as:

- Identity Management Systems Integration

- Logical Access Control Systems Integration
- Physical Access Control Systems Integration
- Security Certification and Accreditation of Federal Information Systems
- Secure Sockets Layer (SSL) Certificate Authority Integration Services
- Network Security Services
- Internet Security Services

Functional Responsibility: Acts as manager and overall point of contact for a specific project within an overall enterprise-wide Identity, Credential, and Access Management (ICAM) solution program. Could be called upon to act as the overall program manager and central point of contact for Identity, Credential, and Access Management (ICAM) solution activities. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned time lines. Directs and reviews program plans, status reports, and deliverables with Program Director and project teams. Provides technical and functional management to one or more project teams for specific projects or sub-tasks.

Minimum Education: Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.4.7 Security ICAM Solution Technical Architect (ICAM TARCH)

Experience: Highly-specialized in ICAM services, ICAM products, and/or related standards and would be called upon to assist with technology upgrades and tasks. Provide guidance to COTRs on best-of-practice technical procedures and policies. Able to support integration and deployment of highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Coordinates with senior representatives within the customer organizations to establish and define programs, resources, and risks. Provides leadership and guidance in the development, design and application of solutions implemented by junior staff members. Applies expertise to Government and commercial common user systems, as well as to dedicated special-purpose systems requiring the application and use of specialized security features and procedures. Examples could include modernizing Federal Government business processes and implementing proper security services so that businesses, Government agencies and the public operate in a common trusted environment.

This individual is also experienced and knowledgeable of security policies advocated by the Federal government, as well as commercial best practices. Minimum 10 years of experience in developing and implementing PKI, information security technology, programs and policy for major industry and Government programs/efforts

Functional Responsibility: Leads the design of complete ICAM solutions which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between ICAM solution applications and legacy IT environment. Supports all

program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts.

Minimum Education: Possesses a MS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.4.8 Security ICAM Solution Senior Functional Specialist (ICAM SRFS)

Experience. Over eight years of experience in the functional area of Identity, Credential and Access Management (ICAM). This includes at least three years of experience in applying this functional experience to requirements definition for enterprise-wide Information Technology (IT) systems or gap/fit analyses for Government-Off-the-Shelf (GOTS) and Commercial-Off-the-Shelf (COTS) software solutions. Possesses extensive experience in analyzing and designing improvements to ICAM business processes, including the implementation of best practices.

This individual is also experienced and knowledgeable in the latest industry trends and developments in ICAM solutions, including such topics/products as:

- Identity Management Systems Integration
- Logical Access Control Systems Integration
- Physical Access Control Systems Integration
- Security Certification and Accreditation of Federal Information Systems
- Secure Sockets Layer (SSL) Certificate Authority Integration Services
- Network Security Services
- Internet Security Services

Functional Responsibility: Provides functional expertise to the ICAM solution team. Facilitates participation of the client's functional specialists. Also provides depth of functional knowledge for business process re-engineering and implementation of best ICAM and business practices. Act as functional lead for requirements definition to the IT system development project and leads fit/gap analyses of GOTS and COTS software. Participates in business case development by identifying functional impact of alternative solutions.

Minimum Education: Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.4.9 Security ICAM Solution Functional Specialist (ICAM FSP)

Experience: Over five years of experience in the functional business area of Identity, Credential and Access Management (ICAM). This includes at least two years of experience in applying this functional experience to requirements definition for enterprise-wide Information Technology (IT) systems or gap/fit analyses for Government-Off-the-Shelf (GOTS) and Commercial-Off-the-Shelf (COTS) software solutions. Possesses experience in analyzing and designing improvements to business processes, including the implementation of best practices.

This individual is also experienced and knowledgeable in the latest industry trends and developments in ICAM solutions, including such topics/products as:

- Identity Management Systems Integration
- Logical Access Control Systems Integration
- Physical Access Control Systems Integration
- Security Certification and Accreditation of Federal Information Systems
- Secure Sockets Layer (SSL) Certificate Authority Integration Services
- Network Security Services
- Internet Security Services

Functional Responsibility: Provides functional knowledge and perspective to the ICAM solution team. May be called upon to facilitate participation of the client's functional specialists. Also provides functional knowledge for business process re-engineering and implementation of best ICAM and business practices. Supports functional lead for requirements definition to the IT system development project and supports fit/gap analyses of GOTS and COTS software. Participates in business case development by supporting identification of functional impacts for alternative solutions.

Minimum Education: Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.4.10 Security ICAM Solution Senior Specialist (ICAM SRSP)

Experience: At least two years of progressive experience in selecting and implementing Commercial-Off-the-Shelf (COTS) ICAM solution applications. Completed comprehensive training in the implementation of at least one major PKI, Single Sign On, Identity Management, or Credential Management package. Experience includes:

- COTS package selection and business case development
- COTS software installation and configuration for multiple functional modules of enterprise software
- Software and system developmental and acceptance testing
- Legacy system interface design, development, and implementation

This individual is also experienced and knowledgeable in the latest industry trends and developments in enterprise IT solutions, including such topics/products as:

- Identity Management Systems Integration
- Logical Access Control Systems Integration
- Physical Access Control Systems Integration
- Security Certification and Accreditation of Federal Information Systems
- Secure Sockets Layer (SSL) Certificate Authority Integration Services
- Network Security Services
- Internet Security Services

Functional Responsibility: Leads the design, configuration, and implementation of enterprise-wide COTS hardware and software solutions at the functional module level. Supports development of cultural change management materials and customer training. Provides technical input into business case analyses and supports analysis of technical alternatives.

Minimum Education: Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.

1.5 Voice Services (VS)

1.5.1 Service Description

Functional Description

1.5.1.1.1 Voice

Verizon Voice Services support voice calls initiated from on-net locations to be connected to all on-net and off-net locations by direct station-to-station dialing. Voice Services support both long distance dedicated and long distance switched type orders and are able to provide Circuit Switched Data Services (CSDS) as defined below as part of their service.

Service enabling devices (SEDs) and maintenance under SIN OLM may be ordered in conjunction with this service offering provided under this contract. SEDs may not be ordered separately.

1.5.1.1.2 Circuit Switched Data Service (CSDS)

Optionally available in conjunction with Voice services, Verizon's CSDS provides a synchronous, full duplex, totally digital, circuit-switched service at data rates up to DS1, including integral multiples of DS0 data rates (i.e., NxDS0, where N = 1 to 24) to on-net and off-net locations.

Connectivity

1.5.1.2.1 Voice

Voice Services support connecting to and interoperating with:

1. Government-specified terminations (such as single-line telephones, Secure Telephone Unit (STU) III, multi-line key telephone systems, conference-room audio equipment, Private Branch Exchange (PBX), Centrex, T1 MUX, modem, FAX, and video teleconferencing system)
2. Public Switched Telephone Network (PSTN), including both wireline and wireless networks, in domestic and non-domestic locations
3. Any Department of Defense (DoD) or GSA customer networks contracted via the GSA Schedule 70, Networx or EIS contracts.
4. Satellite phones and terminals.

1.5.1.2.2 Circuit Switched Data Service

Circuit Switched Data Service support connecting to and interoperating with:

1. Agency specified terminations such as Digital PBX, Intelligent MUX, Group 4 FAX, Video Codec, and Workstation/PC
2. PSTN (where available)

3. Any DoD or GSA customer networks contracted via the GSA Schedule 70, Networx or EIS contracts.

Technical Capabilities

1.5.1.3.1 Voice

Verizon's Voice Services offer the following capabilities:

1. Uniform numbering plan:
   a. Unique directory number for all on-net Government locations, including support of existing GSA Networx and future EIS contracted numbers
   b. PSTN (including both wireline and wireless networks) numbers and any future changes to PSTN numbers
   c. Non-commercial Agency-specific private 700 numbers
      i. Transparency and interconnectivity between Verizon's network and other networks (see 2.1.3.1). Verizon will provide gateways between the networks as needed.
      ii. Originating and terminating on-net calls. Incoming off-net calls from the PSTN shall be blocked unless an Agency specific request for the service gateway has been received and implemented.
   d. Verizon's network-specific private numbers, including access to Verizon's operators, trouble reporting, or other special applications
2. Network intercept. Network intercept to a recorded announcement is supported as an inherent network capability when a call cannot be completed. Announcements will be provided in the following conditions:
   a. Number disconnected (disconnected number shall not be reassigned for at least 90 days for those situations where Verizon controls number assignment)
   b. Time-out during dialing
   c. Network congestion
   d. Denial of access to off-net and non-US calls
   e. Denial of access to features
   3. Voice quality at least equal to 64 Kbps PCM (standard: ITU G.711)

1.5.1.3.2 Circuit Switched Data Service

Verizon's Circuit Switched Data Service offers the following capabilities:

1. Uniform numbering plan:
   a. Unique directory number for all on-net Government locations
   b. Same uniform numbering plan as proposed for Voice Services and which shall be integrated with the Voice Services plan (see section **Error! eference source not found.**)
2. For calls terminating to off-net locations, the bandwidth requested by the originating on-net location shall be limited to the bandwidth limitations in the PSTN between Verizon's network and the called location
3. Calling capability that does not require scheduling

4. Provision of network-derived clocking to the DTE or PBX/Multiplexer (MUX) at the SDP
5. Following call establishment, all bit sequences transmitted by the DTE shall be transported as data/bit transparent and shall maintain data/bit sequence integrity
6. Categories of dialable information-payload bandwidth are as follows:
   a. *DS0 Category.* The dialable bandwidth will be DS0 (i.e., 56 kbps and 64 Kbps) data rate.
   b. *DS1 Category.* The dialable bandwidth will be DS1 (i.e., 1.536 Mbps) data rate.
   c. *Multirate DS0 Category.* The dialable bandwidth will be N×DS0, where N=1 to 24.
7. For the Multirate DS0 category, Verizon provides the following:
   a. Appropriate dialing sequence for initiating calls with different bandwidths.
8. Transport of all bit sequences transmitted by the DTE as data/bit transparent after establishment of the dialing sequence.

Availability

1.5.1.4.1 Voice

Verizon's Voice Services are available for services originating in the following locations:

- Switched Voice
  - CONUS
  - OCONUS (Alaska, Hawaii, Guam, Puerto Rico, US Virgin Islands)
- Dedicated Voice
  - CONUS
  - OCONUS (Alaska)

1.5.1.4.2 Circuit Switched Data Service

Verizon's Circuit Switched Data Services are available for services originating in the following locations:

- Switched CSDS
  - CONUS
  - OCONUS (Alaska, Hawaii, Guam, Puerto Rico, US Virgin Islands)
- Dedicated CSDS
  - CONUS
  - OCONUS (Alaska)

1.5.2 Features

Voice Service

Verizon offers the features defined in Error! Reference source not found. in conjunction with Voice Services.

Table 1-2. Voice Features

ID	Feature	Description
1	Agency-Recorded Message Announcements	• Authorized Government personnel will be able to record message announcements within the network after authentication of user-ID and password/token. • The recording will be assigned an on-net number and will be accessible from on-net and off-net stations. • Provides the capability of a three-minute message announcement length. • The length of each message provided by the Government will be determined on a case-by-case basis and will continue to three minutes in length. • A call to the announcement must be answered within five rings and barge-in access to the announcement shall be permitted. • Provides a system-wide capability for storing a minimum of 500 recorded messages. • Enable a minimum of 250 callers concurrently to access an announcement.
2	Caller Identification (ID)	• Provides the calling number to the terminating stations for each incoming call.
3	Call Screening for Users	• Call screening consists of a set of features that determine a call's eligibility to be completed as dialed based upon Class of Service (COS) information associated with the user, the station, or the trunk group. The following call screening features shall be supported: • Class of Service (COS) and Restrictions. Verizon provides a minimum of 128 classes of service for each user, station, or trunk. • COS will be determined from the ANI, traveling class-mark, or trunk group. Classes of service identify but are not limited to access and feature restrictions as follows: • Access restrictions shall include but not be limited to access to Toll-Free and 900 calls, access to off-net calling, access to other Government networks, access to non-US calling, and access to other than specified NPA/NXXs. • Feature restrictions shall allow or restrict access to network features by users or groups of users. • Code Block feature screens and prevents ineligible users, stations, and trunks with certain class-of service access restrictions from calling specified area codes, exchange codes, and countries. Blocked calls shall be intercepted to appropriate network recorded announcements.
4	Customized Network Announcement Intercept Scripts.	• Supports the implementation of customized network intercept announcement scripts as requested by the Government. Verizon will record the customized network announcements after obtaining Government approval of scripts.
5	Off-Net Information Calls	• Enables a user to call off-net directory assistance by dialing NPA-555-1212 or any other off-net directory assistance number. • This feature is offered in conjunction with Voice transport service, at no additional cost.
6	Operator Services	• Operators provide support services in English and Spanish and will provide services in any other languages as requested by an Agency. This service will be available 24x7. Users will not receive a busy tone when calling for operator services. Calls to operators will be answered within

ID	Feature	Description
		five rings 90 percent of the time. The following services will be provided by operators: • Operators will be available to assist users, including TDD/TTY users, encountering dialing difficulties while using Verizon's services. The operator will remain on the line until the call has been connected. • Operators will provide callers with locator service numbers for all agencies serviced by the Schedule 70 contract. Locator service numbers are agency numbers from which callers can receive further information that enables them to complete the call. These numbers will be provided to Verizon by the Government and will be updated periodically. Verizon will maintain its locator database for the Government. • Operators will be able to complete calls from authorized users from off-net and on-net locations.
7	Suppression of Calling Number Delivery	• Based on the COS of the originating station, Verizon will inhibit the delivery of the calling number, i.e., ANI, by setting the Privacy Indicator at the originating end and honoring it at the terminating end. In addition, it shall be possible to block calling number delivery on a call by call basis by dialing a Verizon provided code.

Circuit Switched Data Service

Verizon offers the features defined in **Table 1-3** in conjunction with Voice Services.

Table 1-3. Circuit Switched Data Service Features

ID	Feature	Description
1	Dial-In	• Where available commercially, Verizon offers toll-free numbers, in addition to 10-digit PSN numbers, for dial-in access from off-net locations (i.e., PSN) via ISDN access arrangement. • Access to CSDS shall only be provided after verification of the authorization code entered by the user.

1.5.3 Performance Metrics

Table 1-4 defines the KPI that Verizon supports for the Voice and CSDS services.

Table 1-4. Voice and CSDS Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability (POP-to-POP)	Routine	99.95%	≥ 99.95%	See Note 1
Availability (SDP-to-SDP)	Routine	99.5%	≥ 99.5%	See Note 1
Grade of Service (Call Blockage) (SDP-to-SDP)	Routine	0.07	≤ 0.07	See Note 2
Grade of Service	Routine	0.01	≤ 0.01	See Note 2

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
(Call Blockage) (POP-to-POP)				
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. **Voice Service / CSDS availability is calculated as a percentage of the total reporting interval time that the Voice service / CSDS is operationally available to the Agency. Availability is computed by the standard formula:**

$$\text{Availability} = \frac{\text{RI(HR)} - \text{COT(HR)}}{\text{RI(HR)}} \times 100$$

2. **Grade of Service (Call Blockage) is the proportion of calls that cannot be completed during the busy hour because of limits in the call handling of one or more network elements (e.g., "All trunks busy" condition). For example, 0.01 indicates that 1 percent of the calls not being completed successfully (1 out of 100 calls).**
3. **Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.**

   Examples of Government-caused delays include, but are not limited to:
   - **Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface**
   - **Customer gave Verizon an incorrect address for the SDP**
   - **Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space**
   - **Government required service at a remote site and agreed that a longer transit time was required**

Table 1-5 defines the provisioning intervals that Verizon supports for the Voice and Circuit Switched Data Services. Services provisioned in OCONUS locations or with no specified performance objective will be provisioned on a best effort basis.

Table 1-5. Voice Service Provisioning Intervals

Service (CONUS Originating and Terminating Locations Only)	Performance Objective (Calendar Days)
Voice Service (VS) and Circuit Switched Data Service (CSDS)	45
Disconnect (all services)	30

1.5.4 Pricing Elements

Table 1-7, and **Table 1-8** provide a detailed breakdown of all of the pricing elements for the Voice Service.

Voice – Usage

Table 1-6. Voice Usage

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0014001	Voice Transport Usage Switch Origin	Usage	Per Six-second Increment
54151ECOM	0014002	Voice Transport Usage Dedicated Origin	Usage	Per Six-second Increment

Non-Domestic Mobile Termination

Table 1-7. Voice – Non-Domestic Mobile Termination

SIN	Part 1#	Description	Charge Type	Charging Unit
54151ECOM	0014051	Non-Domestic Mobile Termination Add-On	Usage	Per Six-second Increment

1.5.5 Voice – Features

Table 1-8. Voice – Features

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0019001	Agency Recorded Message Announcements	MRC	Per Announcement
54151ECOM	0019009	Caller ID	MRC	Per Phone Number
54151ECOM	0019010	Call Screen Users CoS & Restrictions	NRC	Per Restriction
54151ECOM	0019013	Call Screening for Users Code Block	NRC	Per Code Block
54151ECOM	0019014	Custom Network Announce Intercept Script	NRC	Per Announcement
54151ECOM	0019015	Custom Network Announce Intercept Script	NRC	Per Announcement
54151ECOM	0019018	Operator Services English & Spanish Local Services	Usage	Per Call
54151ECOM	0019019	Operator Services other than English & Spanish Local Services	Usage	Per Call
54151ECOM	0019021	Suppression for Calling Number Delivery	NRC	Per Implementation
54151ECOM	0019022	Suppression of Calling Number Delivery	MRC	Per Suppress Arrangement

1.6 Service Ordering and Billing

1.6.1 Voice Service

Service orders for Voice usage-based services are required to include (at a minimum) the usage Part numbers defined in Error! Reference source not found. below. Orders for edicated services will also require access.

Table 1-9. Service Order Scenarios

Scenario	Required Usage Part Numbers
Switched Voice	**Part No.** / **Description** **0014001** Voice Transport Usage Switch Origin **0014051** Non-Domestic Mobile Termination Add-On **0019018** Operator Services English & Spanish Local Services **0019019** Operator Services English & Spanish Local Services
Dedicated Voice	**Part No.** / **Description** **0014002** Voice Transport Usage Dedicated origin **0014051** Non-Domestic Mobile Termination Add-On **0019018** Operator Services English & Spanish Local Services **0019019** Operator Services English & Spanish Local Services

The logic for Voice services usage billing is defined in Error! Reference source not ound..

Table 1-10. Voice Usage Billing Logic

Part No.	Description	Billing Logic
0014001 **0014002**	Voice Transport Usage	▪ Voice and CSDS transport usage billing is based upon the rate associated with the call's originating and terminating jurisdiction IDs. ▪ CSDS transport usage billing is also billed via Part No. 0014002 ▪ Voice and CSDS Transport usage billing is subject to minimum billing increments based on the call origination as specified below: **From** / **To** / **Minimum Increments for Initial Period** **Domestic** / Domestic / 1 **Domestic** / Non-Domestic / 3 **Non-Domestic** / Domestic / 5 **Non-Domestic** / Non-Domestic / 5
0014051	Non-Domestic Mobile Termination Add-on	Non-domestic Mobile termination is billed in conjunction with all calls placed to non-domestic mobile devices.

0019018 **0019019**	Operator Services	Operator services are billed on a per call basis when the feature is activated.

1.7 Toll-Free Services (TFS)

1.7.1 Service Description

Functional Description

Verizon's Toll-Free Service (TFS) provides basic inbound Toll-Free calling and offers advanced feature and call routing capabilities. TFS includes intelligent call routing and network based Inter-active Voice Response (IVR) capabilities to enable Agencies to effectively manage inbound calls. Verizon's TFS supports switched, dedicated or IP terminations.

Service enabling devices (SEDs) and maintenance under SIN OLM may be ordered in conjunction with this service offering provided under this contract. SEDs may not be ordered separately.

Connectivity

Verizon's Toll-Free Service connects to and interoperates with the Public Switched Telephone Network (PSTN) including both wireline and wireless.

Technical Capabilities

Verizon's Toll-Free Services offer the following capabilities:

1. Responsible organization or "Resp Org" for assignment and maintenance of toll-free numbers if requested by the subscribing Agency.
2. Toll-free number portability
3. Support for any presently assigned Agency toll-free numbers and assign Agency re-quested "vanity" toll-free numbers (e.g., 1-800-CALL USA), if available, for TFS.
4. Upon request by a subscribing Agency, Universal International Toll-Free Number Services
5. When requested by a subscribing Agency, Universal International Toll-Free Number service (also known as Universal International Free Phone Number − UIFN) will enable the Agency to request a single, unique toll-free number that is the same throughout the world (Where available commercially from participating countries).
6. The capability for a single toll-free number to terminate at multiple locations (SDPs) and multiple toll-free numbers to terminate at a single location (SDP).
7. As a default measure, a busy signal or recorded announcement will be provided for all calls encountering network congestion and/or terminating egress congestion. The choice of providing a busy signal or recorded announcement shall be determined by the sub-scribing Agency.

8. Network intercept to recorded announcements shall be provided as an inherent network capability when a call cannot be completed. At a minimum, such generic announcements will be provided for the following conditions:
   a. Time-out during dialing
   b. Denial of access to features, and other related conditions
   c. Denial of access to non-domestic or restricted calls
9. Support for customized network intercept recorded announcements with the option for the custom announcement to be (a) recorded by Verizon, or (b) remotely by the subscribing Agency
10. Provide the capability to have all announcements recorded in English and Spanish languages.
11. Provide a referral message to callers of a disconnected toll-free number. Upon a submission of a TFS disconnect order; the Agency will have the option for a referral telephone number to be provided in an announcement message to callers of the disconnected toll-free number.
12. Provide Dialed Number Identification Service (DNIS) which will enable multiple toll-free numbers to be routed and uniquely identified on a shared trunk group. Verizon will transmit DNIS digits, upon Agency request, prior to the delivery of a TFS call to uniquely identify the dialed toll-free number. The DNIS digit length shall range from three to a maximum of 10 digits.
13. Identify and provide the calling parties Automatic Number Identification (ANI) to assist Agencies with identifying malicious or emergency calls.

Availability

Verizon's Toll-Free Services are available for services terminating in the following locations:

- Switched Toll Free
  - Domestic
- Dedicated Toll Free
  - Domestic (subject to availability of dedicated access)
- IP Toll Free
  - Domestic (subject to availability of IP access)

1.7.2 Features

Verizon offers the features defined in **Table 1-11** in conjunction with Toll-Free Services.

Table 1-11. Toll-Free Features

ID	Feature	Description
1	Agency based routing database (also known as Host Connect)	Provides the ability to route TFS calls or provide information based upon a query(s) of information provided by a database located at the subscribing Agency premise. The query(s) can be to single, redundant, or multiple databases, depending upon Agency specifications and the complexity of the application. Verizon implements and provides the appropriate interface and connectivity for Verizon's IVR application to successfully query and access a subscribing Agency's database(s). The IVR caller has the capability to retrieve, review, and modify information located on the Agency database based upon subscribing Agency needs. The Agency database(s) can be a (1) mainframe (e.g. IBM Systems 360/370/390/3090) or (2) server based relational database. If the database does not respond to the network query within 250 milliseconds, an Agency-defined default routing plan shall be used.
2	Alternate Routing	Allows TFS calls to be re-routed on a predetermined plan based upon availability of trunks (busy) at the terminating location, a maximum number of calls allowed in progress, or a pre-defined ring-no-answer condition. If none of the alternate terminations are able to receive the call, then the call is terminated to a (1) predefined announcement, or to a (2) busy signal, at the subscribing Agencies option. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
3	Automatic Number Identification (ANI)	Allows transmission of the TFS caller's real-time ANI information (full 10 digit number or non-domestic equivalent) to the subscribing Agency.
4	ANI Based Routing	Enables TFS calls to be routed based upon the originating ANI of the caller. Default routing defined by the subscribing Agency will be used if ANI is not available. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
5	Announced Connect	Provides a customized message to the called party, before the TFS caller is connected, and provides the called party with information about the caller (e.g. ANI, account number etc.). This feature is commonly referred to as a "whisper".
6	Announcements	Provide TFS network based announcements with both generic and customized recordings. For customized recordings, the Agency has the option to record the custom announcement script or have Verizon record the script. Announcements are available in both (1) English and (2) Spanish. At an Agency's request, Verizon provides the option for a forced disconnect after the announcement recording is played.

ID	Feature	Description
7	Call Prompter	Allows TFS callers to be provided with informational messages and be routed according to information entered via DTMF signal or via speech. Verizon's call prompter shall provide, at a minimum, the following capabilities: 1. Select pre-recorded announcement messages with the capability for announcements. Such announcements will always be played from the beginning for each caller and provide the capability to be recorded in English and other languages after obtaining subscribing Agency script approval. 2. Provides the ability to transfer out ("menu routing") during an announcement to an Agency-specified predefined termination and an option to return back an announcement/menu without needing to redial. 3. Supports multi-tiered prompting (menus) such that another series of options can be provided to the caller after making the initial menu selection. Provide routing to an Agency designed default location if no caller input is entered. 4. Leave caller information via DTMF signal or speech (e.g., names, addresses, account information, phone numbers) for transcription or reporting purposes. For speech transcription, Verizon provides a) Transmission of the recorded voice files and DTMF data for each transaction to the Agency and b) A report of caller responses that transcribes the caller provided information for the subscribing Agency based upon a subscribing Agency's needs and transmits it to the Agency. Verizon can provide transcription reports from English and Spanish speaking callers 5. Provides a capability that allows callers to hear and verify their names and addresses in an Agency provided name and address database after the caller has entered their telephone number via DTMF, or based on the caller's ANI. 6. Provides a means for the subscribing Agency to retrieve caller-entered DTMF or speech messages. 7. Upon Agency request, Verizon offers the option for a forced disconnect after an announcement recording is played. 8. Provides features equivalent to the above shall be available to individuals who are hearing impaired or have speech disabilities via electronic means in Baudot and ASCII/TTY code formats.
8	Call Redirection	Enables TFS calls to be efficiently transferred by Verizon's network, no matter which platform the call is being re-directed from, from the called party/agent to another Toll-Free number or any PSTN number by utilizing, at the Agency's discretion, any one of the three following modes of network level call transfer: 1. Blind transfer (unsupervised). 2. Verification by the agent and then transfer (supervised). 3. Three-way conference and then transfer. Verizon offers the ability to put the caller on hold and provide abbreviated dialing codes. Verizon will provide the amount of abbreviated-dial codes available for use with this feature. Verizon supports two options for music on hold during the call redirection – either Verizon provided or from an Agency provided source.

ID	Feature	Description
9	Computer Telephony Integration (CTI)	Verizon provides CTI messaging capability that enables transfer of caller information and Agency-specified data between Verizon and Agency-specified systems simultaneously with the associated inbound Toll-Free call. This feature can be used to support a diverse set of applications such as screen pop/splash, intelligent call routing, enhanced reporting, third party call control, and multi-channel call blending solutions. A discovery meeting will be required to gather requirements for an Agency's specific application. The output of the discovery meeting will be a deliverable. At a minimum Verizon's deliverable will include the following: 1. Scope of Work 2. Proposed solution 3. Roles and responsibilities 4. Project plan and schedule 5. Deliverables 6. Cost estimate 7. Project risk assessment Verizon will provide the deliverable within five business days upon completion of the discovery meeting.
10	Custom Call Records	Used in conjunction with the TFS Interactive Voice Response and Call Prompter features, Verizon provides individual call detail data records which include (at a minimum) the following data: 1. Date and Time of TFS Call 2. Call Duration 3. Specific details regarding the call attempt (e.g., menu options selected in an IVR or Call Prompter application) 4. Call-entered Digits 5. Call Disposition (Busy, Complete, No Answer, Blocked) 6. Caller Information (ANI, if available, or DNIS) 7. Toll-Free Number Dialed 8. Flexible Custom Fields According to Agency Needs Verizon will provide a detailed description of each call detail record field including definitions of the data elements prior to activation of the feature. The format of the call record data shall be such that it can be easily imported into Agency databases or applications. The call records and a summary report will be available electronically on a daily, weekly or monthly basis as requested by the subscribing Agency.
11	Day-of-Week Routing	Enables TFS calls to be routed to different terminations or applications based upon the day of week. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
12	Day-of-Year Routing	Enables TFS calls to be routed to different terminations or applications based upon the day of the year. A minimum of ten dates should be eligible during a twelve month period for day of year routing. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
13	In-Route Announcements	Allows TFS callers to hear an announcement during call setup without affecting the final termination/route of the call. Announcements are available in either (1) English or (2) Spanish.

14	Interactive Voice Response (IVR)	Provides an automated application that provides TFS callers with information based upon input from either (a) DTMF key entries or (b) natural speech recognition. The following capabilities are supported: 1. Select pre-recorded announcement messages with the capability for announcements and offers the ability for a caller to opt out during an announcement to a predefined termination and an option to return back an announcement without needing to redial. Such announcements are played from the beginning for each caller and provide the capability to be recorded in English and other languages. 2. Enables callers to leave information via DTMF signal or speech (e.g., name, address, account information, etc.). For transcription of caller information, Verizon offers options for a) transmission of the recorded voice files and DTMF data to the Agency or b) provision of a caller response report that transcribes the caller information to the subscribing Agency based upon the subscribing Agency's needs. 3. Provides a means for the subscribing Agency to retrieve caller-entered DTMF or speech messages. 4. Query a database that delivers Agency-provided information to the caller. The database may be located at the subscribing Agency or, at the subscribing Agency's discretion, located at a Verizon location and updated by the subscribing Agency. Provide a default routing or message (Agency option) if the database is unavailable. 5. Provides a capability to allow callers to hear and verify their names and addresses in an Agency-provided name, address, and zip code database after the caller has entered their telephone number via DTMF, or based on the caller's ANI. (Text to Speech). 6. Supports speech recognition as a valid caller input. Verizon supports all spoken numeric digits as well as "yes" and "no." English and Spanish language callers are supported. Able to accept and process, at a minimum, 95% of the above speech responses. Speech responses which are not accepted will be routed to a default location designated by the subscribing Agency. 7. Provides the capability to perform surveys (via DTMF or speech) to IVR callers. The surveys can be provided to all or a random percentage of callers according to Agency needs. Survey results shall be provided electronically to the subscribing Agency. 8. Provides a facsimile "fax back" capability (e.g. Fax Catalog application) that shall permit callers to retrieve Agency specific documents or forms. Verizon shall fax back the request documents within one hour of the initial call and retry a minimum of 13 attempts over a six hour interval in order to complete the request. Fax transmittal shall include an option for a cover sheet (standard or customized). 9. At the Agency's option, the caller's IVR selection(s) information will be transferred to the Agency. 10. Provides enough IVR capacity to support that the application answers a call within 3 ring cycles for 99 % of the offered call volume (measured on an hourly basis) during the busy hour. 11. Provides features equivalent to the above shall be available to individuals who are hearing impaired or have speech disabilities via electronic means in Baudot and ASCII/TTY code formats. These electronic form lines need not be voice feature enabled.

ID	Feature	Description
		12. Provides summary reporting that at a minimum provides information on the caller, average call duration, caller opt out (transfer), and disposition of the calls within the IVR application on a daily, weekly, and monthly basis.
15	Make Busy Arrangement	Permits the Agency to deactivate one or more TFS dedicated access trunks within a trunk group, Upon deactivation, the trunk(s) shall appear in a busy state. The capability to activate and deactivate the status of the trunks will be controlled either via software available to the subscribing Agency or at the Agency's option by notifying Verizon. Requests submitted to Verizon will be executed within one hour of request. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
16	Network Call Distributor	Provides advanced, intelligent call routing capabilities based upon real-time status of each call center's operating conditions, agent skills, and/or Agency specified business rules. Verizon polls all of the subscribing Agency's PBX/ACD's regular intervals for real-time ACD operating status information to update a call routing processor which uses call routing logic/algorithms that have been predefined by the Agency, to determine the best location or resource to deliver the inbound call. The call routing processor containing the call routing logic/algorithms will be able to use, in the subscribing Agency's defined combinations, all real-time operating status information collected from the Agency's PBX/ACD's. The ACD-provided information will be polled and will include at a minimum: 1. Number of incoming trunks 2. Number of incoming trunks available to receive a call 3. Number of calls in queue or queue size 4. Average delay in queue 5. Number of answering agents logged on 6. Number of answering agents unavailable to answer a call 7. Number of answering agents available to answer a call 8. Number of answering agents available to answer a call by skill 9. Longest available answering agent 10. Average speed of answer 11. Average call handling time (includes agent talk time, after-call wrap-up time and call hold time) 12. Number of calls abandoned 13. Average time to abandonment The type of network information that will also be available to the call routing processor for utilization by the call routing logic/algorithms will include: 1. The dialed toll-free number 2. The caller's originating 10 digit number 3. The caller's entered digits. Call routing logic/algorithms that will be accommodated will include at a minimum: 1. Routing to the best available answering agent by skill group 2. Routing based upon expected wait times 3. Routing based upon least cost. Verizon will document the maximum hourly call processing rate and grade of service available without any degradation in performance (e.g. can process 100,000 calls per hour). Permits the call routing processor up to 250 milliseconds from receipt of a call query to respond to the destination (or next node). In the event that the 250

ID	Feature	Description
		milliseconds is exceeded, the call will be routed using a default routing plan previously defined by the subscribing Agency. Provides via a graphical user interface, all software and hardware necessary for subscriber Agency access to the call routing processor to permit Agency definition of the call routing logic/algorithms. The subscribing Agency is responsible for providing telecommunications connections to Verizon's system. The Network Call Distributor feature is be offered as a managed service with the following options: 1. *Contractor-provided and contractor-based:* Verizon provides all necessary components required for the provision of this feature and they shall be housed within Verizon's network. (Default). 2. *Contractor-provided and Agency-based:* Verizon provides all necessary components required for the provision of this feature and they shall be housed at the subscribing Agency's designated location (Where applicable). 3. *Agency-provided and contractor-based:* All the necessary components required to the provision of this feature (including ACD) will be provided by the Agency or Agency specified contractor. The Agency equipment will be housed and managed by Verizon. (Where applicable). 4. Verizon shall provide any additional reporting or monitoring options that are available from Verizon's equivalent commercial service offering at no additional charge.
17	Network Queuing	Enables TFS callers to remain in a network queue, if resources are unavailable at the subscribing Agency. This is a feature that allows a caller to be held in queue in Verizon's network until a subscribing Agency's terminating SDP(s) become(s) available to receive the call. Upon entering the queue, the caller will hear an initial announcement and will then hear a reassurance announcement at a predetermined interval thereafter. The subscribing Agency will be able to define the time for calls that can be held in queue before being sent to a terminating announcement. Verizon is responsible for recording announcements after subscribing Agency script approval.
18	NPA/NXX Routing	Enables TFS calls to be routed to different terminations based upon the calling party's originating NPA or NPA/NXX or country code. Where NPA/NXX is not available, calls shall be routed to an Agency-defined default location. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
19	Office Locator Database Service	Enables a TFS caller to query a database that delivers Agency-provided information (e.g., specific information about the nearest Agency office is provided when a caller enters a Zip code; this information can include Name, Address, City, State, Zip code (NACSZ)). This feature can be used in conjunction with other features such as a call prompter, IVR application, or host connect for informational and call routing applications.
20	Operator Connect Bridging	Enables TFS callers to access a Verizon provided operator for assistance. This feature can be used as a default termination in conjunction with other feature options such as Call Prompter and Interactive Voice Response.
21	Percentage Call Allocation	Enables TFS calls to be allocated on a percentage basis and terminate at multiple locations. The Agency-specified percentage distribution can range from 0% to 100% in a minimum of 1% increments.

ID	Feature	Description
		This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
22	Real-Time Reporting	Provides agencies with the ability to monitor and report on summary and detail data relating to the status of TFS calls on a near real-time basis (e.g., minimum required refresh rate of 30 seconds and at other Verizon proposed intervals). The TFS reports and monitoring data are available electronically within 5 minutes of the request. Verizon provides all components necessary to present this information in a graphical and tabular format to the subscribing Agency and allow it to be exported to external applications (e.g., spreadsheet or database). The user is responsible for providing connections to Verizon's real-time monitoring system. Verizon provides the following minimum capabilities: 1. Number of TFS calls from each area code who have dialed a given Toll-Free number and average call duration 2. Total number of calls directed to a subscribing Agency's terminating SDP 3. Total number of calls directed to a subscribing Agency's terminating SDP(s) that could and could not be completed 4. Percentage of trunks busy at a user's terminating SDP 5. Any standard real-time reports or data available to commercial users 6. Verizon offers reports available from its corresponding commercial service offering
23	Routing Control	Allows subscribing Agencies to perform real-time and scheduled TFS call routing changes from their location or via Verizon's customer service center. This feature permits authorized users to review, create, validate, change, or execute call routing plans (or sets) from the subscribing Agency's premises or via request to Verizon's customer service center. Routing plan activations will occur within 5 minutes of the request. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
24	Service Assurance Routing	Routes TFS calls to an announcement or a predefined alternate termination within five minutes of the Agency request if an emergency situation or service disruption occurs. Routing requests to other types of terminations will be completed within thirty minutes of the request.
25	Speech Recognition	Provides network based natural speech recognition applications with the ability to recognize spoken vocabulary, digits, zip codes, credit card numbers, account numbers, alpha numeric numbers, etc. Verizon offer capabilities in both (a) English and (b) Spanish.
26	Tailored Call Coverage	Enables restriction of TFS calls originating from specific areas (country, state), telephone numbers (NPA, NPA/NXX, or ANI), or call type (Payphones). The originating caller will hear a standard announcement informing them of the restriction.
27	Time of Day Routing	Enables routing of TFS calls to different terminations or applications based upon the time-of-day. At a minimum, at least 48 time-of-day intervals are supported. This feature is offered in conjunction with Toll-Free transport service, at no additional cost.
28	Call Status Report – Toll-Free Service	For any given Toll-Free number, provides the following information (at a minimum) within the reports: 1. Number of call attempts from each area code and/or State that dialed the Toll-Free number. A minimum of three views shall be available:

ID	Feature	Description
		a. Calls originated by area code b. Calls originated by State c. Sorted by State and area code 2. Number of calls and the percentage of all calls that encounter a busy signal or that are blocked: a. Within Verizon's TFS network b. At the user's (Agency's) terminating access location 3. Number of calls offered to the user TFS trunk group 4. Number of calls received at each user's terminating access 5. Number of received calls at each user's terminating access that resulted in successful answerback supervision 6. Average duration of calls answered at each user's terminating access 7. Average duration of all calls answered for a given Toll-Free number at all terminations serving the Toll-Free number.
29	Call Status Report – Alternate Routing	For any given Toll-Free number utilizing Alternate Routing, provides (at a minimum) the following information within the reports: 1. Total number of calls offered to the initial termination 2. Number of calls that were re-routed to alternate SDP(s) or Toll-Free service trunk group(s).
30	Call Status Report – Announcement	For any given Toll-Free number utilizing Terminating Announcement or In-Route Announcements, provides (at a minimum) the following information within the reports: 1. Number of calls offered to the announcement 2. Number of calls blocked at the announcement 3. Number of calls completed in the announcement 4. Average duration of calls to each announcement 5. Number of abandoned calls for In-Route announcements.
31	Call Status Report – Call Prompter	For any given Toll-Free number utilizing Call Prompter Access, provides (at a minimum) the following information within the reports: 1. Number of calls offered to the call prompter 2. Number of calls to the call prompter that were abandoned without making a selection 3. Average duration of all calls while in the call prompter 4. Number and percentage of calls selecting each option within the call prompter application
32	Call Status Report − IVR	For any given Toll-Free number utilizing IVR, provides (at a minimum) the following information within the reports by application: 1. Total number of calls offered to the IVR and average call duration 2. Number of calls completed (i.e., successfully accessed) to the IVR 3. The number and percentage of calls completed to the IVR but abandoned within the application 4. The number and percentage of calls selecting each option 5. The average duration of calls selecting each option For faxback applications, the fax delivery status and usage For survey applications, summary and detail information on call survey responses For transcription applications, summary and detail information regarding transcription usage.
33	Caller Information Report	Provides a report that identifies the ANI information of all callers to a specified Toll-Free number.

ID	Feature	Description
		Note: The ANI, although available in most cases, is not always provided. In those instances where ANI is not available, the NPA or NPA-N*XX* (as available) of the caller will be provided. Zeroes will be substituted in place of any missing digits. For any given Toll-Free number, provides (at a minimum) the following information regarding each call: 1. Date of call 2. Time of call (expressed using either a 24 hour clock or a 12 hour clock with an AM/PM indicator, Eastern Standard Time) 3. ANI of caller (if available) 4. Dialed 10 digit number 5. Duration of call 6. Disposition of call (i.e., using an alpha or numeric code) to include, at a minimum, the following information: a. Call blocked within Verizon's network b. Call blocked at user's terminating access c. Call completed to user's terminating access d. Other (not included in categories a–c above)
34	Caller Profile Report	Provides the following caller information: 1. *Lost Callers.* The number of TFS callers who never called back after an incomplete attempt during the reporting period. 2. *Average Number of Attempts per Caller.* The grand total number of call attempts divided by the number of first call attempts during the reporting period. 3. *Average Number of Contacts per Caller.* The number of attempts generated from each telephone number on average during this reporting period. This is calculated by dividing the total number of first call attempts by the total number of unique telephone numbers from which the calls were made. 4. *50 Percent of Successful Attempts.* Represents the number of attempts to access the network for 50% of the callers who completed during the requested measurement interval. 5. *75 Percent of Successful Attempts.* Represents the number of attempts it took to access the network for 75% of the callers who completed during the requested interval.
35	Call Redirection Report	Provides a summary report on the call redirection activity by Toll-Free number and abbreviated dial code (if applicable). The report identifies the following (at a minimum): 1. Number of transfer attempts 2. Number of completed transfers 3. Number of incomplete transfers 4. Number of blocked transfers 5. Type of call redirection (blind, supervised, or 3 way) 6. Terminating number for redirection

1.7.3 Performance Metrics

Table 1-12 defines the KPI that Verizon supports for the Toll-Free Services.

Table 1-12. Toll-Free Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability (POP-to-POP)	Routine	99.95%	≥ 99.95%	See Note 1
Availability (POP-to-SDP)	Routine	99.5%	≥ 99.5%	See Note 1
Grade of Service (Call Blockage)	Routine	0.07	≤ 0.07	See Note 2
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally avail-able to the Agency. Availability is computed by the standard formula

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. Grade of Service (Call Blockage) is the proportion of calls that cannot be completed during the busy hour because of limits in the call handling capacity within Verizon's network. For example, 0.01 indicates that 1 percent of the calls not being completed successfully (1 out of 100 calls).
3. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance, or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.

   Examples of Government-caused delays include, but are not limited to:
   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;
   - Customer gave Verizon an incorrect address for the SDP;
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;
   - Government required service at a remote site and agreed that a longer transit time was required

Table 1-13 defines the provisioning intervals that Verizon supports for the Toll-Free Services. Services provisioned in OCONUS locations or with no specified performance objective will be provisioned on a best effort basis.

Table 1-13. Toll-Free Service Provisioning Intervals

Service (CONUS Originating and Terminating Locations Only)	Performance Objective (Calendar Days)
Toll-Free Service (TFS)	45
Disconnect (All Services)	30

1.7.4 Pricing Elements

Table 1-14, **Table 1-15**, and **Table 1-16** provide a detailed breakdown of all the pricing elements for the Toll-Free Service.

TFS – Usage

Table 1-14. TFS – Usage

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0034001	TFS Transport Usage – Switched Access Termination	Usage	Per Six-second Increment
54151ECOM	0034002	TFS Transport Usage – Dedicated Access Termination	Usage	Per Six-second Increment
54151ECOM	0034600	TFS Transport Usage – IP Termination	Usage	Per Six-second Increment

TFS – Payphone Add-on

Table 1-15. TFS – Domestic Payphone Add-on

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0034051	Payphone Add-on	Usage	Per Call

TFS – Features

Table 1-16. TFS – Features

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0039001	Agency-Based Routing Database (Host Connect)	NRC	Per Application
54151ECOM	0039002	Agency-Based Routing Database (Host Connect)	MRC	Per Application
54151ECOM	0039003	Agency-Based Routing Database (Host Connect)	Usage	Per Lookup
54151ECOM	0039005	ANI (Automatic Number Identification)	NRC	Per Toll-Free Number
54151ECOM	0039006	ANI (Automatic Number Identification)	MRC	Per Toll-Free Number
54151ECOM	0039008	Announced Connect	NRC	Per Toll-Free Number
54151ECOM	0039009	Announced Connect	MRC	Per Toll-Free Number
54151ECOM	0039010	Announcements (English)	NRC	Per Announcement
54151ECOM	0039011	Announcements (Spanish)	NRC	Per Announcement

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0039012	Announcements (Other Languages)	NRC	Per Announcement
54151ECOM	0039013	Announcements	MRC	Per Announcement
54151ECOM	0039014	Announcements	Usage	Per Initial 30 Seconds
54151ECOM	0039015	Announcements	Usage	Per Additional Six Seconds
54151ECOM	0039016	Call Prompter	NRC	Per Announcement
54151ECOM	0039017	Call Prompter	NRC	Per Announcement
54151ECOM	0039018	Call Prompter	NRC	Per Announcement
54151ECOM	0039019	Call Prompter	MRC	Per Announcement
54151ECOM	0039020	Call Prompter	Usage	Per Initial 30 Seconds
54151ECOM	0039021	Call Prompter	Usage	Per Additional Six Seconds
54151ECOM	0039022	Call Prompter Recorded Input Transmission	Usage	Per Minute
54151ECOM	0039023	Call Redirection	NRC	Per Toll-Free Number
54151ECOM	0039024	Call Redirection	MRC	Per Toll-Free Number
54151ECOM	0039025	Call Redirection (Blind transfer)	Usage	Per Transfer
54151ECOM	0039026	Call Redirection (Supervised Transfer)	Usage	Per Transfer
54151ECOM	0039027	Call Redirection	Usage	Per Toll-Free Number
54151ECOM	0039028	Computer Telephony Integration (CTI)	NRC	Per unit
54151ECOM	0039029	Computer Telephony Integration (CTI)	MRC	Per unit
54151ECOM	0039030	Computer Telephony Integration (CTI)	NRC	Per unit
54151ECOM	0039031	Custom Call Records	MRC	Per Report
54151ECOM	0039033	Custom Call Records	Usage	Per Transcription Minute
54151ECOM	0039036	In-Route Announcements (English)	NRC	Per Announcement
54151ECOM	0039037	In-Route Announcements (Spanish)	NRC	Per Announcement
54151ECOM	0039038	In-Route Announcements (Other Languages)	NRC	Per Announcement
54151ECOM	0039039	In-Route Announcements	MRC	Per Announcement
54151ECOM	0039040	In-Route Announcements	Usage	Per Initial 30 Seconds
54151ECOM	0039041	In-Route Announcements	Usage	Per Additional Six Seconds
54151ECOM	0039042	Interactive Voice Response (IVR) - Dedicated	NRC	Per unit
54151ECOM	0039043	Interactive Voice Response (IVR) – Dedicated	MRC	Per Port

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0039044	Interactive Voice Response (IVR) - Shared	NRC	Per unit
54151ECOM	0039045	Interactive Voice Response (IVR) − Shared	Usage	Per Six-second Increment
54151ECOM	0039048	Network Queuing	NRC	Per Toll-Free Number
54151ECOM	0039049	Network Queuing	MRC	Per Toll-Free Number
54151ECOM	0039050	Network Queuing	Usage	Per Six-second Increment
54151ECOM	0039052	Office Locator Database Service	NRC	Per Application
54151ECOM	0039053	Office Locator Database Service	MRC	Per Application
54151ECOM	0039054	Office Locator Database Service	NRC	Per Change
54151ECOM	0039055	Operator Connect Bridging	NRC	Per Bridging Arrangement
54151ECOM	0039058	Real-Time Reporting	NRC	Per Report
54151ECOM	0039061	Real-Time Reporting	MRC	Per Report
54151ECOM	0039068	Service Assurance Routing	NRC	Per Arrangement
54151ECOM	0039069	Service Assurance Routing	MRC	Per Arrangement
54151ECOM	0039070	Speech Recognition - Dedicated	NRC	Per unit
54151ECOM	0039071	Speech Recognition – Dedicated	MRC	Per Port
54151ECOM	0039072	Speech Recognition - Shared	NRC	Per unit
54151ECOM	0039073	Speech Recognition – Shared	Usage	Per Six-second Increment
54151ECOM	0039075	Call Prompter Transcription Report (English)	Usage	Per Minute
54151ECOM	0039076	Call Prompter Transcription Report (Spanish)	Usage	Per Minute
54151ECOM	0039083	Tailored Call Coverage	NRC	Per Toll-Free Number
54151ECOM	0039084	Tailored Call Coverage	MRC	Per Toll-Free Number
54151ECOM	0039086	Network Call Distributor – Contractor-provided and contractor based	MRC	Per Concurrent User
54151ECOM	0039087	Network Call Distributor – Contractor-provided and agency based	NRC	Per unit
54151ECOM	0039088	Network Call Distributor – Contractor-provided and agency based	MRC	Per Concurrent User
54151ECOM	0039089	Network Call Distributor – Agency-provided and contractor based	NRC	Per unit
54151ECOM	0039090	Network Call Distributor – Agency-provided and contractor based	MRC	Per unit
54151ECOM	0039091	Custom Call Records	MRC	Per Report
54151ECOM	0039092	Custom Call Records	MRC	Per Report

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0039901	Call Status Report – Toll-Free Service	NRC	Per Report
54151ECOM	0039902	Call Status Report – Toll-Free Service	MRC	Per Report
54151ECOM	0039903	Call Status Report – Alternate Routing	NRC	Per Report
54151ECOM	0039904	Call Status Report – Alternate Routing	MRC	Per Report
54151ECOM	0039905	Call Status Report – Announcement	NRC	Per Report
54151ECOM	0039906	Call Status Report – Announcement	MRC	Per Report
54151ECOM	0039907	Call Status Report – Call Prompter	NRC	Per Report
54151ECOM	0039908	Call Status Report – Call Prompter	MRC	Per Report
54151ECOM	0039909	Call Status Report – IVR	NRC	Per Report
54151ECOM	0039910	Call Status Report – IVR	MRC	Per Report
54151ECOM	0039911	Caller Information Report	NRC	Per Report
54151ECOM	0039912	Caller Information Report	MRC	Per Report
54151ECOM	0039913	Caller Profile Report	NRC	Per Report
54151ECOM	0039914	Caller Profile Report	MRC	Per Report
54151ECOM	0039915	Call Redirection Report	NRC	Per Report
54151ECOM	0039916	Call Redirection Report	MRC	Per Report
54151ECOM	0039918	Interactive Voice Response (IVR) – Shared IP	Usage	Per Six-second Increment

1.7.5 Service Ordering and Billing

Service orders for Toll-Free usage-based services are required to include (at a minimum) the usage Part Numbers defined in **Table 1-17** below. Orders for dedicated services will also require access. Orders for IP Toll-Free will require an IP Circuit and associated access which can be purchased via a separate contract vehicle.

Table 1-17. Toll-Free Service Order Scenarios

Scenario	Required Usage Part Numbers	
Switched TFS (Basic Offering)	**Part No.**	**Description**
	0034001	TFS Transport Usage – Switched Access Termination
	0034002	TFS Transport Usage – Dedicated Access Termination
	0034600	TFS Transport Usage – IP Termination
	0034051	Payphone Add-on
Dedicated TFS (Basic Offering)	**Part No.**	**Description**
	0034001	TFS Transport Usage – Switched Access Termination

<table>
<tr><th>Scenario</th><th>Required Usage Part Numbers</th></tr>
<tr><td></td><td>
<table>
<tr><td>0034002</td><td>TFS Transport Usage – Dedicated Access Termination</td></tr>
<tr><td>0034600</td><td>TFS Transport Usage – IP termination</td></tr>
<tr><td>0034051</td><td>Payphone Add-on</td></tr>
</table>
</td></tr>
<tr><td>IP TFS (Basic Offering)</td><td>
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0034001</td><td>TFS Transport Usage – Switched Access Termination</td></tr>
<tr><td>0034002</td><td>TFS Transport Usage – Dedicated Access Termination</td></tr>
<tr><td>0034600</td><td>TFS Transport Usage – IP Termination</td></tr>
<tr><td>0034051</td><td>Payphone Add-on</td></tr>
</table>
</td></tr>
<tr><td>Toll-Free Features</td><td>
Toll-free features are in addition to the TFS Basic offerings, the following usage part numbers will need to be included on service orders (based on Agency feature selections).
Agency-Based Routing Database
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0039002</td><td>Agency-Based Routing Database (Host Connect)</td></tr>
</table>
Announcements
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0039014</td><td>Announcements</td></tr>
<tr><td>0039015</td><td>Announcements</td></tr>
</table>
Call Prompter
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0039020</td><td>Call Prompter</td></tr>
<tr><td>0039021</td><td>Call Prompter</td></tr>
</table>
Call Prompter with Voice Capture
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0039020</td><td>Call Prompter</td></tr>
<tr><td>0039021</td><td>Call Prompter</td></tr>
<tr><td>0039022</td><td>Call Prompter Recorded Input Transmission</td></tr>
<tr><td>0039033</td><td>Custom Call Records</td></tr>
</table>
Call Prompter with Voice Capture and Automated Transcription
<table>
<tr><th>Part No.</th><th>Description</th></tr>
<tr><td>0039020</td><td>Call Prompter</td></tr>
<tr><td>0039021</td><td>Call Prompter</td></tr>
<tr><td>0039022</td><td>Call Prompter Recorded Input Transmission</td></tr>
<tr><td>0039033</td><td>Custom Call Records</td></tr>
<tr><td>0039075</td><td>Call Prompter Transcription Report (English)</td></tr>
<tr><td>0039076</td><td>Call Prompter Transcription Report (Spanish)</td></tr>
</table>
</td></tr>
</table>

Scenario	Required Usage Part Numbers
	In-Route Announcements **Part No.** / **Description** **0039040** / In-Route Announcements **0039041** / In-Route Announcements **Call Redirection** **Part No.** / **Description** **0039025** / Call Redirection (Blind transfer) **0039026** / Call Redirection (Supervised Transfer) **IVR − Shared** **Part No.** / **Description** **0039045** / Interactive Voice Response (IVR) − Shared **IVR – Shared IP** **Part No.** / **Description** **0039918** / Interactive Voice Response (IVR) – Shared IP **Network Queuing** **Part No.** / **Description** **0039050** / Network Queuing **Speech Recognition − Shared** **Part No.** / **Description** **0039073** / Speech Recognition – Shared

As Agency Toll Free requirements are unique, the TFS pricing structure has been defined to provide Agencies with the most flexibility. To that end, the Part #s defined in **Table 1-18** must to be ordered on a quantity basis:

Table 1-18. TFS − Unit Based Requirements

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0039028	Computer Telephony Integration (CTI)	NRC	Per unit
54151 ECOM	0039029	Computer Telephony Integration (CTI)	MRC	Per unit
54151 ECOM	0039030	Computer Telephony Integration (CTI)	NRC	Per unit
54151 ECOM	0039042	Interactive Voice Response (IVR) - Dedicated	NRC	Per unit
54151 ECOM	0039044	Interactive Voice Response (IVR) - Shared	NRC	Per unit
54151 ECOM	0039047	Network Call Distributor – Contractor-provided and contractor based	NRC	Per unit
54151 ECOM	0039070	Speech Recognition - Dedicated	NRC	Per unit

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0039072	Speech Recognition - Shared	NRC	Per unit
54151 ECOM	0039087	Network Call Distributor – Contractor-provided and agency based	NRC	Per unit
54151 ECOM	0039089	Network Call Distributor – Agency-provided and contractor based	NRC	Per unit
54151 ECOM	0039090	Network Call Distributor – Agency-provided and contractor based	MRC	Per unit

Orders for certain advanced TFS services are highly customized to meet an Agency's unique requirements. Therefore, each order for advanced TFS for will require a Statement of Requirements (SOR) defining the Agency's specific requirements. Upon receipt of the SOR, Verizon will conduct a joint review and discovery session with the Agency and then develop a design to meet the Agency's requirements. In conjunction with the design activity, Verizon will perform an assessment and identify the pricing elements and quantity of units required to support the Agency's needs. The assessment may include but is not limited to the following: site surveys, equipment, software, training and professional services.

The logic for Toll-Free services usage billing is defined in **Table 1-19**.

Table 1-19. Toll-Free Usage Billing Logic

<table>
<tr><th>Part No.</th><th>Description</th><th>Billing Logic</th></tr>
<tr><td>0034001, 0034002, 0034600</td><td>TFS Transport Usage – Switched, Dedicated or IP Termination</td><td>TFS Transport usage billing is based on the rate with the call's originating jurisdiction ID. TFS Transport is billed for the entire duration of a call.
TFS Transport usage transport billing is subject to minimum billing increments based on the call origination as specified below:
<table>
<tr><th>From</th><th>To</th><th>Minimum Increments for Initial Period</th></tr>
<tr><td>Domestic</td><td>Domestic</td><td>1</td></tr>
<tr><td>Non-Domestic</td><td>Domestic</td><td>5</td></tr>
</table></td></tr>
<tr><td>0034051</td><td>Payphone Add-on</td><td>Payphone Add-on charges are billed on a per call basis when calls originate from a payphone</td></tr>
<tr><td>0039002</td><td>Agency-Based Routing Database (Host Connect)</td><td>Agency-Based Routing Database billing is based on a per database lookup basis while the caller is interacting with the IVR platform</td></tr>
<tr><td>0039014</td><td>Announcements</td><td>Announcements billing is on a per announcement playback – this part number applies to the initial 30 seconds played</td></tr>
<tr><td>0039015</td><td>Announcements</td><td>Announcements billing is on a per announcement playback – this part number is billed for each additional six-seconds of playback</td></tr>
<tr><td>0039020</td><td>Call Prompter</td><td>Call Prompter billing is on a per announcement playback – this part number applies to the initial 30 seconds played</td></tr>
</table>

Part No.	Description	Billing Logic
0039021	Call Prompter	Call Prompter billing is on a per announcement playback – this part number is billed for each additional six-seconds of playback
0039022	Call Prompter Recorded Input Transmission	Call Prompter Recorded Input Transmission is billed for each recorded minute
0039025	Call Redirection (Blind transfer)	Call Redirection usage billing is billed on a per transfer basis
0039026	Call Redirection (Supervised Transfer)	Call Redirection usage billing is billed on a per transfer basis
0039040	In-Route Announcements	In-Route Announcements billing is on a per announcement playback – this part number applies to the initial 30 seconds played
0039041	In-Route Announcements	In-Route Announcements billing is on a per announcement playback – this part number is billed for each additional six-seconds of playback
0039045	Interactive Voice Response (IVR) – Shared	IVR Shared usage billing is based on six-second increments while the caller is interacting with the IVR platform
0039050	Network Queuing	Network Queuing usage billing is based on six-second increments while the caller is waiting in the call queue.
0039073	Speech Recognition – Shared	Speech Recognition − Shared usage billing is based on six-second increments while the caller is interacting with the IVR platform
0039075	Call Prompter Transcription Report (English)	Call Prompter Transcription Report usage billing is based on a per transcription minute basis.
0039076	Call Prompter Transcription Report (Spanish)	Call Prompter Transcription Report usage billing is based on a per transcription minute basis.
0039018	Interactive Voice Response (IVR) – Shared IP	IVR Shared IP usage billing is based on six-second increments while the caller is interacting with the IP IVR platform

Table 1-20 provides an overview of how Part Numbers will be billed in conjunction with Toll-Free IVR services.

Table 1-20. IVR Usage Billing Scenarios

Part Number	Description	Charging Unit
While the call is on the IVR platform		
0034001 or 0034002 or 0034600	Toll-Free transport	Per Six-second Increment
0039045 or 0039918	Interactive Voice Response (IVR) – Shared Interactive Voice Response (IVR) – Shared IP	Per Six-second Increment
Optional features while the call is on the IVR platform		
0039002	Agency-Based Routing Database (Host Connect)	Per Database Access

Part Number	Description	Charging Unit
0039073	Speech Recognition − Shared	Per Six-second Increment
While the call is in Queue, only the following part numbers apply		
0034001 or 0034002 or 0034600	Toll-Free Transport	Per Six-second Increment
0039050	Network Queuing	Per Six-second Increment
While the call is extended, only the following part numbers apply		
0034001 or 0034002 or 0034600	Toll-Free Transport	Per Six-second Increment
0039025 or 0039026	Call Redirection	Per Transfer

1.8 Audio Conferencing Services (ACS)

1.8.1 Service Description

Functional Description

Audio Conferencing Service (ACS) enables participants to engage in a multi-point audio conference call. The audio connection from the conference participants to the ACS conference-bridge is provided by services, such as Voice Services (VS).

Connectivity

Audio Conferencing Service supports connecting to and interoperating with:

1. Customer-specified locations
2. PSTN
3. Internet
4. Any DoD or GSA customer networks contracted via the GSA Schedule 70, Networx or EIS contracts for Voice or VoIP services.

Technical Capabilities

Verizon's Audio Conferencing Service offers the following capabilities:

1. *Multi-point Bridging Capability.* The bridging capability allows selective two-way or one-way conversations between conferencing ports; i.e., it allows a subset of conferees to participate in a two-way conference while the remaining conferees are listeners only. During the conduct of a multi-point conference, the addition of a party to, or the deletion of a party from, the conference shall be indicated by a tone or by a verbal announcement.
2. *Conference Set-up Capability.* The following conference set-up support services are supported:
   a) *User-Controlled Conference.* Allows authorized users and users with an authorization code to establish a conference call by dialing a designated

number to access the service. The following two automated modes of user-initiated conferencing capabilities are supported:

1) *Meet-Me Conference* – This capability allows each user to be connected in a Conference by dialing a designated number and authorization code at a predetermined time or as directed by the operator. For recurring meet-me conferences, Verizon permits the participants to reuse the same dial access number and authorization code and allow bookings of recurring conferences in three month increments (e.g., every Monday morning at 10:00 AM for the next three months).
2) *Preset Conference* – Allows an authorized user to activate a previously defined conference with associated conferees by dialing an access number followed by an authorization code. Once activated, the system attempts to connect the pre-designated participants using the predefined lists.

b) *Attendant-Assisted Conference.* Allows operators to establish a conference. Conferees are able to recall an operator during a conference for immediate attention, such as general assistance or adding or dropping participants.

3. *Audio Conference Reservation System.* The audio conference reservation system permits authorized Government users to schedule audio conferences. The reservation system has the following capabilities:

a) A single point of contact with Verizon.
b) Ability for authorized users to schedule one or more conferences by time and day of the week either as a single event or recurring event on a daily, weekly, monthly, or other periodic basis. In addition, it is possible to schedule an emergency audio conference call within 15 minutes if bridging capacity is available.
c) The ability for authorized users to submit reservation requests up to one year in advance by phone or Email or fax or via online through Internet.
d) The ability to store and retrieve predefined conferences.
e) The ability to create printed reports with reservation confirmation and cancellation notices.
f) The reservation system contains the following information:

1) Type of conference (e.g., video, audio)
2) Name of the person scheduling the conference
3) Organization of the person scheduling the conference
4) Telephone number of the person scheduling the conference
5) Name of an alternate contact person
6) Telephone number of the alternate contact person
7) Name of the contact person at participating locations (attendant-assisted only)
8) Telephone numbers of the contact persons participating in the conference (attendant-assisted only)
9) Name, organization, telephone number, and email address of each person participating in the conference (at the user's discretion)
10) Locations of the persons participating in the conference (at the user's discretion)

11) Date of the conference
12) Time of the conference
13) Scheduled length of the conference
14) Email confirmation notification to each participants with conference details (at the user's discretion)
15) Authorization code

4. *Audio Conferencing Service.* Provides users with the following service intervals:
   a) Schedule a non-recurring conference within 30 minutes after the advance reservation request, provided that the bridging capacity and the other required network support functions are available.
   b) When bridging capacity and other required network support functions are available, requests for a delay in the scheduled termination time of a conference that is already in progress shall be granted if the request is made at least 20 minutes be-fore the scheduled terminating time of the conference.
   c) Permits ACS users to cancel an audio conference up to 30 minutes before the scheduled start time of the conference without incurring any charge for the canceled conference.
5. *Automatic Port Expansion.* Allows without operator assistance, automatic expansion to additional ports to the conference in progress beyond the dial-in ports reserved as long as facilities are available.
6. *Announce Late Participant.* Provides either the announcement of participants arriving late to the call or blocking of late participants from joining the conference based on user's instruction.
7. *Enable and Disable Conferee Tones.* Enables or disables conferee tone when a participant enters or exit a conference.
8. *Enable and Disable Music On Hold.* Enables or disables music on hold when a participant is put on hold.
9. *Enable and Disable Self-Mute.* Provides self-mute if this capability is not available on their phone.
10. *Guaranteed Duration of Dial-In Call.* Provides guaranteed duration of dial-in call and shall allow participants to hang up at any time and rejoin the conference later.
11. *Listen-Only Broadcast Mode.* Allows listen-only broadcast mode.
12. *Mixed Mode.* Provides mixed mode, i.e., both listen-only and interactive modes.
13. *Participant Count.* Provides a count of participants.
14. *Roll Call.* Requires the operator to conduct a roll call of participants so that all participants know who are on the conference.
15. *Audio Conferencing Service* is available 24 hours a day, seven days a week.
16. *Attendant assistance* is available at any time during an audio conference.

[redacted]Availability

Verizon's Audio Conferencing Services are available for services in Domestic locations.

1.8.2 Features

Verizon offers the features defined in **Table 1-21** in conjunction with Audio Conferencing Services.

Table 1-21. Audio Conferencing Features

ID	Feature	Description
1	Audio Recording of Call	Supports recording of conference call into a storage media (e.g., disc) for later replay.
2	Access Controlled Call	Allows the conference leader to prevent operator from monitoring the call as well as additional/late participants from joining the call
3	Language Translation	Provides language translation to English from other languages (e.g., Spanish) for transcription of pre-recorded audio conference.
4	Moderator-led Questions and Answers	Provides conference moderator led questions and answers only. This feature is offered in conjunction with the Audio Conferencing Service, at no additional cost.
5	Participant List Report	Provides a report of all participants in the conference.
6	Password Screening	Verizon support shall screen password for joining a conference to authorized participants only. This feature is offered in conjunction with the Audio Conferencing Service, at no additional cost.
7	Replay of pre-recorded audio conference	Allows under password protection, replaying of pre-recorded audio conference at a later time and shall allow remote control of the recording with keypad access to functions like pause, rewind, and fast-forward.
8	Transcription of prerecorded audio call	Provides transcription of pre-recorded audio call. This feature is offered in conjunction with the Audio Conferencing Service, at no additional cost.
9	Temporary blocking of ports	Allows temporarily blocking audio conference ports in order to remove a sub-set of participants/users from the conference. This feature is offered in conjunction with the Audio Conferencing Service, at no additional cost.
10	Secured Audio Conference	Supports voice conferencing capability for sensitive voice conferences with end-user encryption to support discussions of a sensitive-but-unclassified (SBU) nature between multiple locations with protection from unauthorized interception (i.e., eavesdropping). [Note. Government furnished encryption unit at the SDP must be based on commercially available encryption devices (Standard: NIST DES/AES). Verizon will synchronize encryption keys of similar encryption unit(s) of the audio conference bridge before each conference.]

1.8.3 Performance Metrics

Table 1-22**1-22** defines the KPI that Verizon supports for the Audio Conferencing services.

Table 1-22. Audio Conferencing Service Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1

Grade of Service (Operator Assistance Response Delay)	Routine	54 seconds	≤ 54 seconds	See Note 2
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally avail-able to the Agency. Availability is computed by the standard formula:

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. GOS (Operator Assistance Response Delay) is the delay experienced by conference participants to receive operator assistance during a conference. Delay is measured as the interval between the end of signaling (e.g., dialing for operator assistance) and the receipt of voice response from the operator.
3. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance, or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.

   Examples of Government-caused delays include, but are not limited to:
   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;
   - Customer gave Verizon an incorrect address for the SDP;
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;
   - Government required service at a remote site and agreed that a longer transit time was required

Table 1-23 defines the provisioning intervals that Verizon supports for the Audio Conferencing Services. Services provisioned in OCONUS locations or with no specified performance objective will be provisioned on a best effort basis.

Table 1-23. Audio Conferencing Service Provisioning Intervals

Service (CONUS Originating and Terminating Locations Only)	Performance Objective (Calendar Days)
Audio Conferencing (ACS)	As Negotiated
Disconnect (all services)	30

1.8.4 Pricing Elements

Table 1-24, **Table 1-25**, and **Table 1-26** provide a detailed breakdown of all the pricing elements for the Audio Conferencing Service.

ACS – Usage

Table 1-24. ACS – Usage

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0260101	Audio Conferencing Svc Usage	Usage	Per Bridge Port Per Minute
54151ECOM	0260108	Operator Dial-Out Transport	Usage	Per minute
54151ECOM	0260109	Host Dial-Out Transport	Usage	Per minute
54151ECOM	0260110	Domestic TF Dial-In Transport	Usage	Per Minute
54151ECOM	0260111	Canada TF Dial-In Transport	Usage	Per Minute

Table 1-25. ACS – Attendant-Assisted

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0260301	Attendant Assisted ACS	Usage	Per Quarter Hour

ACS – Features

Table 1-26. ACS – Features

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0269001	Access Controlled Call	Usage	Per Call
54151ECOM	0269004	Language translation	Usage	Per Translation
54151ECOM	0269006	Participant list report	Usage	Per Report
54151ECOM	0269008	Replay of pre-recorded audio conference	Usage	Per Replay
54151ECOM	0269009	Secured Audio Conference	Usage	Per Conference Call
54151ECOM	0269011	Transcription of pre-recorded audio call	Usage	Per Transcription

1.8.5 Service Ordering and Billing

Service orders for Audio Conference Services are required to include the usage Part Numbers defined in **Table 1-27** below.

Table 1-27. ACS Service Order Scenarios

Scenario	Required Usage Part Numbers	
Audio Conferencing Service	**Part No.**	**Description**
	0260101	Audio Conferencing Svc Usage
	0260108	Operator Dial-Out Transport
	0260109	Host Dial-Out Transport
	0260110	Domestic TF Dial-In Transport
	0260111	Canada TF Dial-In Transport

	0260301	Attendant Assisted ACS
	0269001	Access Controlled Call
	0269004	Language translation
	0269006	Participant list report
	0269008	Replay of pre-recorded audio conference
	0269009	Secured Audio Conference
	0269011	Transcription of pre-recorded audio call

The logic for ACS usage billing is defined in **Table 1-28**.

Table 1-28. ACS Usage Billing Logic

Part No.	Description	Billing Logic
0260101	Audio Conferencing Service Usage	Audio Conference usage is billed based on the number of bridge ports per minute (each participant will use one port)
0260108	Operator Dial-Out Transport	Operator Dial-Out Transport is billed on a per minute basis per participant
0260109	Host Dial-Out Transport	Host Dial-Out Transport is billed on a per minute basis per participant
0260110	Domestic TF Dial-In Transport	Domestic TF Dial-In Transport is billed on a per minute basis per participant
0260111	Canada TF Dial-In Transport	Canada TF Dial-In Transport is billed on a per minute basis per participant
0260301	Attendant Assisted ACS	Attendant Assisted ACS is billed on a per quarter hour basis when the feature is used
0269001	Access Controlled Call	Access Controlled Calls are billed on a per call basis when the feature is activated
0269004	Language translation	Language translation is billed on a per translation basis when the feature is requested
0269006	Participant list report	Participant list reports are billed on a per report basis when the feature is requested
0269008	Replay of Pre-Recorded Audio Conference	Replay of pre-recorded audio conferences are billed on a per replay basis when the feature is requested
0269009	Secured Audio Conference	Secured Audio Conference is billed on a per conference basis when the feature is activated
0269011	Transcription of Pre-Recorded Audio Call	Transcription of pre-recorded audio calls are billed on a per transcription basis when the feature is activated

1.9 Contact Center Services

1.9.1 Service Description

Verizon's Call Center/Customer Contact Center Services (CCS) provide services and personnel to enable Agencies to efficiently and effectively deliver customer service to their clientele across multiple contact channels (voice, fax, email, Internet website, etc.)

by providing a single network call queue or multiple call queues (where applicable). A network call queue manages multimedia customer interactions such as voice, email, web submissions, and fax. The call queue(s) provides the consistent, real-time management and distribution of multi-media calls to an Agency contact center. Verizon's CCS may be used in conjunction with Toll-Free and other network services to facilitate Agency communications with the general public, businesses, and other Agencies.

Functional Description

Call Center/Customer Contact Center Services enable subscribing Agencies to deliver customer service to their designated customer base across multi-media contact channels (voice, fax, email, Internet website, etc.) and provide additional enabling services for end to end customer service. The basic service provides intelligent call routing capabilities with a network call queue. Verizon's CCS will apply to single site, multiple site, and enterprise wide Agency contact.

Connectivity

Call Center/Customer Contact Center Services support connecting and interoperating with:

1. Internet
2. Public Switched Telephone Network (PSTN)

Technical Capabilities

Verizon supports the following Call Center/Customer Contact Center Services:

1.9.1.3.1 CCS Delivery Methods

1. Verizon provides the following service delivery method for CCS in support of the subscribing Agency's needs:
   a. *Contractor Provided and Contractor Based (CPCB) Call Management Service.* Verizon provides the necessary components required for CCS Call Management Service. This includes hardware, software, inside wiring, and power. The components will be located within Verizon's network and maintained by Verizon. Agency supplied personnel will answer calls distributed by the CCS Call Management service.

1.9.1.3.2 CCS Call Management Service (Network Call Queue)

1. Verizon provides the capability for a network call queue (a single queue or multiple queues according to Agency needs) to manage the routing and distribution of contacts (calls) from multi-media channels such as voice, email, facsimile, and an Agency Web site.
2. The intelligent routing and distribution of contacts will be determined according to the real time operating status of the subscribing Agencies contact center(s) and their business rules. The Agency business rules can be based on parameters such as media type, real time status of the contact center, caller profile, call content, and agent skills. Verizon will provide the capability to prioritize queues and contacts (calls) within a queue.

3. Verizon's CCS will interoperate with the subscribing Agency's CCS communications channels such as the Internet website, e-mail, voice, and facsimile (when applicable).
4. Verizon's CCS will have the capability to traverse and successfully interoperate with Agency firewalls and security layers. Verizon will verify with the Agency that the Agency firewall is compatible with the service.
5. Verizon will support service observation. Service observation provides Agency authorized personnel with the capability to monitor the CCS agents, and agent groups for call quality. Service observation provides options for silent monitoring (default) and three way audio conferencing. Service observation will be made available for monitoring both local and remote agents and will support local and remote observers. Service observation will be secure and available only to authorize Agency-designated individuals.
6. Verizon will provide the subscribing Agency with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles, and reports. The CCS will enable authorized Agency designated individuals to perform both real time and scheduled changes. The CCS management system will be user friendly and provide the following administrative capabilities:
   a. An audit trail and change log history.
   b. Authentication with password protection for authorized administrators.
   c. Ability to perform scheduled and real-time changes.
   d. Ability to view the Agency CCS configuration.
7. Verizon will provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Agency needs) and special reports with different management views. This will include an annual report with monthly summaries and totals for all categories of CCS management information for all data elements that can be totaled. The reports will be available on demand or on a scheduled basis.
8. Verizon will provide historical and real time reports with a unified view of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time. This will include, but is not limited to reporting on both the queue and agent/skill levels. Both summary and detail reports will be provided. Reporting archive data will be available for a minimum of one year. Verizon will provide the ability to electronically export reporting data, in a standard file format (e.g. CSV) to Agency applications (i.e. spreadsheets, databases). The Agency management reporting requirements will be identified during a discovery session.
9. Verizon will present report data in a user friendly format. For multi-location CCS applications, individual location reports will have the option to present data according to an individual location's local time zone in a easy to read format (e.g. time is reported in hh:mm:dd format).
10. Verizon will provide the subscribing Agency with access to graphical, real time reporting of the CCS queue status. The real time reporting will monitor performance and identify all interactions (voice, email, fax, and web) by contact channel and agent status. The reports will include summaries and totals (where applicable). The real time reporting will provide the following minimum capabilities:

a. Number of inbound contacts (calls).
b. Status of inbound contacts (calls).
c. Number of contacts (calls) in queue.
d. Length of oldest contact (call) in queue.
e. Average queue time.
f. Number of abandon calls.
g. Agent status and performance statistics.
h. Service level information.
i. Number of contacts handled by workgroup or skill.

11. Verizon will provide the capability to inform the caller of the queue status including the callers estimated wait time in queue when a queue threshold exceeds an Agency defined threshold. This can also include an option for announcing the caller's expected wait time prior to entering the queue. Verizon will provide Agencies with the ability to change recorded announcements.
12. Verizon will provide the capability to transmit and deliver music on hold (or recordings) to the originating caller. The music on hold source can be Verizon or Agency provided according to the subscribing Agency's needs.
13. Verizon will perform a "Discovery Session" with key stakeholders to gather requirements and identify the scope of work, schedule, and deliverables required to meet the Agency's CCS needs.
14. Verizon will supply terminal devices (e.g., phones, IP phones, softphones,) required for delivery of CCS if requested by the subscribing Agency. Terminals will have the capability to support caller ID (ANI) and an optional name /message display (where applicable).
15. Verizon will provide the capability to accommodate Agency contact center closings (e.g. scheduled holiday's, unplanned closings, outside of normal business hours, and for maintenance activities) by providing announcements, messages, or re-routing of contacts during the period that the Agency contact center is closed.
16. The CCS Call Management Service requires data connectivity to each Agency location. This connectivity is priced separately.

Security and Certification Compliance

As security and certification requirements will vary based upon individual agency needs, Verizon will review the Agency's requirements and assess their supportability from a cost and implementation time frame.

Availability

Verizon's CCS Services are available as defined below in **Table 1-29**:

Table 1-29. CCS Services Availability

Description	Location
CPCB	Domestic

1.9.2 Features

Verizon offers the following CCS features defined in **Table 1-2130.**

Table 1-30. CCS Features

ID	Feature	Description
1	Call Recording and Monitoring	Verizon will provide digital recording and monitoring of inbound and outgoing multimedia contacts (telephone, email, and web self-service channels) and associated data (agent screen capture) to capture the caller experience. At a minimum, the date, time, duration, caller ID information (if available), dialogue, and identity of the agent handling the call will be captured and recorded. Archived calls will be retrievable by date, time, agent, content, contact channel, or identity of the caller. The following minimum capabilities will be provided: 1. Archive recordings 2. Playback of recording 3. Recording of an agent to be activated and de-activated on demand. 4. Remote monitoring and playback 5. Reporting (management and administrative) 6. Scheduled and random call recording 7. Selective recording (based on business rules) 8. Support free seating 9. Total and random recording of all calls 10. Convert call recordings to .wav or mp3 file format The call monitoring system will also provide the capability to evaluate and score calls and performe random call quality reviews. Archived call recordings will be stored for up to two (2) months for retrieval. For retention beyond this period, Verizon can provide the call recordings to the agency via a secure delivery medium.
2	Collaborative Browsing	Verizon will allow bi-directional sharing of web pages between the contact center agent and the caller. It will enable a caller to request a co-browse session with a contact center agent. The agent will have the capability to highlight text and scroll the browser screen to a specific section of a web page. The agent will have the capability to push a web page to the caller and vice-versa. Verizon will allow the capability for an agent to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller. In conjunction with the assessment of the Agency's requirements Verizon will identify if there are any restrictions or limitations regarding the type of web browser software used by the caller or contact center agent for use with this feature.
3	Computer Telephony Integration (CTI)	Verizon will provide Computer Telephony Integration (CTI) capability to enable transfer of caller information and Agency specified data between Verizon and Agency specified systems simultaneously with the associated inbound contact channel (call). This feature can be used to support a diverse set of Agency applications such as screen pop/splash, intelligent routing, third party call control, keyboard dialing, custom reporting, and multi-channel call blending solutions.

ID	Feature	Description
4	Customer Contact Application	Verizon will provide an application to track, document, and manage the CCS customer contacts across multiple contact channels. The customer contact application will contain the following minimum capabilities: 1. Record caller contact information 2. Record caller account information 3. Record caller contact history and status of inquiry 4. Record nature of the inquiry 5. Record date and time of the contact 6. Record call disposition 7. Record agent handling the inquiry 8. Assign & escalate inquiries according to business rules 9. Assign a unique case or record number to each inquiry The customer contact application will also provide the capability to create and provide scripted responses for the contact center agents. The contact system will also provide summary and detailed management reports. The customer contact application includes up to 10 GB of data storage.
5	E Mail Response Management	Verizon will provide e-mail response management (ERM) that will assign a tracking ID to each email and route e-mail communication according to Agency specified business rules. The ERM will provide the following minimum capabilities: 1. Auto response 2. Automatic acknowledgement 3. Email classification and prioritization 4. Email routing based upon business rules 5. Filtering capability 6. Content analysis and knowledge base for suggested and personalized responses 7. Management reports 8. Multiple language support (English and Spanish) 9. Real time exception reports The ERM will be compatible with the subscribing Agency's e-mail application. Emails will be stored on the storage server for 180 days. For retention beyond this period, Verizon can provide the emails to the agency via a secure delivery medium.

6	Interactive Voice Response (IVR)	Verizon will provide an interactive voice response application that allows callers to be provided with information based upon input from (a) telephone DTMF key pad entries or via (b) speech recognition. The minimum capabilities are listed below: 1. Select pre-recorded announcement messages with the capability for announcements and provide the ability for a caller to opt out during an announcement to a predefined termination. Such announcements will always be played from the beginning for each caller and provide the capability to be recorded in (a) U.S. English, (b) Spanish (American) and (c) other foreign languages after obtaining subscribing Agency script approval. 2. Leave caller information via telephone DTMF keypad signal or speech (e.g., name, address, account information, etc.). 3. A means for the subscribing Agency to retrieve caller entered DTMF or speech messages. 4. For transcription of caller information, Verizon will provide transmission of the recorded voice files and DTMF data for each call to the Agency and Verizon will provide transcription reports from English- and Spanish-speaking callers. 5. Query a database that delivers Agency-provided information to the caller. The database may be housed in the (a) subscribing Agency or, at the subscribing Agency's discretion, (b) housed in a Verizon location and updated by the subscribing Agency. Provide a default routing or message (Agency option) if the database is unavailable. 6. Provide a capability to allow callers to hear and verify their names and addresses in an Agency-provided name and address database after the caller has entered their telephone number via DTMF, or based on the caller's ANI. (Text to Speech). 7. Support speech recognition as a valid caller input. Verizon will support at a minimum, all spoken numeric digits as well as "yes" and "no." English and Spanish language callers will be supported. Verizon will be able to accept and process at a minimum 95 percent of the above speech responses. The speech responses that are not accepted will be routed to a default location designated by the subscribing Agency. 8. Provide the capability to perform surveys (via DTMF or speech) to IVR callers. The surveys can be provided to all or a random percentage of callers according to Agency needs. Survey results will be provided electronically to the subscribing Agency. 9. Provide a facsimile "fax back" capability (e.g. Fax Catalog application) that will permit callers to retrieve Agency specific documents or forms. Verizon will fax back the request documents within one hour of the initial call and retry a minimum of 13 attempts over a six hour interval in order to complete the request. Fax transmittal will include an option for a cover sheet (standard or customized). 10. At the Agency's option, the caller's IVR selection(s) information will be transferred to the Agency. 11. Verizon's IVR capacity must be configured such that the application answers a call within 3 ring cycles for 99 % of the offered call volume (measured on an hourly basis). 12. Features equivalent to the above will be available to individuals who are hearing impaired or have speech disabilities via electronic means in

ID	Feature	Description
		Baudot and ASCII/TTY code formats. These electronic form lines need not be voice feature enabled. 13. Verizon will provide summary reporting that at a minimum provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis. 14. Verizon will make available any IVR reports that are available with its equivalent commercial offerings
7	IVR – Agency Based Database (Host Connect)	Verizon will provide the ability to route calls or provide information based upon a database query(s) of information provided by a database located at the subscribing Agency premise. The query(s) could be to single, redundant, or multiple databases depending upon Agency specifications and the complexity of the application. Verizon will implement and provide the appropriate interface and connectivity for Verizon's IVR application to successfully query and access the subscribing Agency's database(s). The IVR caller will have the capability to retrieve, review, and modify information located on the Agency based database based upon the subscribing Agency needs. The Agency database(s) can be a (a) mainframe (e.g. IBM System 360/370/390/3090) or (b) server based relational database. If the database does not respond to the network query within 250 milliseconds, an Agency defined default routing plan will be used.
8	IVR – Office Locator database	Verizon will provide the capability to enable a caller to query an Agency designed database that delivers Agency provided information (e.g. caller enters his/her zip code and the nearest Agency office location is provided. Data elements can include: Name, Address, City, State, Zip code [NACSZ] or account code) to route calls to the appropriate destination. The application can allow the callers to respond to a series of questions before call termination. The application can include routing based upon time of day, day of week, ANI, or call entered digits.
9	IVR – Speech Recognition	Verizon will provide natural speech recognition for IVR applications with the ability, at a minimum, to recognize spoken vocabulary, digits, zip codes, credit card numbers, credit card expiration date, account numbers, alpha numeric numbers. At a minimum Verizon will provide natural speech recognition capabilities and vocabularies for both English (American) and Spanish (American) dialects. The minimum accuracy threshold for speech recognition will be at least 95%.
10	Language Interpretation Service	Verizon will provide telephone language interpretation services. The service should be available, on demand, for three way conferencing with the contact center agent and foreign language caller to provide interpretation between the caller's foreign language and English and vice versa. This feature will have the following minimum capabilities: 1. Available 24×7 2. Accessible via a toll free number 3. Identify the foreign language of the caller 4. Provide an appropriate interpreter within one minute of the request 5. Provide management reports identifying the date, time, duration, interpreter, and identity of the agent requesting the service. Verizon will provide a list of the foreign languages available for interpretation upon request.

ID	Feature	Description
11	Outbound Dialer	Verizon will provide the capability for automated outbound dialing. The dialer service will have the capability to support either centralized or distributed call center environments according to the subscribing Agency needs. The dialer will have the following minimum capabilities: 1. Automatically initiate domestic and international outbound calls 2. Call conferencing and call transfer capability 3. Predictive dialing - capture real-time statistics from the call queue and automatically adjusting the outbound dialing frequency according to Agency defined service level parameters 4. Preview dialing – allow agents to preview the customer record before an outbound call is initiated and provide an option for the agent to cancel the call 5. Receive and manage inbound calls 6. Support agent blending. The integration of outbound and inbound call handling to determine how to best use agent resources. (agents can handle both outbound and inbound calls) 7. Support service observation 8. Reporting – Provide comprehensive historical, real time management, and exception reports. Historical reporting will support a rolling one year interval.
12	Text Chat (Web Chat)	Verizon will provide the ability to enable the contact center agents to engage in real time text chat with callers directed from their web site. The text chat will provide the following minimum capabilities: 1. Archive text chat sessions (create transcripts) 2. Allow agents to manage multiple text chat sessions 3. Allow file transfers 4. View the active web page the text chat caller is on 5. Provide a log of text chat sessions 6. Provide an automatic spell check and grammar check option that is enabled when typing in active session. 7. Supervisor chat monitoring Web chats will be stored on the storage server for 180 days. For retention beyond this period, Verizon can provide the web chats to the agency via a secure delivery medium. Note: Customization of the Agency's website is not included in the scope of this offering.
13	Web Call Back	Verizon will provide the capability for a customer to request a call back by filling out a form on the Agency's web site. The call back algorithm will be based upon the availability of a contact center agent. The call back request will be automatically distributed to the most appropriate agent based upon availability of an agent (within Agency operating hours). Note: Customization of the Agency's website is not included in the scope of this offering.
14	Web Call Through	Verizon will provide the capability to enable customers browsing the Agency's web site the ability to call through (e.g. "click to talk") and simultaneously have a voice conversation with a contact center agent. Note: Customization of the Agency's website is not included in the scope of this offering.

ID	Feature	Description
15	Workforce Management	Verizon will provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM will enable Agencies to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The workforce management system should provide the following minimum capabilities: 1. Forecast staffing needs including agent skills, skill levels, and shifts. 2. Forecast contact volumes and workload - overall call volume and by contact channel. 3. Provide agent scheduling and create optimized agent schedules by shift and skill. 4. Report schedule adherence – real time tracking, alerting, and graphical reporting of agent adherence to their individual schedule. 5. Reporting – Provide comprehensive historical, real time management, and exception reports. Reports will include totals and summary information. Historical reporting will support a rolling one year interval.

1.9.3 Performance Metrics

Table 1-31 defines the KPI that Verizon supports for the CCS services.

Table 1-31. CCS Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 2
	Without Dispatch	4 hours	≤ 4 hours	See Note 2

Notes:

1. Availability is measured and calculated as a percentage of the total reporting interval time that the CCS is operationally available to the Agency. Availability is computed by the standard formula

$$Availability = \frac{RI\ (HR) - COT\ (HR)}{RI\ (HR)} \times 100$$

2. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government caused delays.

   Examples of Government caused delays include, but are not limited to:
   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface
   - Customer gave Verizon an incorrect address for the SDP
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space

- Government required service at a remote site and agreed that a longer transit time was required

Table 1-32 defines the provisioning intervals that Verizon supports for CCS services.

Table 1-32. CCS Provisioning Intervals

Service	Performance Objective (Calendar Days)
Call Center / Customer Contact Center (CCS)	As Negotiated
Disconnect (all services)	30

1.9.4 Pricing Elements

CCS – CPCB

Table 1-33. CCS - Contractor Provided and Contractor Based (CPCB) Call Management Service

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0430340	CPCB - Service Initiation	NRC	Per Unit
54151 ECOM	0430006	CPCB - Terminal Device	NRC	Per Device
54151 ECOM	0430106	CPCB - Terminal Device	MRC	Per Device
54151 ECOM	0430011	CPCB - User	NRC	Per User
54151 ECOM	0430111	CPCB - User	MRC	Per User

CCS – Features

Table 1-34. CCS Features

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0439501	Call Recording and Monitoring	NRC	Per Unit
54151 ECOM	0439601	Call Recording and Monitoring - Hosted	MRC	Per User
54151 ECOM	0439701	Call Recording and Monitoring - Premises-based	MRC	Per User
54151 ECOM	0439502	Collaborative Browsing	NRC	Per Unit
54151 ECOM	0439602	Collaborative Browsing - Hosted	MRC	Per User
54151 ECOM	0439702	Collaborative Browsing - Premises-based	MRC	Per User

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0439503	Computer Telephony Integration (CTI)	NRC	Per Unit
54151 ECOM	0439603	Computer Telephony Integration (CTI)	MRC	Per Unit
54151 ECOM	0439504	Customer Contact Application	NRC	Per Unit
54151 ECOM	0439604	Customer Contact Application	MRC	Per User
54151 ECOM	0439505	Email Response Management	NRC	Per Unit
54151 ECOM	0439605	Email Response Management - Hosted	MRC	Per User
54151 ECOM	0439705	Email Response Management - Premises-based	MRC	Per User
54151 ECOM	0439506	Interactive Voice Response (IVR)	NRC	Per Unit
54151 ECOM	0439606	Interactive Voice Response (IVR) - Hosted	Usage	Per Six-Second Increment
54151 ECOM	0439706	Interactive Voice Response (IVR) - Premises-based	MRC	Per Port
54151 ECOM	0439507	IVR - Agency Based Database (Host Connect)	NRC	Per Unit
54151 ECOM	0439607	IVR - Agency Based Database (Host Connect) - Hosted	MRC	Per Port
54151 ECOM	0439508	IVR - Office Locator Database	NRC	Per Unit
54151 ECOM	0439608	IVR - Office Locator Database	MRC	Per Port
54151 ECOM	0439509	IVR - Speech Recognition	NRC	Per Unit
54151 ECOM	0439609	IVR - Speech Recognition	Usage	Per Six-Second Increment
54151 ECOM	0439510	Language Interpretation Service	NRC	Per Service Initiation
54151 ECOM	0439610	Language Interpretation Service (DNBH)	Usage	Per Six-Second Increment
54151 ECOM	0439611	Language Interpretation Service (ONBH)	Usage	Per Six-Second Increment
54151 ECOM	0439612	Language Interpretation Service (W)	Usage	Per Six-Second Increment
54151 ECOM	0439613	Language Interpretation Service (H)	Usage	Per Six-Second Increment
54151 ECOM	0439511	Outbound Dialer	NRC	Per Unit

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0439911	Outbound Dialer - Hosted	MRC	Per User
54151 ECOM	0439711	Outbound Dialer - Premises-based	MRC	Per User
54151 ECOM	0439512	Text Chat (Web Chat)	NRC	Per Unit
54151 ECOM	0439912	Text Chat (Web Chat) - Hosted	MRC	Per User
54151 ECOM	0439712	Text Chat (Web Chat) - Premises-based	MRC	Per User
54151 ECOM	0439513	Web Call Back	NRC	Per Unit
54151 ECOM	0439813	Web Call Back - Hosted	MRC	Per Instance
54151 ECOM	0439913	Web Call Back - Hosted	Usage	Per Call
54151 ECOM	0439713	Web Call Back - Premises-based	MRC	Per Port
54151 ECOM	0439514	Web Call Through	NRC	Per Unit
54151 ECOM	0439714	Web Call Through	MRC	Per Instance
54151 ECOM	0439614	Web Call Through	Usage	Per Transaction
54151 ECOM	0439515	Workforce Management	NRC	Per Unit
54151 ECOM	0439615	Workforce Management - Hosted	MRC	Per User
54151 ECOM	0439715	Workforce Management - Premises-based	MRC	Per User

1.9.5 Service Ordering and Billing

As Agency Call Center / Customer Contact Center requirements are unique, the CCS pricing structure has been defined to provide Agencies with the most flexibility. To that end, the Part #s defined in **Table 1-35** must to be ordered on a quantity basis:

Table 1-35. CCS − Unit Based Requirements

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0430340	CPCB - Service Initiation	NRC	Per Unit
54151 ECOM	0439501	Call Recording and Monitoring	NRC	Per Unit

SIN	Part #	Description	Charge Type	Charging Unit
54151 ECOM	0439502	Collaborative Browsing	NRC	Per Unit
54151 ECOM	0439503	Computer Telephony Integration (CTI)	NRC	Per Unit
54151 ECOM	0439603	Computer Telephony Integration (CTI)	MRC	Per Unit
54151 ECOM	0439504	Customer Contact Application	NRC	Per Unit
54151 ECOM	0439505	Email Response Management	NRC	Per Unit
54151 ECOM	0439506	Interactive Voice Response (IVR)	NRC	Per Unit
54151 ECOM	0439507	IVR - Agency Based Database (Host Connect)	NRC	Per Unit
54151 ECOM	0439508	IVR - Office Locator Database	NRC	Per Unit
54151 ECOM	0439509	IVR - Speech Recognition	NRC	Per Unit
54151 ECOM	0439511	Outbound Dialer	NRC	Per Unit
54151 ECOM	0439512	Text Chat (Web Chat)	NRC	Per Unit
54151 ECOM	0439513	Web Call Back	NRC	Per Unit
54151 ECOM	0439514	Web Call Through	NRC	Per Unit
54151 ECOM	0439515	Workforce Management	NRC	Per Unit

Orders for CCS services are highly customized to meet an Agency's unique requirements. Therefore, each CCS order will require a Statement of Requirements (SOR) defining the Agency's specific requirements. Upon receipt of the SOR, Verizon will conduct a joint review and discovery session with the Agency and then develop a design to meet the Agency's requirements. In conjunction with the design activity, Verizon will perform an assessment and identify the pricing elements and quantity of units required to support the Agency's needs. The assessment may include but is not limited to the following: site surveys, facilities, building utilities, work space, furniture, workstation hardware, equipment, software, training and professional services.

The logic for CCS services usage billing is defined in **Table 1-36**.

Table 1-36. CCS Usage Billing Logic

Part #	Description	Billing Logic
0439606	Interactive Voice Response (IVR) - Hosted	IVR Shared usage billing is based on six-second increments while the caller is interacting with the IVR platform
0439609	IVR - Speech Recognition – Hosted	Speech Recognition − Hosted usage billing is based on six-second increments while the caller is interacting with the IVR platform
0439610	Language Interpretation Service (DNBH)	Language Interpretation Service (DNBH) is billed in six-second increments while the caller is on phone with a translator during normal business hours.
0439611	Language Interpretation Service (ONBH)	Language Interpretation Service (ONBH) is billed in six-second increments while the caller is on phone with a translator outside normal business hours.
0439612	Language Interpretation Service (W)	Language Interpretation Service (W) is billed in six-second increments while the caller is on phone with a translator on a Weekend.
0439613	Language Interpretation Service (H)	Language Interpretation Service (H) is billed in six-second increments while the caller is on phone with a translator on a Holiday.
0439913	Web Call Back - Hosted	Web Call Back – Hosted usage billing is based on six-second increments while the time the call back was initiated and the caller accepts the call
0439614	Web Call Through	Web Call Through usage billing is based on the number of transactions attempted.

1.10 Virtual Contact Center (VCC)

1.10.1 Service Description

Functional Description

Verizon's Virtual Contact Center (VCC) is a network-based platform that provides a suite of services that include multi-channel Automatic Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), voice recording, screen capture, and advanced reporting. Verizon's VCC provides a tool that will empower Agencies to offer convenient and flexible contact mediums. Using voice, email, chat, and social media, Agencies will be able to handle every contact effectively in one unified contact handling strategy.

Connectivity

Verizon's VCC connects and interoperates with:

1. Internet
2. Public Switched Telephone Network (PSTN)

Technical Capabilities

Verizon's VCC allows an agency's customers to choose the most convenient method of contact. Customers can contact an agency's contact center via phone, e-mail, or the

agency's Web site. Agency customers can leave a voice e-mail, wait in queue for the next available customer service agent, or they can request a call back from an agent. With a comprehensive set of routing options, agencies can improve their customer experience and increase first call resolution. Inherent contact reporting will provide customers with real-time and historical reports ensuring the customer is meeting their internal contact handling metrics.

VCC provides a comprehensive set of tools that will fit any opportunity. From the smallest new contact center to complex enterprise solutions, VCC will allow Agencies to provide exceptional customer service.

Table 1-37. VCC Core Capabilities

Capability	Description
Administration	The standard VCC Service includes the following management capabilities: • **Central Portal:** Central is the portal that Supervisors and administrators will use to administer and manage a virtual contact center. Central is a browser-based interface for handling such administrative tasks as setting up user accounts, creating skills, assigning pre-recorded messages or music to specific events during the contact process and setting up inbound and outbound campaigns, dispositions codes and point of contacts. The tool is also used to assign telephone numbers to workstations so that screen pops will be delivered to the appropriate destination. • **Support Portal:** The Support Portal is a VCC portal which allows authorized Agency VCC Administrators to activate ports and increase and decrease the number of port after an implementation of a new VCC service has been completed. The Support Portal includes a record of the requested changes. • **VCC Agent:** A browser-based application that communicates to Verizon's platform servers when the Agent is available or unavailable. Through this interface, the Agent executes various tasks such as dialing a telephone number or answering ACD-based inbound phone calls, e-mails, or web chats. • **Studio:** An application development tool with a visual drag-and-drop programming graphical User interface (GUI) for creating or modifying contact handling processes. This tool allows the Agency to create custom IVR and skills-based routing applications and to design its own call flows. • **Reporting:** The VCC has several reporting tools which may be used to analyze a contact center's performance. Standard VCC reports provide reporting content for identifying trends and tracking key performance indicators ("KPIs") both historically and in real-time. Real-time and historic reports are further described below in *Section 9.10.1.8.*
Agent	• An Agent is a single user ID for one person that can support email, chat, and voice interactions • Unique Logged In Agents are individual users who log into the VCC Agent interface at least one time during the billing interval and are not assigned "monitor", "whisper coach", and/or "barge" Agent permissions. • An Agent license includes the following capabilities: – 1 ACD Agent – 1 Campaign Dialer Agent – 1 Universal Port – Used for IVR, voice, but does not affect chat or email – 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. – Supervisor reporting – IVR programming toolset

Capability	Description
	– CTI & Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector)
Supervisor	• Supervisor is an individual user who is configured with Supervisor functionality ("Monitor," "Whisper Coach," and/or "Barge/Join" and takeover permissions); • Supervisor license includes the following capabilities: – Unique Logged in Agent license as described above – Supervisor Monitor, Barge, and takeover functionality
Administrator	• Users who are designated as Administrators cannot access and cannot work in real-time with Agents using the Supervisor functionality. • Administrator users can log into the VCC platform and review real-time and historic reports. Note: There are no part numbers or charges for Administrators.
Port	• Port is a measure of the maximum number of simultaneous phone calls permitted for a Business Unit. One port is included with each unique Agent or Supervisor license, and will support the ability to handle one voice-related (phone) contact. • Port may be used for inbound calls (for IVR, ACD, or "pass-through" transfers) or outbound calls (Agent-requested dials, dialer/callback, or other system generated dials, or the outbound leg of call transfers) • Additional "stand-alone" ports, if required by an Agency to properly support activities such as ACD queuing, IVR-only implementations (where no stations have been purchased), or campaign dialing programs where the number of simultaneous calls often exceeds the number of stations, must be ordered via the VCC Universal Port Part No..
Storage and Data Management	The basic license for each Agent and Supervisor includes one Gigabit (1 GB) of Data Storage and Management for storage of call recordings, prompts, scripts, messages and files. The Agency can consume as much storage as necessary above the 1 GB per Agent and Supervisor, and will be billed for any extra usage. The Agency can view storage utilization in the Central portal. Each Agency Business Unit will control the "time to live" (TTL) for data files which are stored in the configured storage. TTL is an automated function and will automatically delete files in storage on a FIFO (first in-first out) basis once the TTL is exceeded. FTP or SFTP accounts are typically used to move call recordings or files off the platform. The Agency is responsible for retrieval of call recordings or files and for any agency specific long-term storage requirements. Files may be either copied or moved from the file system to the platform FTP server. When files are copied, the source file remains accessible on the platform file system where it can be reviewed and downloaded. When files are moved to the FTP server, the file is no longer accessible on the platform file system.
Voice Recording	Voice recording represents the ability for a business unit to record calls / conversations between agents and callers / called parties. Note**:** The ability to record calls (Voice Recording) is an independent charge from the storage of those calls (Storage and Data Management).

Browser-Based Interfaces

Verizon's VCC offering provides the Browser-based Interfaces defined in Table **1-38**Error! Reference source not found. below to support the different types of users as they interact to support the Agency's contact center's requirements.

Table 1-38. Browser-based Interfaces

Capability	Description
Agent Interface	A thin client interface that provides agents access to call volumes, company directory, and call control functionality. Regardless of media type ─ email, voice, and chat ─ everything is handled through this interface
Supervisor Interface	A thin client interface that allows a supervisor to function like an agent or work with agents through whisper coach, barge, or join a customer contact. Supervisors also have access to real-time metrics through a thick client (installed on the local machine) that will show the current performance of the campaigns, skills (queues), and agent performance
Administrative Interface	This interface provides the agency business unit administrator the ability to add agents, create new entry points, and pull historical reporting data without requiring a deep technical knowledge that is required by most premises based solutions
Studio	A thick client (locally installed) interface that allows the administrator to create the most basic or sophisticated call flow. This visual script creator allows you to build the call flows in advance, verify their functionality, and deploy in near real-time to a production environment

Multi-Media Management

Verizon's VCC solution supports multiple channels for Multimedia Management as defined in **Table 1-39** below.

Table 10-39. Multimedia Management

Capability	Description
E-mail Management	Queue and route e-mail to the appropriately skilled agent/agent group, whether on-site or remote. With the embedded email management system quickly respond to customer inquiries without changing screens or waiting for mail delivery.
Web Chat	Queue, route, and distribute customer-initiated chat sessions to the agent or specifically skilled agent group.
Call Back	Enable customers to request an instant agent callback via the company website or via an IVR prompt.
Inbound Voice Routing	Queue and route toll-free calls or local calls to any agent regardless of their physical location.
Outbound Voice Routing	Platform automated outbound dialing service that provides the ability to place outbound calls in a preview, progressive, or message lay down fashion.

Telephone Management

Verizon's VCC solution provides a comprehensive Telephony Management solution as described below in **Table 1**.

Table 1-40. Telephony Management

Capability	Description
Automatic Contact Distributor (ACD)	Automatically answers calls as they arrive in the system; places calls in a holding queue until agents become available; distributes calls to maintain an even level of activity among agents; and provides timely management information about the system's status. The VCC skills-based ACD distributes the callers in queue to the Agents who are identified as having the skills to help them. Proficiency levels of Agents are considered as part of the skills-based routing to route calls to the available Agent with the highest proficiency for the Caller's requested service. Key Features: • Skills-based routing with proficiency 'weighting' • Multi-location and at-home Agent capabilities • Inbound/Outbound call blending • Universal contact queue: voice calls, chat and email are held in a queue waiting for an Agent. Onward routing to an Agent is based on skills-based routing • Queue Keeper: the Caller is called back by the ACD according to the Caller's place in queue • Database connectivity to CTI or third party systems • Supervisor functionality includes: Monitor, Whisper Coach, Barge, Join and takeover. Supervisors can monitor calls in two modes. Live calls may be monitored via the Supervisor menu on the Agent interface. Calls can also be automatically recorded through VCC ACD scripts, or manually through the Agent interface to allow Supervisors to listen to Agent interactions at their convenience. • Call Recording: the ability for a Business Unit to record calls / conversations between Agents and Callers / called parties. VCC records 100% of the calls. Agencies can choose to record fewer than 100% of the calls using either the standard Studio management application (See above) or by implementing the Advanced feature Call Recording Control (See features below). • White noise for Payment Card Industry (PCI) compliant call recording: allows the Agent or Supervisor to generate white noise into the call to block the information from being recorded while personal information such as a credit card number is provided.
Interactive Voice Response (IVR) – Basic	A technology that uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Agencies can further enhance the customer experience through the deployment of self service or speech automated systems. The hosted IVR software offers a drag-and-drop utility to create specialized call flows on-demand. This allows the Agency to make "on-the-fly" adjustments. Key Features: • Visual Call Flow Development: Create and edit contact flows. • IVR Reporting: Allows Supervisors-active to run reports to see overall use of the IVR and identify the points where Callers drop out or are unable to progress through the IVR system. Further, a voice call can be followed

Capability	Description
	through the IVR to see the navigated IVR path for a specific customer during a specific call. • Text-to-speech. • Supports data lookup to one internal VCC hosted database table; supports up to 25 menu options with no external data integration • Up to three (3) database "calls" (lookup only) • Increases deployment timeline to 60 business days
Interactive Voice Response (IVR) – Premium	The IVR − Premium offering builds on the capabilities of IVR – Basic and offers additional advanced capabilities. Key Features: • Database and CRM Connectivity: Integrates with data tables for account look ups or with Agency's database to help Agents handle calls. A variety of computer-telephony integration (CTI) options are available so the IVR application can query external databases. • Named Agent Routing • Enables routing to named "Account Manager" type Agents; backup Agent or queue is included • Integrated with CRM to identify the Account Manager; note, not all external CRM solutions are supported. • Supports integration to one external CRM/database, supports up to 50 menu options • Up to three (3) database/web service "calls" (lookup, push or update); not all external CRM solutions supported • Automated speech recognition is not included • Increases deployment timeline to 60 business days

Availability

Verizon's VCC Services are available for services in domestic locations.

1.10.1.7.1 Agency Requirements

The VCC service relies on each individual Agency proactively being involved with the management of the day to day business of the virtual contact center. These requirements start at the beginning with Customer ensuring compliance with required software and continue through life cycle management.

The minimum system requirements to support the VCC are defined in **Table 1** below.

Table 1-41. VCC Minimum System Requirements

Component	Minimum Requirements
Computer Operating System	• Windows 7 • Windows 10
Computer Hardware	• Intel i3 processor or higher at 3 GHz or better • 2GB of available RAM (minimum)

Component	Minimum Requirements
Supported Browsers *	• Internet Explorer 11 ** • Chrome *** • Firefox *** Note: * Browser support may evolve in conjunction with regular platform upgrades (estimated 4 times a years) ** Compatibility mode for older browser versions in IE11 is not supported *** Chrome and Firefox continually release browsers. New versions may impact functionality and may require software updates to resolve access issues. As a result of this, supported browsers are subject to change.
Browser Configuration & Add-ons	• Cookies enabled • Pop-ups enabled • JavaScript enabled • Adobe Shockwave Flash Player 9 or above • Java Applets enabled with Java Virtual Machine 6.11 or above installed • Windows Media Player Plug-in
Internet Connection	• 35kps bandwidth per workstation • Less than 200ms average round-trip ping reply between workstation and VCC servers
VoIP Bandwidth	• Based on CODEC implementation – G.711 CODEC requires 88 Kbps per simultaneous call – G.729 CODEC requires 40 Kbps per simultaneous call Note**:** CODEC bandwidth is bi-directional, for a given G.711 call, it will require 88 Kbps up and 88 Kbps down for a single call.

Reporting

1.10.1.8.1 Real-Time Reporting

The Agency's VCC real-time reports will display approximately every five to seven seconds the data about Agents, the states the Agents are in, the number of Agents who are in the different states, detailed information about contacts, and current queue information. Following is a list of the available real-time reports:

- Agent Count by State
- Agent Counter
- Agent List
- Contact List
- Queue Counter
- Queue Trend
- Skills Summary

1.10.1.8.2 Historical Reporting

VCC historical reports will be provided through VCC's reporting tool, which will enable Agencies to apply numerous filter combinations to drill down to the available data via the ACD metrics which are tracked. The key metrics are listed in **Table 1** below.

Table 1-42. VCC Historical Reporting Metrics

Metrics			
% Contacts Abandon	% Handle Time	Longest Contact Time	Avg. Refused Time
Contact Abandon	Avg. Handle Time	Longest Time to Answer	Refused Time
Abandon Time	Handle Time	Occupancy Rate	Release Time
Avg. Time to Abandonment	% Contacts Handled	% Contacts Offered to Agent	Number of Times Contact Routed
ACD Contacts	Handled Contacts	Contacts Offered to Agent	Routing Time
ACD Time	% Held Party Abandon	% Contacts outside SLA	Service Level
% Active Talk Time	Held Party Abandon Count	Contacts outside SLA	Avg. Short Abandon Time
Active Talk Time	Avg. Held Party Abandon Time	% Outbound Contacts	% Contacts Short Abandons
Avg. Active Talk Time	Held Party Abandon Time	Outbound Contacts	Contacts Short Abandons
% ACW (Wrap-Up) Time	% of Contacts Held	% Outbound Time	% Contacts Spawned
ACW (Wrap-Up) Time	Contacts Placed on Hold	Avg. Outbound Time	Avg. Speed of Answer
Avg. ACW (Wrap-Up) Time	Number of Time Contact Held	% Post-queue Time	Speed of Answer
% Available Time	% Hold Time	Avg. Post-queue Time	% Talk Time
Available Time	Avg. Hold Time	Post-queue Time	Avg. Talk Time
% Callback Requests	Hold Time	% Contacts Ending in Pre-queue	Talk Time
Callback Requests	% Contact within SLA	Contacts Ending in Pre-queue	Avg. Total Contact Time
Callback Time	Contacts within SLA	% Pre-queue Time	Total Contact Time
% of Contacts Conferenced	% Inbound Contacts	Avg. Pre-queue Time	Transferred Rate
Conference Contacts	Valid Contacts Entering System	Pre-queue Time	Transferred Contacts
Conference State Count	% Inbound Time	% Contacts Queued	# of time Contact Transferred
% Conference Time	Avg. Inbound Time	Queued Contacts	% Unavailable Time
Avg. Conference Time	Inbound Time	Number of Refusals	General Unavailable Time
% Consult Time	Incoming Contacts	% Contacts Refused	System Unavailable Code Time
Consult Time	% In-queue Time	Refused Contacts	Time Spent in Unavailable Codes
% Dialer Time	Avg. In-queue Time	% Refused Time	Unavailable Time
Dialer Time	In-queue Time	% Working Time	
	Login Time	Working Time	

The VCC reporting utility will allow the Agency to automate the export and download of historical reports in a variety of formats, including Excel, text, CSV, and XML.

1.10.2 Features

In addition to the standard offering, Verizon's offers advanced contact center features in conjunction with its VCC solution. Details of these features are defined in **Table 1-43** below.

Table 1-43. Advanced Virtual Contact Center Features

Capability	Description
Automated Speech Recognition	Automated speech recognition (ASR) supports directed-dialog ASR − verbal input from a caller, converts the audio to a digital format, and then looks for a matching pattern based on a defined list of acceptable responses. A variety of common commands are natively supported (e.g., "yes/no", date, time, currency, numbers, and digits). Users can also define custom lists of words against which spoken utterances are compared.
Call Recording Control	Call Recording Control is an Advanced Services add-on to the ACD which provides the Agency with the ability, via a web-based Graphical User Interface (GUI) outside of the standard Studio management (See above), to determine and define call recording rules including what percentage of calls to record. The GUI provides the Agency with a simplified interface to configure and administer call recording settings by skill and add Agent exceptions without the use of specialized scripting or programming skills. Key Features: • Intuitive web interface to manage call recording rules. • Define percentage of call recordings. • Easily add rules such as skills, agent exceptions, etc.
Customer Relationship Management (CRM) Connectors	A technology-enabled strategy to convert data-driven decisions into business actions in response to, and in anticipation of, actual customer behavior. Verizon offers the following Salesforce.com (SFDC) CRM Connectors: • Salesforce.com Object Integration – Add Integration to any SFDC Objects including custom objects; up to 25 menu options – Up to 3 SFDC Web service "calls" – SFDC adapter only • Salesforce.com Case Management Integration – Includes SFDC Case record Screen-Pop – Supports screen pop to standard SFDC tabs including Account, Contact, Lead, or Case records – Visual Force Page development is <u>not</u> included – SFDC adapter only – Adds integration to SFDC Objects, Case, Account, Lead, or Contact, up to 25 menu options – Up to 3 SFDC Web service "calls" including SFDC case creation • Salesforce.com Dual Agent Environment – Implementation to support contact center environments using both the SFDC Agent and the standard VCC Agent client

Capability	Description
CRM Driven Screen Pop / Call Routing	CRM Driven Screen Pop / Call Routing supports the following capabilities: • Adds integration to one CRM solution to support a screen-pop or custom call routing • Up to 3 web service "calls" (lookup only); not all external CRM solutions supported
Named Agent Routing	Named Agent Routing supports the following capabilities: • Enable routing to named "Account Manager" type agents; backup agent or queue included • Integrate with CRM system to identify the Account Manager; Note: Not all external CRM solutions supported
Outbound Dialer	Outbound Dialer combines inbound contact handling with campaign-based outbound dialing. Outbound Dialer includes a campaign management tool to manage Agents and Agent assignments for outbound dialing campaigns. The Agency must order Verizon's Voice over IP Transport service (VOIPTS) when ordering this feature. All outbound calling costs will be billed via VOIPTS. Management of dialer Agents is performed from the VCC Central website. Outbound Dialer includes a per-Business Unit monthly recurring charge. Each campaign will be customized by the Agency through campaign management and if requested, Verizon can support customization via Open Market pricing, which will be established based on customer requirements. Key Features: • Dialing performance while maintaining compliance with government Do Not Call regulations. • Progressive, preview, and Agentless dialing methods (see below) • As inbound queue lengths grow, Agents will be automatically moved from dialing to handle the inbound call overflow. • As the inbound queue meets Agency-defined service level goals, Agents will be released back to dialing. • Agents will log into one site to handle any contact type: outbound calls, inbound calls, emails and chats. Dialing Methods: • Progressive Dialing: Will place one call based on a predefined list as Agents are available to take calls. The Agent does not have the ability to decline interaction; • Preview Dialer: Automated dialing combined with Agent preview of contact information before accepting or declining the call; • Agent-less (Message Lay-Down): Agent-less campaigns dial contacts and leave automated messages, and may be used with or without the option to transfer to a live Agent.

1.10.3 Performance Metrics

Table 1-44 defines the KPI that Verizon supports for the VCC services.

Table 1-44. VCC Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1

Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 2
	Without Dispatch	4 hours	≤ 4 hours	See Note 2

Notes:

1. Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally available to the Agency. Availability is computed by the standard formula:

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance, or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.
   Examples of Government-caused delays include, but are not limited to:
   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;
   - Customer gave Verizon an incorrect address for the SDP;
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;
   - Government required service at a remote site and agreed that a longer transit time was required

Table 1 defines the provisioning intervals that Verizon supports for the VCC. Services provisioned in OCONUS locations or with no specified performance objective will be provisioned on a best effort basis.

Table 1-45. Virtual Contact Center Service Provisioning Intervals

Service (CONUS Originating and Terminating locations only)	Performance Objective (Calendar Days)
Virtual Contact Center (VCC)	As Negotiated
Disconnect (All Services)	30

1.10.4 Pricing Elements

1.10.4.1.1 VCC – Usage

Table 1-46. Virtual Contact Center − Service

SIN	Part No.	Description	Charge Type	Charging Unit
54151 ECOM	0430034	VCC Implementation – Basic	NRC	Per Implementation
54151 ECOM	0430134	VCC Implementation – User	NRC	Per User
54151 ECOM	0430234	VCC Implementation – Advanced Services Add-on	NRC	Per Implementation

SIN	Part No.	Description	Charge Type	Charging Unit
54151 ECOM	0430334	VCC Implementation – Change	NRC	Per Change
54151 ECOM	0430035	VCC Application Change and Onsite Support	NRC	Per Initiation/Change
54151 ECOM	0430036	VCC Agent	Usage	Per Agent
54151 ECOM	0430037	VCC Supervisor	Usage	Per Supervisor
54151 ECOM	0430038	VCC Universal Port	Usage	Per Additional Port
54151 ECOM	0430039	VCC Storage and Data Management	Usage	Per Gigabyte

VCC – Features

Table 1-47. Virtual Contact Center − Features

SIN	Part No.	Description	Charge Type	Charging Unit
54151 ECOM	0439311	VCC Self Service IVR – Basic	NRC	Per Implementation
54151 ECOM	0439312	VCC Self Service IVR – Premium	NRC	Per Implementation
54151 ECOM	0439301	VCC Speech Recognition	Usage	Per Minute
54151 ECOM	0439321	VCC Automated Speech Recognition (Pkg. of 10 ASR Calls)	NRC	Per Package
54151 ECOM	0439401	VCC Outbound Dialer	NRC	Per Implementation
54151 ECOM	0439402	VCC Outbound Dialer (1 to 49 agents)	MRC	Per Implementation
54151 ECOM	0439403	VCC Outbound Dialer (50 to 99 agents)	MRC	Per Implementation
54151 ECOM	0439404	VCC Outbound Dialer (100 to 149 agents	MRC	Per Implementation
54151 ECOM	0439405	VCC Outbound Dialer (150 to 199 agents)	MRC	Per Implementation
54151 ECOM	0439406	VCC Outbound Dialer (200 or more agents)	MRC	Per Implementation
54151 ECOM	0439302	VCC Call Recording Control	NRC	Per Implementation
54151 ECOM	0439303	VCC Voice Recording	Usage	Per Agent
54151 ECOM	0439304	VCC CRM Driven Screen Pop / Call Routing	NRC	Per Implementation

54151 ECOM	0439434	VCC Named Agent Routing	NRC	Per Implementation

1.10.5 Service Ordering and Billing

Service orders for Virtual Contact Center services are required to include the usage Part Numbers defined in **Table 1** below.

Table 1-48. VCC Service Order Scenarios

Scenario	Required Usage Part Numbers	
VCC Service	**Part No.**	**Description**
	0430036	VCC Agent
	0430037	VCC Supervisor
	0430038	VCC Universal Port
	0430039	VCC Storage and Data Management
	0439303	VCC Voice Recording

After the initial implementation, billing for the VCC service is predominately based on the actual usage of the VCC platform. Details on the logic used to support billing of the VCC usage Part Numbers is defined in **Table 1** below.

Table 1-49. VCC Usage Billing Logic

Part No.	Description	Billing Logic
0430036	VCC Agent	The Agency will identify (name) Agents authorized to use and log in to the VCC. The Agency will place the initial order for Agents that will be implemented on the platform. Any Agent who logs in during a month will contribute to the total quantity of VCC Agents billed, regardless of the number of times each Agent logs in. After initial implementation, the number of Agents using VCC can subsequently be increased or decreased by the Agency on demand via the VCC Administrative Portal.
0430037	VCC Supervisor	The Agency will identify (name) Supervisors authorized to use and log in to the VCC. The Agency will place the initial order for Supervisors that will be implemented on the platform. Any Supervisor who logs in during a month will contribute to the total quantity of VCC Supervisors billed, regardless of the number of times each Supervisor logs in. After initial implementation, the number of Supervisors using VCC can subsequently be increased or decreased by the Agency on demand via the VCC Administrative Portal.

Part No.	Description	Billing Logic
0430038	VCC Universal Port	Additional Ports may be ordered by the Agency and must be activated via the Support Portal. Additional Ports are not associated with a named Agent or Supervisor, but may be used by Agents and/or Supervisors who log in in excess of the ports which are assigned to named Agents or Supervisors. If the number of Agents and/or Supervisor who have logged in during a month does not exceed the number of configured ports, then the ports will not be billed separately. If, however, the number of configured ports exceeds the number of Unique Logged-in Agents and Supervisors during a month, the port capacity will not be decreased and the excess ports will be billed at the Additional Port rate quoted in conjunction with the service order, unless the Agency deletes the port via the Support Portal. Example: An Agency orders 5 Agents and 5 Supervisors. In the first month all 10 log in, and Verizon will charge for 5 Agents and 5 Supervisors. If in the following month 5 Agents and 4 Supervisors log in, Verizon will charge for 5 Agents, 4 Supervisors and one Additional Port. Each Agency will control the number of ports they are billed for each month rather than Verizon. Verizon will not increase or decrease the number of ports unless the Agency requests Verizon to do so via the Support Portal.
0430039	VCC Storage and Data Management	The total billable GB of storage will be calculated by the peak GB (rounded to the next whole number) of disk space used during the billing interval LESS the allocation (based on the number of unique number of logged in Agents and Supervisors during the month). Any usage in excess of the allocation will be billed via the VCC Storage and Data Management part number.
0439303	VCC Voice Recording	Voice Recording is measured as the per peak number of configured stations for the billing interval. The Voice Recording is either applied to all the configured stations or to none of the configured stations.
0439301	VCC Speech Recognition	VCC Speech Recognition will be billed based on the total number of minutes in the billing period. Fractional-minutes usage will be rounded to the nearest whole minute.

1.11 Access Arrangements

1.11.1 Service Description

Functional Description

Verizon's Wireline Access Arrangement (WLNAA) includes dedicated transmission access arrangement between Agency location and Verizon's network (i.e., transport network). WLNAA is an SDP to POP connecting access arrangement, i.e., it connects the SDP at the Agency location to the POP of the Verizon's network. This access arrangement can be used for any application, such as voice, data, video, and multimedia.

Connectivity

Wireline Access Arrangements support connecting to and interoperating with:

1. Agency specified locations (i.e., SDPs, such as PBX, Centrex, Multiplexer, Router, Video codec, and Group 4 FAX)
2. POPs of Verizon's network

Technical Capabilities

Verizon's Wireline Access Arrangement supports the following capabilities:

1. Integrated access of different services
   a. Over pre-allocated channels for channelized transmission service (e.g., Channelized T1)
   b. Over the same access circuits for both VS and TFS
2. Transparent to any protocol used by the Government furnished property (GFP)
3. Transparent to all bit sequences transmitted by the GFP
4. Network-derived clocking

The following categories of WLNAA access arrangement are supported:

1. *T1.* This category of WLNAA access arrangement supports a line rate of 1.544 Mbps, which may be used to provide channelized or unchannelized T1 access arrangement as follows:
   a. Channelized T1. In this mode, 24 separate DS0s clear channels of 56/64 kb/s is supported.
   b. Unchannelized T1. In this mode, a single 1.536 Mbps information payload is supported.
2. *Fractional T1.* This category of WLNAA access arrangement supports two, four, six, eight, or twelve adjacent DS0 clear channels over an interface of T1 with a line rate of 1.544 Mbps. These access arrangements are available via open market pricing.
3. *ISDN PRI.* This category of WLNAA supports 23 separate DS0 clear channels of 56/64 Kbps over an interface of ISDN PRI (23B+D) with a line rate of 1.544 Mbps.
4. *T3.* This category of WLNAA supports a line rate of 44.736 Mbps, which may be used to provide channelized or unchannelized T3 access arrangement as defined below.
   a. *Channelized T3.* In this mode, 28 separate DS1 channels of 1.536 Mbps information payload rate are supported.
   b. *Unchannelized T3.* In this mode, a single 43.008 Mbps payload is supported.
5. *Fractional T3.* This category of WLNAA supports three, four, five, or seven adjacent DS1 clear-channels. These access arrangements are available via open market pricing.
6. *E1 (Non-domestic).* This category of WLNAA supports a line rate of 2.048 Mbps, which may be used to provide channelized or unchannelized E1 service as defined below. These access arrangements are available via open market pricing.
   a. *Channelized E1.* In this mode, 30 separate DS0 clear channels are supported.

b. *Unchannelized E1.* In this mode, a single 1.92 Mbps information payload is supported.

7. *E3 (Non-domestic).* This category of WLNAA supports a line rate of 34.368 Mbps, which may be used to provide channelized or unchannelized E3 service as defined below. These access arrangements are available via open market pricing.
   a. *Channelized E3.* In this mode, 16 separate E1 channels are supported.
   b. *Unchannelized E3.* In this mode, a single 30.72 Mbps information payload is supported.
8. *Dial Access Line.* This category of WLNAA supports 2 wire analog lines and trunks without access integration for voice service (VS). These access arrangements are available via open market pricing.

Availability

Verizon's Wireline Access Arrangements are available in domestic locations only and are subject to commercial access availability.

Features

Verizon offers the features defined in **Table 1-50** in conjunction with Wireline Access Arrangements.

Table 1-50. Wireline Access Arrangement Features

ID	Feature	Description
1	Access Route or Path Diversity*	Supplies at least two physically-separated routes for access diversity with the following options: 1. Between an SDP and its associated connecting network's POP, 2. Between an SDP and at least two connecting network POPs. 3. Access from the same or different access providers (e.g., ILEC and a CLEC) for two separate routes These diverse routes will: 1. Not share any common telecommunications facilities or offices including common building entrance. 2. Maintain a minimum separation of 30 feet throughout all diverse routes, except for cable crossovers, between premises/buildings where an SDP and its associated network connecting point are housed. 3. Maintain a minimum vertical separation of two feet, with cables encased (separately) in steel or concrete for cable crossovers. Where uncompromised diversity is not available, Verizon will: 1. Exert best efforts to propose an acceptable arrangement along with documentation describing the compromise. 2. An acceptable alternative shall be negotiated, on an individual case basis, if diversity is not available or the compromised diversity is not acceptable to the Agency. When access diversity has been provided by Verizon, the Agency may at its discretion, elect to send telecommunications traffic over: 1. Only one route (i.e., the primary route) thereby keeping the second route (i.e., the diverse route) inactive until needed. 2. Both routes on an ongoing basis, except where automatic re-routing equipment is utilized. Verizon will provide the capability for the automatic switching of transmission in real-time, negotiated on an individual case basis: 1. From the primary access route to the one or more diverse access routes, including satellite connection, and 2. From the diverse access route to the primary access route. Verizon will exercise the following control measures on the configuration or the reconfiguration of the diverse access route: 1. Provide within 30 calendar days of the implementation of access diversity and again thereafter when a change is made, a graphical representation (e.g., diagrams, maps) of access circuit routes to show where diversity has been implemented. 2. Provide to the Agency, with a copy to the PMO, written notification for Agency approval of any proposed reconfiguration of routes, previously configured for access diversity at least 30 calendar days in advance of implementation. 3. Establish internal control (i.e., electronic flagging of routes) to prevent the accidental dismantling of diversified routes, especially during routine route optimization initiatives by Verizon.

ID	Feature	Description
2	Access Route or Path Avoidance*	Between an SDP and its associated connecting network point, Verizon will supply the capability for a customer to define a geographic location or route to avoid. Where avoidance is not available, Verizon will exert best efforts to propose an acceptable arrangement along with documentation describing the reasons for the unavailability Verizon will exercise the following control measures on the configuration or the reconfiguration of the avoidance access route: 1. Provide within 30 calendar days of the implementation of access avoidance and again thereafter when a change is made, a graphical representation (e.g., diagrams, maps) of access circuit routes to show where avoidance has been implemented. 2. Provide to the Agency, with a copy to the PMO, written notification for GSA approval of any proposed reconfiguration of routes, previously configured for access avoidance at least 30 calendar days in advance of implementation. 3. Establish internal control (i.e., electronic flagging of routes) to prevent the accidental dismantling of avoidance routes, especially during routine route optimization initiatives by the contractor.
Due to the custom nature of these features, these features and the implementation of these features will be done on an Open Market basis, which will be established based on customer requirements.		

Pricing Elements

Table 1 provides a detailed breakdown of all the pricing elements for the Access Arrangements.

Table 1-51. Access Arrangements

SIN	Part No.	Description	Charge Type	Charging Unit
54151ECOM	0760111	T1 (1.536 Mbps)	NRC	Per Circuit
54151ECOM	**0760311**	T1 (1.536 Mbps)	MRC	Per Circuit
54151ECOM	0760112	ISDN PRI	NRC	Per Circuit
54151ECOM	**0760312**	ISDN PRI	MRC	Per Circuit
54151ECOM	**0760117**	DS3 (43.008 Mbps)	NRC	Per Circuit
54151ECOM	**0760317**	DS3 (43.008 Mbps)	MRC	Per Circuit

Service Ordering and Billing

Customers may only order access circuits using the rates found in **Table 1-52** if the following conditions apply: (1) The customer orders a minimum of 500 circuits, and (2) The Network Site Code (NSC) for each customer location or the address and Service Wiring Center (SWC) is included within ***Appendix C – Network Site Codes***.

Table 1-52. Postalized Access Pricing

Part #	Speed	MRC
0760111	T1	See Jurisdictional Rates Page 234-277
0760311	T1	$368.97
0760112	PRI	See Jurisdictional Rates Page 234-277
0760312	PRI	$610.43
0760117	DS3	$381.91
0760317	DS3	$3933.87

1.11.2 SIN OLM – Ancillary Supplies and Services

The work performed under this SIN shall be associated with existing SINs that are part of this Schedule. ORDER LEVEL MATERIALS shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. ORDER LEVEL MATERIALS may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN Verizon's Schedule.

Voice and Toll-Free Services offered as part of Verizon's proposal may require equipment (Service-Enabling Device) to implement the service. Customers may order such equipment and maintenance on the equipment along with the service, as necessary. The equipment and maintenance offerings will be provided under SIN OLM as ancillary to a service that will be ordered.

1.12 Service Enabling Devices (SEDs)

A Service Enabling Device (SED) is a unit of, or a separately priced component within or directly associated with, contractor-provided equipment used to meet the inter-face requirements for an individual service. In addition, it can be used to implement access aggregation and integration to provide a lower service delivery cost to the Government. A SED shall be provided only as needed to deliver a service that is acquired under this contract.

A wireline SED is a unit of contractor-provided wireline equipment, such as a CSU/DSU, router or multiplexer, necessary to complete a wireline service. Wireline SEDs are composed of all necessary hardware, firmware, and software, and are associated with a fixed location.

Wireline SEDs are normally located on the customer's premises, between the customer side of the connecting access facility(s) and the SDP(s) served by the SED. The SED may, in special circumstances, be located at other than the customer's premises, such as with a dedicated access arrangement termination at a serving wire center.

SEDs are not available through this contract apart from ordering the Voice Services or Toll-Free Services.

Maintenance shall be provided for SEDs provisioned with a service acquired under this contract. Contract Maintenance will be ordered using the MMRC Part# form of payment. Orders for SEDs shall be accompanied by a monthly maintenance order for the SED to Verizon. Customers shall maintain the MMRC while the SED remains part of the service.

After installation of a SED, payment of the DNRC, and service is operational, the SED is the property of the customer. If the SED is no longer required for service, it is the customer's responsibility to de-install and dispose of the SED if it is located on the customer side of the contractor's demarc. Verizon shall remove SEDs from its side of the demarc at no cost to the customer when requested. Verizon shall be responsible to remove a SED on the customer side of the demarc when requested by a customer placing an order using an install NRC Part#.

Verizon reserves the right to add or upgrade SEDs throughout the life of the contract. Additional SEDs not already in the contract, including those required to provide a needed upgrade of an existing SED, may be added to the contract by contract modification.

If Verizon desires to no longer support a SED that is no longer supported by the manufacturer, Verizon shall notify the affected agency in advance of any proposed change in maintenance support. Such notification shall be provided at least one year before maintenance support is stopped. At time of notification, Verizon shall also recommend a solution that helps to ensure service continuity. Verizon shall continue to provide maintenance support for the existing SED at the established price until an offered solution is implemented by Verizon. Following notification of the affected agencies, the contractor shall no longer accept orders for the SED.

SED prices shall be composed of some or all of the following elements:

a. A charge for the SED. The contractor shall provide a one-time charge (the Device Non-Recurring Charge or DNRC)
b. An NRC to cover initial installation and outside moves of a SED connected at a fixed location. For a mobile SED, this charge element shall apply for delivery of the device(s) to the user-designated location
c. An NRC to cover inside moves of a SED(s) at a fixed location, i.e., an equipment move within same premises without change of the access arrangement
d. An NRC to cover on-site modification or upgrade of installed equipment at a fixed location. For a mobile SED, this charge element shall apply for off-site modification or upgrade of delivered equipment, including all associated transportation costs associated with drop-off and return
e. A Maintenance MRC (MMRC) to cover ongoing maintenance, starting with the accepted installation or completed delivery of the SED(s).

Table 1 provides a detailed breakdown of all the pricing elements for the SEDs.

Table 1-53. Application of Part Number-based Price Elements for SEDs

SED Type	DNRC	MMRC	NRC (Installation)	NRC (Inside Move)	NRC (Upgrade)
Stand-Alone SED (S)	R	R	R	R	R
Base Unit of Packaged SED (B)	R	R	R	R	X****
Configurable Component (C)	R	X**	N/A	N/A	N/A
Accessory for SED (A)	R	N/A	X***	N/A	/A

Legend:

"R" indicates that a part number is required
"X" indicates that a part number is required under the conditions specified below
** Part number-based price element shall only apply where the configurable hardware or software component has an Official Manufacturer's List Price above $5,000
*** Part number-based price element shall apply for delivery of an accessory when such delivery is not part of, or directly associated with, the installation or delivery of its associated stand-alone or packaged unit
**** This part number-based price element shall apply to the upgrade/modification of a Packaged SED, including the subsequent installation of one or more configurable components at the same time for an already installed base unit

2 VIRTUAL CONTACT CENTER (VCC) FOR GOVERNMENT SERVICE

2.1 Service Description

2.1.1 Functional Description

Verizon's VCC for Government is a hosted Contact Center solution authorized at FedRAMP Moderate. VCC for Government meets federally mandated security, reliability, availability, and performance requirements allowing an agency's customers to choose the most convenient method of contact. Customers can contact an agency's contact center via phone, e-mail, or the agency's Web site. They can leave a voicemail, wait in queue for the next available customer service agent, get self service or they can request a call back from an agent. With a comprehensive set of routing options, agencies can improve their customer experience and increase first call resolution. Inherent contact reporting will provide customers with real time and historical reports ensuring the customer is meeting their internal contact handling metrics.

VCC for Government provides a comprehensive set of tools that will fit any opportunity. From the smallest new contact center to complex enterprise solutions, VCC for Government allows Agencies to provide exceptional customer service in a fully FedRAMP Moderate environment.

2.1.2 Benefits

VCC for Government is a complete FedRAMP hosted contact center solution providing agencies with a comprehensive set of contact center tools. With this solution, an agency can continue to leverage their investment of current contact center infrastructure while utilizing the latest technologies. The VCC for Government enables the customer to choose how they want to interface with an agency and provides the agents with the information they need to reduce call handling times and increase first call resolution. With an Internet connection, a PC, and a telephone line, agents can work from virtually any location and perform any function as if they are in one single location. With VCC for Government, the technology is ready for an Agency when they need it – they can deploy the capabilities they need in a pay-as-you-go structure.

2.1.3 Pricing Elements

The VCC for Government Contract Line Item Numbers (CLINs) are defined in Table 2-1 below.

Table 2-1. VCC for Government CLINs

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Success Pkg Premier Plus	0539416	MRC	Monthly Success Packages are available at varying levels depending on customer need: - Premier (P) - Premier Plus (PP) - Enterprise (E) - Enterprise Plus (EP) Packages include: - Self-help via online knowledgebase - Live webinars and inContact University e-learning courses - 7x24x365 Technical Support via phone and online service site - Training at inContact locations or your location at standard rates - Customer resources authorized to work with inContact Services, and receive notifications to distribute to the organization (P-5, PP-7, E-10, EP-12) - TAM engagement hours per month (P-12, PP-32, E-80, EP-FTE). Additional hours may be contracted. TAMs are available M-F during normal business hours for your primary time zone (coverage for additional time zones may be available) - On-site TAM visits included with some packages (PP-1, E-2, EP-4). Additional visits available at fixed fee/day plus T&E based on package (P-$1500, PP-$750, E-$500, EP-$250) - Monthly Client coordination meetings (P-4, PP-12, E/EP-Unlimited) - Periodic reviews of key service metrics, best practices, billing, and strategy/plans for improvement and satisfaction (Per Year P-2, PP-4, E/EP-12) For large-scope projects requiring an extended services agreement additional hourly charges may apply. Some packages include project driven hours (PP-1, E-3, EP-5). Hours may accrue, and expire after six months - Professional Services On-demand hours included per month with an option to purchase additional time at a rate of $60 per 15 minutes (P-3, PP-5, E-7, EP-10). Hours expire at the end of the month. - Executive sponsor engagements/year (PP-2, E/EP-4) - Complimentary ICUC registrations (PP-2, E-3, E_-4) Complimentary student/month in a public class (E/EP 1)	Per User	FedRAMP
VCC for Gov Success Pkg Enterprise	0539418	MRC	Monthly Success Packages are available at varying levels depending on customer need: - Premier (P) - Premier Plus (PP) - Enterprise (E) - Enterprise Plus (EP) Packages include: - Self-help via online knowledgebase - Live webinars and inContact University e-learning courses - 7x24x365 Technical Support via phone and online service site - Training at inContact locations or your location at standard rates - Customer resources authorized to work with inContact Services, and receive notifications to distribute to the organization (P-5, PP-7, E-10, EP-12) - TAM engagement hours per month (P-12, PP-32, E-80, EP-FTE). Additional hours may be contracted. TAMs are available M-F during normal business hours for your primary time zone (coverage for additional time zones may be available) - On-site TAM visits included with some packages (PP-1, E-2, EP-4). Additional visits available at fixed fee/day plus T&E based on package (P-$1500, PP-$750, E-$500, EP-$250) - Monthly Client coordination meetings (P-4, PP-12, E/EP-Unlimited) - Periodic reviews of key service metrics, best practices, billing, and strategy/plans for improvement and satisfaction (Per Year P-2, PP-4, E/EP-12) For large-scope projects requiring an extended services agreement additional hourly charges may apply. Some packages include project driven hours (PP-1, E-3, EP-5). Hours may accrue, and expire after six months	Per User	FedRAMP

			- Professional Services On-demand hours included per month with an option to purchase additional time at a rate of $60 per 15 minutes (P-3, PP-5, E-7, EP-10).Hours expire at the end of the month. - Executive sponsor engagements/year (PP-2, E/EP-4) - Complimentary ICUC registrations (PP-2, E-3, E_-4)		

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Success Pkg Enter Pls	0539419	MRC	Monthly Success Packages are available at varying levels depending on customer need: - Premier (P) - Premier Plus (PP) - Enterprise (E) - Enterprise Plus (EP) Packages include: - Self-help via online knowledgebase - Live webinars and inContact University e-learning courses - 7x24x365 Technical Support via phone and online service site - Training at inContact locations or your location at standard rates - Customer resources authorized to work with inContact Services, and receive notifications to distribute to the organization (P-5, PP-7, E-10, EP-12) - TAM engagement hours per month (P-12, PP-32, E-80, EP-FTE). Additional hours may be contracted. TAMs are available M-F during normal business hours for your primary time zone (coverage for additional time zones may be available) - On-site TAM visits included with some packages (PP-1, E-2, EP-4). Additional visits available at fixed fee/day plus T&E based on package (P-$1500, PP-$750, E-$500, EP-$250) - Monthly Client coordination meetings (P-4, PP-12, E/EP-Unlimited) - Periodic reviews of key service metrics, best practices, billing, and strategy/plans for improvement and satisfaction (Per Year P-2, PP-4, E/EP-12) For large-scope projects requiring an extended services agreemen additional hourly charges may apply. Some packages include project driven hours (PP-1, E-3, EP-5). Hours may accrue, and expire after six months - Professional Services On-demand hours included per month with an option to purchase additional time at a rate of $60 per 15 minutes (P-3, PP-5, E-7, EP-10). Hours expire at the end of the month. - Executive sponsor engagements/year (PP-2, E/EP-4) - Complimentary ICUC registrations (PP-2, E-3, E -4) - Complimentary student/month in a public class (E/EP-1)	Per User	FedRAMP
VCC for Gov Pro WFO QM Analyt Svc	0539707	NRC	CXone Pro Workforce Optimization Pro with Quality Management Analytics - Combines the power of Quality Management and Analytics to analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of WFM or QM users enabled for "can be scheduled" at any one time during the month. - Key product features & components: - Category Manager for creating your own categories - Out of the Box Categories available - Quality Planner including advanced sampling using analytics categories - Top Categories Widget and Category Trend Widget - Search includes analytics categories - Player tags - Form Designer/Evaluations/Calibration/Dispute processes - Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption - Forecasting & Scheduling - Shift Bidding - Time-off Management - Real-time Adherence Dashboard - Historical Adherence Report - 1 GB of storage included per user	Per Implementation	FedRAMP
VCC for Gov Pro QM Analyt Add-on	0539708	NRC	CXone Pro Quality Management Analytics Pro Add-on Implementation - Implementation Add-On is for Quality Management Analytics to current QM Pro customers who are upgrading from QM Pro to QMA Pro. - Billed as a one time (non-recurring) charge - Implementation includes: - 1 hour of initial configuration - 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns.	Per Implementation	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Pro WFO QM Analyt	0535114	Usage	CXone Pro Workforce Optimization Pro with Quality Management Analytics - Combines the power of Quality Management and Analytics to analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of WFM or QM users enabled for "can be scheduled" at any one time during the month. - Key product features & components: - Category Manager for creating your own categories - Out of the Box Categories available - Quality Planner including advanced sampling using analytics categories - Top Categories Widget and Category Trend Widget - Search includes analytics categories - Player tags - Form Designer/Evaluations/Calibration/Dispute processes - Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption - Forecasting & Scheduling - Shift Bidding - Time-off Management - Real-time Adherence Dashboard - Historical Adherence Report - 1 GB of storage included per user	Per User	FedRAMP
VCC for Gov Pro QM Analyt Pro Svc	0539709	NRC	CXone Pro Quality Management Analytics Pro Implementation includes: - Billed as a one time (non-recurring) charge - Implementation includes: - 1 hour of initial configuration - 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns.	Per Implementation	FedRAMP
VCC for Gov Pro QM Analyt Pro	0535115	Usage	CXone Quality Management Analytics Pro - Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of active users enabled for "can be evaluated/coached" at any one time during the month. - Key product features & components: - Category Manager for creating your own categories - Out of the Box Categories available - Quality Planner including advanced sampling using analytics categories - Top Categories Widget and Category Trend Widget - Search includes analytics categories - Player tags - Form Designer/Evaluations/Calibration/Dispute processes - Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption - 1 GB of storage included per user	Per User	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Pro QM Pro Training	0539711	NRC	CXone Pro Quality Management Pro Training. Training on the CXone QM Pro platform to create custom QM forms, search forand evaluate calls, pull data for analysis, and calibrate for consistency. - Remote: Instructor led Virtual training via Webex - Estimated training duration - 2 days - Number of Attendees: Capped at 12 participants - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Pro QM Analyt Pro Trng	0539712	NRC	CXone Pro Quality Management Analytics Pro Training. Training on the QM and QMAnalytics Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist inimproving processes and performance - Remote: Instructor led Virtual training via Webex - Estimated training duration: 2 Days - Number of Attendees: Capped at 12 participants - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Pro QM Analyt Addon Trng	0539713	NRC	CXone Pro Quality Management Analytics Pro Add on Training. Training on the QMAnalyics Pro platform including how to configure categories,topics, and dashboards that provide business insights to assist in improving processes and performance - The add-on course is designed for customers who have already completed the 2-day QM Pro training, but is now adding on the Analytics. - Remote: instructor-led Virtual training via Webex - Estimated training duration: 3 hours - Number of Attendees: capped at 12 participants - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Pro WMF Pro Training	0539714	NRC	CXone Workforce Management Pro Training. Training on the CXone WFM platform to create forecasts, create schedules, agent schedule management and system administration. - Remote: Instructor led Virtual training via Webex - Estimated training duration - 2 days - Number of Attendees: capped at 12 participants - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Email w Chat Imp	0539715	NRC	Email/Chat Implementation. Implementation Package to configure and implementEmail and/or Chat functionality within VCC platform is Billed as a one time (non- recurring) charge and includes: ~ Includes one email or chat script to support one email chat skill ~ Email scripts/skills includes: - Automated email received response - inContact dot-com email addresses provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included ~ Chat scripts/skills include: - Up to 20 questions and responses - URL provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included If you select Email only or Chat only the associated description above for thatcontact type would be provided	Per Implementation	FedRAMP

VCC for Gov Email Only Imp	0539716	NRC	Email/Chat Implementation. Implementation Package to configure and implementEmail and/or Chat functionality within VCC platform is Billed as a one time (non- recurring) charge and includes: ~ Includes one email or chat script to support one email chat skill ~ Email scripts/skills includes: - Automated email received response - inContact dot-com email addresses provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included ~ Chat scripts/skills include: - Up to 20 questions and responses - URL provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included If you select Email only or Chat only the associated description above for thatcontact type would be provided	Per Implementation	FedRAMP
VCC for Gov Chat Only Implementation	0539717	NRC	Implementation for any of the Advanced Chat User, Cobrowse User, and/or Advanced Chat/Proactive Chat/CoBrowse Bundle User is tuned for the specificoption(s) selected but may include system provisioning, configuration and user administration. The implementation is performed by Vergic. - Implementation is Billed as a one time (non-recurring) charge - For Advanced Chat and Proactive Chat configuration it is limited to (2)Skills/Competency Groups. - Additional Skills and Competency Groups will require additional consulting hours.	Per Implementation	FedRAMP
VCC for Gov Email w Chat	0539421	MRC	Email/Chat Media Usage. Provides the ability for a customer who utilizesConcurrent Users to handle email and chat media. This will be billed to all Concurrent Users charged in a billing cycle, thus quantityentered here shoud match the "Ordered Quantity" of Users above.	Per User	FedRAMP
VCC for Gov Chat Only	0539422	MRC	Chat Only Configured User. Chat allows agents to be able to accept and respondto incoming chat requests from customers. - Configured Users are billed based on the highest number of users configured fora Chat skill in the platform at any one time during the month - product features & components: - Chat function includes access to the customer-facing chat application that canbe embedded in the customer's webpage or other interfaces - Chat can be enhanced using custom scripting tolls in inContact's Studio application	Per User	FedRAMP
VCC for Gov Email Only	0539423	MRC	Email Only Configured User. Email allows agents to be able to accept andrespond to incoming emails from customers. - Configured Users are billed based on the highest number of users configured foran email skill in the platform at any one time during the month - Key product features & components: - Email functionality can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway - Email can be enhanced using custom scripting tolls in inContact's Studioapplication	Per User	FedRAMP
VCC for Gov IVR Call Recording	0539429	MRC	IVR Call Recording (per minute) is an audio only recording product for voice callsthrough Virtual Contact Center. Billed based upon the number of minutes the calls are recorded.	Per minute	FedRAMP
VCC for Gov Project Fee	0539718	NRC	Hourly rate available for custom projects approved by Virtual Contact Center's Professional Services team.	Per Implementation	FedRAMP

VCC for Gov OSGO On Plus Pkage Corp	0539720	NRC	OnSite Go Live Onboarding Plus Package is Billed per package as a one time (non- recurring) charge and is available for varying durations of support via the choice of Corporate, Enterprise, or Enterprise Plus pacakges. - The Corporate level Package includes: - Partnering with managers, supervisors, administrators every step of the way during initial use of the Virtual Contact Center technology - Achieving objectives and success metrics throughout engagement - Ensure proficiency during real world use - Assisting you to build and analyze reports - 3 days with the Onboarding Manager onsite during go-live - 4 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise level Package includes the same level of support as theCorporate package, but includes : - 6 days with the Onboarding Manager onsite during go-live - 8 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise Plus level Package includes the same level of support as theCorporate package, but includes : - 9 days with the Onboarding Manager onsite during go-live - 12 weeks of remote support with the Onboarding Manager, averaging 4hours per week	Per Implementation	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov OSGO On Pkage Ent	0539721	NRC	OnSite Go Live Onboarding Plus Package is Billed per package as a one time (non- recurring) charge and is available for varying durations of support via the choice of Corporate, Enterprise, or Enterprise Plus pacakges. - The Corporate level Package includes: - Partnering with managers, supervisors, administrators every step of the way during initial use of the Virtual Contact Center technology - Achieving objectives and success metrics throughout engagement - Ensure proficiency during real world use - Assisting you to build and analyze reports - 3 days with the Onboarding Manager onsite during go-live - 4 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise level Package includes the same level of support as theCorporate package, but includes : - 6 days with the Onboarding Manager onsite during go-live - 8 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise Plus level Package includes the same level of support as theCorporate package, but includes : - 9 days with the Onboarding Manager onsite during go-live - 12 weeks of remote support with the Onboarding Manager, averaging 4hours per week	Per Implementation	FedRAMP
VCC for Gov OSGO On Pkage Ent Pls	0539722	NRC	OnSite Go Live Onboarding Plus Package is Billed per package as a one time (non- recurring) charge and is available for varying durations of support via the choice of Corporate, Enterprise, or Enterprise Plus pacakges. - The Corporate level Package includes: - Partnering with managers, supervisors, administrators every step of the way during initial use of the Virtual Contact Center technology - Achieving objectives and success metrics throughout engagement - Ensure proficiency during real world use - Assisting you to build and analyze reports - 3 days with the Onboarding Manager onsite during go-live - 4 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise level Package includes the same level of support as theCorporate package, but includes : - 6 days with the Onboarding Manager onsite during go-live - 8 weeks of remote support with the Onboarding Manager, averaging 4 hoursper week - The Enterprise Plus level Package includes the same level of support as theCorporate package, but includes : - 9 days with the Onboarding Manager onsite during go-live - 12 weeks of remote support with the Onboarding Manager, averaging 4hours per week	Per Implementation	FedRAMP
VCC for Gov Named Agent Routing	0539723	NRC	Named Agent Routing provides the ability to route calls to specific agents as opposed to skills-based routing. This can be accomplished in a variety of waysincluding, but not limited to: · Routing calls to a specific agent based on the dialed number (DNIS) · Routing calls to specific agents based on custom information set up in theagent's user record or data provided by the customer · Integrate with customer's CRM to determine the agent associated with a specific phone number or account number Integrate with customer's CRM to route a caller to the last agent they spoke with. Note that not all CRM's are supported.	Per Implementation	FedRAMP

VCC for Gov Custom Call Handling	0539724	NRC	Customized Call Handling is the Implementation of a Professional Services solution that allows agents to put an existing call on hold to handle an urgent (priority) call from the queue. - Billed as a one time (non-recurring) charge Implementation includes: - Priority calls can be determined based on IVR selection, caller ID or dialed number. - The agent receives a message that there is an urgent call in queue. The agent can hold the existing call and be routed the urgent call. - Once the urgent call is completed, agents can retrieve the held call from their personal queue or be routed the next highest priority call (depending on routing rules). - This does not include the ability to handle multiple voice calls simultaneously.	Per Implementation	FedRAMP
VCC for Gov Work Item Routing	0539725	NRC	Work Item Routing. Implementation of work item routing is billed as a one time (non-recurring) charge - Implementation includes: - Configuration of up to 5 work item skill - Integration to a single CRM solution or data source with up to 3 web service calls for PUSH, LOOKUP or UPDATE data. - Not all CRM systems are supported. NOTE: Use of Work Item Routing Requires Email/Chat capability. The Unique Logged in User model includes email/chat capability which can be enabled. The Concurrent Logged in user model requires purchase of Email/Chat capability as a separate billable line item.	Per Implementation	FedRAMP
VCC for Gov Pers Conn Dial Cfg User	0539427	MRC	Personal Connection Dialer. - Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. - By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives. - Works natively in the inContact platform in both outbound and seamless blended modes - The "Unique Logged In User" license includes campaign-based outbound dialing which is currently delivered using Personal Connection. Customers who purchase the "Unique Logged In User" model have one port for each user license and can purchase additional ports if needed to achieve the customers' business objectives. - When purchased as an add-on to the Unique Logged In User or Concurrent Unbundled model, the Personal Connection license includes up to two (2) outbound-only ports. For clarity, a typical agent in this scenario would have access of up to three (3) total ports: one (1) included in the base Unique Logged In User/Concurrent license and up to two (2) additional outbound-only ports from the Personal Connection add-on license. - Users are billed based on the peak number Users assigned to an active Dialer skill. - The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost. Billing reporting available upon request.	Per User	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Pers Conn Dial Ccnt User	0539428	MRC	Personal Connection Dialer. - Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. - By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives. - Works natively in the inContact platform in both outbound and seamless blended modes - The "Unique Logged In User" license includes campaign-based outbound dialing which is currently delivered using Personal Connection. Customers who purchase the "Unique Logged In User" model have one port for each user license and can purchase additional ports if needed to achieve the customers' business objectives. - When purchased as an add-on to the Unique Logged In User or Concurrent Unbundled model, the Personal Connection license includes up to two (2) outbound-only ports. For clarity, a typical agent in this scenario would have access of up to three (3) total ports: one (1) included in the base Unique Logged In User/Concurrent license and up to two (2) additional outbound-only ports from the Personal Connection add-on license. - Users are billed based on the peak number Users assigned to an active Dialer skill. - The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost. Billing reporting available upon request.	Per User	FedRAMP
VCC for Gov ACD Training Core	0539728	NRC	ACD Training: Core. Learn how to manage the inContact ACD platform including individual courses on Central Administration, Agent functions, and Reporting. - Classroom: instructor led training - Duration: 2 Days - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge * Travel and expenses for accomodations would be extra	Per Class	FedRAMP
VCC for Gov ACD Training Core Ent	0539729	NRC	ACD Training: Core - Enterprise. Learn how to manage the inContact ACD platform including individual courses on Central Administration, Agent functions, and Reporting, plus Workforce Intelligence - Classroom: instructor led training - Duration: 3 Days - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge * Travel and expenses for accomodations would be extra	Per Class	FedRAMP
VCC for Gov ACD Training Cntrl Admin	0539730	NRC	ACD Training: Central Administration. Learn how to use the Central portal to create, customize, and manage your contact center including dashboards, skills, users, campaigns, hours of operation, etc. - Remote: Virtual training - Duration: 3 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov ACD Training Agent	0539731	NRC	ACD Training: Agent. Learn how to launch the Agent console, handle contacts, and manage Agentstates. - Remote: Virtual training - Duration: 2 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov ACD Trng Agt and Supv	0539732	NRC	ACD Training: Agent & Supervisor. Learn how to launch the Agent console, handle contacts, and manage Agent states. This course also covers supervisor functions, such as Monitor, Coach,Barge, and Takeover. - Remote: Virtual training - Duration: 3 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov ACD Training Reporting	0539733	NRC	ACD Training: Reporting. Learn how to create your own custom report templates. This includes the 4 stepsof creating a template, running reports, creating report schedules, and managing and editing existing templates. - Remote: Virtual training - Duration: 4 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov ACD Trng Workforce Intel	0539734	NRC	ACD Training: Workforce Intelligence. Learn how to increase efficiencies in your contact center by automating tasks and settings. This includes skill assignments, agent proficiencies, and more. - Remote: Virtual training - Duration: 2 Hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charg	Per Class	FedRAMP
VCC for Gov Pers Conn Trng Whole Crs	0539735	NRC	Personal Connection Training: Whole Course. This course covers the basic fundamentals for creating, managing and increasingefficiency of an outbound dialing campaign with Personal Connection. During this session you will learn how to create a customized Personal Connection skill using basic Parameters, how to further customize your Personal Connection skills including Priority Management and Skill Blending, list and skill configuration for Multi-Number Dialing, how to upload a calling list, record Filtering, using advancedAnswering Machine Detection settings, and how to use inContact's Skill Control tool to manage your Personal Connection campaigns. - You will also have an opportunity to familiarize yourself with the AgentExperience and outbound reporting capabilities. - Classroom: instructor led training - Duration: 2 days - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge * Travel and expenses for accomodations would be extra	Per Class	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Pers Conn Trng Funds	0539736	NRC	Personal Connection Training: Fundamentals. This course covers the basic fundamentals and Advanced Configuration for creating and managing an outbound dialing campaign with Personal Connection. During this session you will learn how to create a customized Personal Connection skill using basic Parameters, how to prepare and upload a calling list and how to use inContact's Skill Control tool to manage your Personal Connection campaigns. - You will also have an opportunity to familiarize yourself with the Agent Experience and outbound reporting capabilities. - Remote: Virtual training - Duration: 3 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Pers Conn Trng Comp Cfg	0539737	NRC	Personal Connection Training: Complex Configuration. This course covers the numerous and complex features used to increase control and efficiency of your outbound dialing campaigns using Personal Connection. During this session you will learn how to further customize your Personal Connection skills including Priority Management and Skill Blending, list and skill configuration for Multi-Number Dialing, record Filtering, and using advanced Answering Machine Detection settings. - Remote: Virtual training - Duration: 4 hours - Number of Attendees: Not Capped, any number of attendees will be supported - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Scrpt Trng IVR Dev Pvt	0539738	NRC	Scripting Training: IVR Develpmnt - Private. This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience. - Classroom: instructor led training - Duration: 2 Days - Number of Attendees: Not Capped, but suggested maximum is 10 people - Billed per course as a one time (non-recurring) charge - Travel and expenses for accomodations would be extra	Per Class	FedRAMP
VCC for Gov Scrpt Trng IVR Dev Pub	0539739	NRC	Scripting Training: IVR Develpmnt - Public (per Attendee). This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience. - Classroom: instructor led training - Duration: 2 Days - Number of Attendees: each class session is limited to 10 participants - Billed per course as a one time (non-recurring) charge - Travel and expenses for accomodations would be extra	Per Class	FedRAMP

Service	CLIN	CLIN Type	Description	Charge Unit	Platform Availability
VCC for Gov Scrpt Trng Web Intgs	0539740	NRC	Scripting Training: Web Integrations. In this hands on course you will learn about Integrating with Web Based services using inContact's Studio application. You will get an introduction to SQL, SOAP, and REST Web Services, the requirements necessary for integrating with each service, and build Studio scripts utilizing each of those Web Services and the appropriate Studio Actions. - Classroom: instructor led training - Duration: - Number of Attendees: - Billed per course as a one time (non-recurring) charge	Per Class	FedRAMP
VCC for Gov Scrpt Trng Outbnd Pro XS	0539741	NRC	Scripting Training: Outbound & Proactive XS. In this hands on course you will get in-depth, hands on training in configuring inContact's Personal Connection for use with ProActive XS. You will first learn how to configure a Personal Connection skill for an Automated Outbound Dialer. Next you will configure ProActive XS scripts in Studio in order to pull calling records from a CRM database and automatically upload those records into a Personal Connection calling list and also configure your scripts to check records back into your CRM database for automated list management. - Classroom: instructor led training - Billed per course as a one time (non-recurring) charge * Travel and expenses for accomodations would be extra	Per Class	FedRAMP
VCC for Gov Scrpt Trng IVR Dev w MM	0539742	NRC	Scripting Training: IVR Develpmnt with Multimedia. This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience. - On the fourth day of this class you will learn how to create inbound Email and Chat Scripts, quick replies, and customer facing chat windows. You will also learn how to create interactive Page Pops for your agents to be used to collect information and provide exact phrases to use when interacting with contacts. If your business unit is configured for Automated Speech Recognition (ASR) you will also learn how to turn a 'DTMF' based script into an ASR script. - Classroom: instructor led training - Billed per course as a one time (non-recurring) charge * Travel and expenses for accomodations would be extra	Per Class	FedRAMP

3 VCC FOR GOVERNMENT STORAGE

3.1 Service Description

3.1.1 Functional Description

VCC for Government Storage offers several tiers of storage to meet customer requirements for storage and data retention. Depending on the base package and options selected, the customer may be entitled to some storage at no cost. Please refer to Agent and Supervisor descriptions listed in Table 2-1 for package and options.

3.1.2 Capabilities

VCC for Government Storage disk storage provides file server disk space that is used to store files such as call recordings and user-created files including:

- Voice prompts
- Scripts
- Images
- Log files
- Voicemail
- Scheduled Custom Reports

3.1.3 Benefits

Stored files are accessible at any time and are retrievable on demand.

4 VCC FOR GOVERNMENT PERSONAL CONNECTION

4.1 Service Description

4.1.1 Functional Description

VCC for Government Personal Connection (PC) is a proactive dialer that enables outbound contact via voice phone calls, one-way agentless SMS messages, and one-way agentless emails.

4.1.2 Capabilities

VCC for Government Personal Connection provides the following key capabilities:

Table 4-1. VCC for Government Personal Connection Key Capabilities

Capability	Description
Proactive Dialer	When the customer uses Personal Connection to place voice phone calls, they can configure any of four dialing modes: • Predictive Dialing • Progressive Dialing • Preview Dialing • Message Laydown
Priority-Based Inbound/Outbound Blending	A unified agent experience, supported by automated outbound-to-inbound blending as well as inbound-to-outbound, keeps agents productive and engaged in call center activities.
Calling Lists	Build and upload calling lists and apply filters to those calling lists to target records based on configurable criteria. Proactive XS enables the customer to do so by integrating with an external program of choice, such as Salesforce, and use those existing records to form calling lists.
Time Zones and Custom Allowed Calling Times	Personal Connection proactive voice and proactive agentless SMS attempt calls and message delivery based on time zones. For proactive email, time zones do not matter.
Do Not Call Lists	Do not call lists prevent Personal Connection from attempting a voice or SMS contact that has been flagged as a contact not to attempt again for any reason
Call Suppression	Call suppression enables identification of records that the dialer should not at-tempt by any method. It offers real-time dialing list adjustment based on agent ac-tions, such as do not call requests and payments made.

4.1.3 Benefits

VCC for Government Personal Connection enables:

- Increased agent productivity through predictive dialing.

- Inbound and Outbound can share the same agents through priority-based and outbound agent pull blending.
- Dialing provides configurable tools to allow compliance with government regulations.
- Supports the following dialing modes: Progressive, Preview (timed or untimed) and Agent-less (message lay-down) Dialing, through parameter settings. *Ratio Dialing (fixed lines per agents at a fixed aggressiveness) is not supported as it does not meet current compliance standards.*
- Each campaign is uniquely customized through campaign management.

5 GENERAL TERMS AND CONDITIONS

The following General terms and conditions and the additional terms and conditions which contain more specific terms and conditions for individual services ("Terms and Conditions") shall apply to the provision and use of the products and services (individually a "Service" and collectively the "Services").

1. Definitions.

2. Services. Verizon will provide the products and services ("Services") included and pursuant to these Terms and Conditions, including all Addendum and Appendices.

3. Term and Survival. These Terms and Conditions will continue to apply during the Term of the contract. The Government will be responsible for payment of all charges under a terminated contract incurred as of the effective date of termination, except to the extent inconsistent with FAR 52.212-4 Contract Terms and Conditions—Commercial Items (May 2015) (Deviation Feb 2007), paragraph (l) Termination for the Government's Convenience. The provisions which by their nature would survive termination of these terms and conditions will survive any termination of these terms and conditions.

4. Rates and Charges; Governmental Charges; Taxes. Customer agrees to pay Verizon for its and Users' use of the Services at the rates and charges specified in these Terms and Conditions. The rates and charges set forth in these Terms and Conditions do not include (without limitation) charges for all possible non-recurring charges, access service, local exchange service, charges imposed by a third party other than Verizon, on-site installation, Governmental Charges (defined below), network application fees, customer premises equipment or extended wiring to or at Customer premises. Verizon may add or adjust rates and charges in order to recover amounts it is required or permitted by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs ("Governmental Charges"). All charges are exclusive of applicable Taxes as defined in FAR 52.229-3 (FEDERAL, STATE AND LOCAL TAXES) (Feb 2013). Exception: Charges for Voice, Toll-Free, Audio Conferencing, Contact Center Services, Virtual Contact Center, and Access Arrangements under SIN 54151ECOM are inclusive of any applicable fees and surcharges.

5. Payment. Customer will pay all Verizon charges (except Disputed amounts) within 30 days of invoice date consistent 52.212-4 Contract Terms and Conditions—Commercial Items May 2015) (Deviation Feb 2007), paragraph (i) Payment. A "Disputed" amount is one for which Customer has given Verizon written notice, adequately supported by bona fide explanation and documentation. Customer is liable for all fees and expenses, including attorney's fees, reasonably incurred by Verizon in attempting to collect any charges owed under this Contract.

6. Confidential Information.

6.1 Except as required by law or regulation, each party promises that during the Term and for three years after, it will use the other party's Confidential Information only for purposes of this Contract, not disclose it to third parties except as provided below, and protect it from disclosure using the same degree of care it uses for its own Confidential

Information (but no less than a reasonable degree of care). “Confidential Information of one party may be disclosed by the receiving party to receiving party’s affiliates and contractors, who are not parties to this Contract and who have a need to know the Confidential Information for purposes of performing this Contract, provided that, the receiving party and such affiliates and/or contractors enter into a written confidentiality agreement containing terms at least as restrictive as those set forth in this Contract. If such agreement does not expressly permit the party whose confidential information is disclosed to enforce such agreement as a third party beneficiary, then the receiving party who disclosed Confidential Information of the other party to such affiliates and contractors shall be responsible for any breach of such agreement by such affiliates or contractors.” "Confidential Information" means information (in whatever form) designated as confidential by the disclosing party by conspicuous markings (if tangible Confidential Information) or by announcement at the time of initial disclosure (if oral Confidential Information) or if not so marked or announced should reasonably have been understood as confidential to the disclosing party (or one of its affiliates or subcontractors), either because of legends or other markings, the circumstances of disclosure or the nature of the information itself and that (i) relates to this Contract or changes to this Contract; (ii) relates to the disclosing party's customers, products, services, developments, trade secrets, know-how or personnel; and (iii) is received by the receiving party from the disclosing party during the Term. Confidential Information does not include information that: (a) is in the possession of the receiving party free of any obligation of confidentiality at the time of its disclosure; (b) is or becomes publicly known other than by a breach of this provision; (c) is received without restriction from a non-party free to disclose it; or (d) is developed independently by the receiving party without reference to the Confidential Information.

6.2 Use. The receiving party agrees to use Confidential Information received from the disclosing party pursuant this Contract solely in connection with the performance of such party's obligations and rights under this Contract. The receiving party agrees to use reasonable measures, no less stringent than those measures used by the receiving party to protect its own confidential and proprietary information, to protect the Confidential Information of the disclosing party from disclosure to or use by any third party. Unless authorized to do so in writing by the disclosing party, neither the receiving party, nor any third party acting on the receiving party’s behalf, will for any reason use or disclose to any person any of the disclosing party's Confidential Information; provided, however, that a receiving party has the right, without the prior written consent of the disclosing party, to disclose Confidential Information of the disclosing party to any person who needs to know the Confidential Information to assist the receiving party to fulfill its obligations or rights under this Contract, who is informed by the receiving party of the confidential nature of the Confidential Information, and who agrees in writing to nondisclosure and non-use provisions comparable to those in this Contract and provided further that the receiving party shall be responsible for breach of such agreement by such persons. . The term "person" as used in this Section shall be interpreted to include, without limitation, any individual, partnership, corporation or other entity. Nothing in this Contract shall be construed as granting any rights to the receiving party, by license or otherwise, to any of the disclosing party's Confidential Information, except as expressly stated in this Contract. In the event that the receiving party is

required to disclose Confidential Information to a court or governmental agency or pursuant to any other applicable law, regulation or court order, it may do so provided that the receiving party shall, as soon as practicable and by the best available means, notify the disclosing party to allow it an adequate opportunity to object to the disclosure or to take other actions to preserve the confidentiality of the disclosing party's Confidential Information. Prior to any disclosure pursuant to this section, the receiving party shall cooperate with the disclosing party in such party's reasonable efforts to limit the disclosure by means of a protective order or a request for confidential treatment.

7. Intellectual Property Rights.

7.1 General. Each party agrees that except and to the extent provided below, it shall acquire no right, title or interest in or to the other party's information, data base rights, data, tools, processes or methods, or any patents, copyrights, trademarks, service marks, trade secrets, or any other intellectual property rights of the other party by virtue of the provision or use of the Services and materials delivered pursuant to this Contract.

7.2 Customer Intellectual Property. Customer shall own all right title and interest in and to the underlying factual data of the Customer gathered through the provision of the Services and all intellectual property rights therein ("Customer Data"), and Customer grants Verizon a nonexclusive, royalty-free license to use Customer Data solely for, and to the extent necessary to, provide the Services.

7.3 Verizon Intellectual Property (IP). Verizon shall own all right title and interest in and to Verizon's trade secrets, confidential information or other proprietary rights, any ideas, information or other material used or developed by Verizon or presented to Customer, including, but not limited to: data (other than Customer Data), software, modules, components, designs, utilities, databases, subsets, objects, program listings, tools, models, methodologies, programs, systems, analysis frameworks, leading practices, report formats, manner of data expression and specifications, and all intellectual property rights therein (each, a "Technical Element"). Each Technical Element is Confidential Information of Verizon and subject to Section 6. Verizon grants Customer a nonexclusive, non-transferable, royalty-free license to use, solely for Customer's internal business purposes, each Technical Element integrated into and required for the use of any deliverable provided by Verizon to Customer pursuant to this Contract. Customer may disclose a Technical Element integrated into a deliverable to a third party as long as such third party is subject to a written nondisclosure agreement, requiring such third party to maintain the confidentiality of such Technical Element and use such Technical Element only for the benefit of the internal business purposes of Customer. Customer shall be responsible for breaches of such confidentiality agreement by such third party. For IP covered under this section delivered to the Government, Verizon will identify such as "confidential and proprietary" information. Verizon will also provide trademark, copyrights, or other IP protection designation as appropriate.

Notwithstanding anything contained in this Contract to the contrary, Customer and any such third party to whom Customer discloses Technical Elements are prohibited from creating derivative works of all or any portion of a Technical Element, from reverse engineering, decompiling, disassembling, or otherwise attempting to discover source

code of Technical Elements, or from copying, disclosing, or using Technical Elements except as otherwise provided in this Contract or awarded Delivery Order.

7.4 Certification Seals; Verizon Materials. Neither party shall use the other party's trademarks, service marks, trade names, domain names, or product names other than and to the extent expressly set forth in this Contract. If, under the terms of this Contract, Customer is granted the right to use any Verizon certification seals or logos (each, a "Certification Seal"), then the display and presentation of such Certification Seal by Customer shall be subject to Verizon's then-current logo guidelines. If Verizon installs or provides any "Verizon-Owned" hardware or software tools to facilitate our performance of the Service, Customer agrees to use the hardware or software for internal purposes only, not to distribute the hardware or software, and not to reverse engineer, decompile, or disassemble the hardware or software. Any violation of this provision shall be addressed in accordance 52.212-4 Contract Terms and Conditions—Commercial Items (May 2015) (Deviation Feb 2007), paragraph (d) Disputes.

8. Representations.

8.1 Verizon will perform Services under this Contract substantially in accordance with industry standards. If Verizon does not so perform Services, then Verizon will re-perform the affected Service, or portion thereof, at its expense provided it receives notice of defective performance from Customer within 30 days of the date Service was originally performed.

8.2 Except as otherwise stated herein, all Services and deliverables provided by Verizon are provided "AS IS". The Parties agree to work together to reasonably address and resolve any expressed issue(s) under the Contract.

8.3 For any third party products and services, customer shall receive only the warranties offered by such third party.

8.4 Verizon does not guarantee that any network, computer systems, or any portions thereof are secure. Verizon does not warrant that use of any Services will be uninterrupted or error-free or that any defect in the Services will be correctable. Customer acknowledges that impenetrable security cannot be attained in real-world environments and that Verizon does not guarantee protection against breaches of security.

8.5 Neither party makes any warranty hereunder to any third party on behalf of the other party. This Contract is not intended to create any third party beneficiary relationship.

8.6 DISCLAIMER OF WARRANTIES AND CERTAIN DAMAGES. EXCEPT AS SPECIFICALLY SET FORTH IN THESE TERMS AND CONDITIONS, VERIZON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY VERIZON SERVICES, SOFTWARE OR DOCUMENTATION. VERIZON SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NONINFRINGEMENT OF THIRD-PARTY RIGHTS, OR ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. NEITHER PARTY IS LIABLE TO THE OTHER FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE

DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF USE OR LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL, ARISING IN CONNECTION WITH THESE TERMS AND CONDITIONS, UNDER ANY THEORY OF TORT, CONTRACT, INDEMNITY, WARRANTY, STRICT LIABILITY OR NEGLIGENCE, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.

9. Limitation of Liability and Action. Neither Verizon nor the Customer shall be liable for any indirect, incidental, special or consequential damages, or loss of profits, loss of revenues, loss of data arising from the use of or inability to use data or the services, related products, or documentation arising under performance of this agreement. Further, neither Verizon nor Customer shall be liable for punitive damages except to the extent this limitation is prohibited by applicable law. Verizon's maximum liability for any damages under any legal theory whether in contract or tort shall be limited to the amounts paid under the order, except that in the event of a termination for cause, Verizon's liability shall include reasonable reprocurement costs. This clause shall not limit the U.S. Government's right to recover for fraud or crimes arising out of or related to this contract under any federal fraud statute, including the False Claims Act (31 USC 3729 to 3733). Furthermore, this clause shall not prevent or prejudice the U.S. Government's from seeking express remedies under the Contract.

10. Force Majeure. Except as addressed in 52.212-4 Contract Terms and Conditions—Commercial Items (May 2015) (Deviation Feb 2007), paragraph (f) Excusable Delays, and the exception of a party's obligation to make payments properly due to the other party, no Party is liable for any delay or failure in performance under these Terms and Conditions arising out of acts or events beyond its reasonable control, including, but not limited to, acts of God, war, terrorist acts, fire, flood, severe weather, explosion, riot, embargo, acts of the Government in its sovereign capacity, labor disputes or strikes, unavailability of equipment or parts from vendors, failure of a third party wireless or telecommunications provider serving a particular area, or cut cable or any failure or delay of any transportation, power, computer or communications system. The affected Party shall provide prompt notice to the other Parties and will be excused from such performance to the extent of such caused delays or failures; provided that the Party so affected must use reasonable efforts to remove the causes of such delays or failures and the Parties must proceed whenever such causes are removed or cease. Notwithstanding the foregoing, Customer will not be relieved of its obligation to make any payments, including any late payment charges as provided in Section 5 above or the Late Payment Fees that are due to Verizon hereunder.

11. Hazardous Substances.

Except as disclosed to and acknowledged in writing by Verizon, Customer certifies that it is not aware of the presence of any asbestos or other hazardous substance (as defined by any applicable state, federal or local hazardous waste or environmental law or regulation) at any location where Verizon is to perform Services or provide or maintain Equipment under these Terms and Conditions. If during such performance Verizon employees or agents encounter any such substance, Customer agrees to take all necessary steps, at its own expense, to remove or contain the asbestos or other hazardous substance and to test the premises to ensure that exposure does not exceed

the lowest exposure limit for the protection of workers. Verizon may suspend performance under this Contract until the removal or containment has been completed and approved by the appropriate governmental agency and Verizon. Performance obligations under these Terms and Conditions will be extended for the delay caused by such removal or containment. Customer's failure to remove or contain hazardous substances will entitle Verizon to terminate performance and Customer shall pay Verizon any expenses incurred through such termination (including expenses of removing equipment or disconnecting service or equipment).

12. Assignment. Verizon may, consistent with 52.212-4 Contract Terms and Conditions—Commercial Items (May 2015) (Deviation Feb 2007), paragraph (b) Assignment without Customer's consent, assign its right to receive payments hereunder to an affiliate or subsidiary. Verizon may subcontract any or all of the work to be performed by it hereunder, but shall retain responsibility for the work that is subcontracted.

13. Service Marks, Trademarks and Name. Neither Verizon nor Customer may: (a) use any service mark or trademark of the other party; or (b) refer to the other party in connection with any advertising, promotion, press release or publication unless it obtains the other party's prior written approval.

14. Dispute Resolution. Except as described herein, any claim or dispute ("Dispute") arising out of or relating to arising out of or relating to these Terms and Conditions and the Services provided hereunder shall be subject to 52.212-4 Contract Terms and Conditions—Commercial Items (May 2015) (Deviation Feb 2007), paragraph (d) Disputes.

15. Acceptable Use. Use of Verizon's Internet Services and related equipment and facilities must comply with the then-current version of the Verizon Acceptable Use Policy ("Policy") (see www.Verizonbusiness.com/terms). The Contractor may, 24 hours after GSA (or other agency Customer contracting official) has acknowledged receipt of the Contractor's written notice and detailed explanation, suspend service only to the extent necessary to prevent a violation of this AUP from causing imminent (1) exposure of the Contractor or underlying service providers to criminal sanctions or prosecution, (2) significant irreparable harm to or significant interference with the integrity or normal operations or security of the Contractor's network or networks with which the Contractor is interconnected or significant interference with another Customer's use of the contractor services or the Internet; (3) significant irreparable harm to the Contractor, underlying service providers or the Contractor's Customers or their respective employees. The Government is deemed to have received notice twenty-four (24) hours after written notice has been sent via confirmed fax or e-mail.

The Contractor may act immediately and without prior notice to suspend service only to the extent necessary to respond to a federal or state government order or mandate that certain conduct must be stopped. In such instance, the Contractor shall provide written notice and detailed explanation to the GSA CO, GSA ACO, and the impacted Customer Agency (or other official designated by the Customer Agency) within 30 minutes of its receipt of the court or other Government order mandating service suspension.

Under no circumstances may the contractor suspend service without notice.

Any suspension shall be only for the time necessary for steps to be taken that will reasonably prevent the violation from continuing or reoccurring.

Under no circumstances may the contractor unilaterally terminate service..

16. Solicitation and Purchase Order. The terms and conditions of this AGREEMENT WILL TAKE PRECEDENCE OVER any Customer Solicitation or Purchase ORDER

17. ENTIRE UNDERSTANDING. THESE TERMS AND CONDITIONS (INCLUDING ANY TERMS AND CONDITIONS CONTAIN IN ANY ADDITIONAL TERMS AND CONDITIONS REFERENCED HEREIN, AND OTHER DOCUMENTS INCORPORATED BY REFERENCE) CONSTITUTES THE ENTIRE UNDERSTANDING BETWEEN THE PARTIES WITH RESPECT TO THE SERVICES TO BE PROVIDED HEREUNDER AND SUPERSEDES ALL OTHER PRIOR OR CONTEMPORANEOUS REPRESENTATIONS, UNDERSTANDINGS OR AGREEMENTS. EXCEPT AS OTHERWISE EXPRESSLY STATED HEREIN, THESE TERMS AND CONDITIONS SHALL NOT BE CONTRADICTED, EXPLAINED OR SUPPLEMENTED BY ANY WRITTEN OR ORAL STATEMENTS, PROPOSALS, REPRESENTATIONS, ADVERTISEMENTS, SERVICE DESCRIPTIONS OR GOVERNMENT PURCHASE ORDER FORMS NOT EXPRESSLY SET FORTH IN THESE TERMS AND CONDITIONS OR ANY ADDITIONAL TERMS AND CONDITIONS.

18. Customer acknowledges that Verizon may, over the term of this Agreement, implement various product and network transformation programs to offer more advanced solutions based on newer technologies operating from next generation platforms. In this regard, Verizon reserves the right to grandfather and decommission certain products and services, including those covered under this agreement ("Affected Services"). Verizon will comply with all applicable legal requirements regarding notice for any grandfathering or decommissioning actions taken by Verizon. Verizon will also inform Customer of the availability of alternative services, if any, that can replace the Affected Service. Such alternative services will be subject to their own rates, terms and conditions. Verizon does not make any representations that the rate for the alternative service will remain the same as the Affected Service being replaced. For the purposes of this section, grandfathering means that Verizon will continue to support this Agreement for the Affected Services until the term of the Agreement expires. Once the Agreement expires, Verizon will not agree to any contract renewals covering the Affected Services and will not offer the Affected Services under a new agreement with Customer. Verizon also reserves the right to prohibit moves, adds, or changes to Customer's existing Affected Services during the grandfathering period. Decommissioning means that the services will be terminated.

6 ADDITIONAL TERMS AND CONDITIONS

6.1 ID-MSO Additional Terms and Conditions

6.1.1 General.

Identity Managed Service Offering (ID-MSO) is a digital Certificate-based, remotely-hosted identity validation and management solution. The version of ID-MSO included in this contract has one primary component: a Smart Authentication Credential ("Card") Service, including hardware, software and Verizon-hosted database support to enroll Users and issue Cards. The Cards are designed to be interoperable with other smart authentication cards cross-certified with the Federal Bridge.

6.1.2 Services.

Verizon ID-MSO labor services to meet ordering agency-unique ID-MSO requirements can be ordered using ID-MSO labor rates included in Section 10. 3. ID-MSO (SIN 541519PIV and SIN 541519PIV STLOC). Verizon shall provide the Services as ordered and as described in an agreed upon Statement of Work (SOW) during the applicable period and upon the terms and conditions specified in order and SOW. Specifications, prices and additional applicable terms shall be set forth in the Statement of Work for the applicable Services. From time to time, additional terms governing the Services to be provided under this Agreement may be contained in an Order and agreed upon SOW. If there is a conflict between the terms of this order and any SOW, the terms of this Contract shall prevail over the terms of the order.

6.1.3 ID-MSO Components and Services.

Due to the inherent evolutionary nature of technology, the listing of items on the FIPS 201 Approved Products List is dynamic and Government customers may have various components of an Enrollment Station (e.g. a laptop computer with a Card reader, digital camera, fingerprint reader, and an external monitor) and/ or an Issuance Station (e.g. a laptop computer with a Card reader and Card printer) needed to enroll users and issue cards, Verizon's ID-MSO solution includes providing Approved Products on an individual case and Open Market basis. All contract provided Enrollment Station and Issuance Station products shall be on the GSA FIPS 201 Approved Products List.

(http://www.idmanagement.gov/drilldown.cfm?action=gov_app_products)

6.1.4 Rates and Charges.

Rates and charges for Customer's requested ID-MSO service will be based on an individual Customer's requirements (e.g., CA and Workflow types, whether ID-MSO Equipment or User Cards are needed as well as the User capacity for which Customer is purchasing ID-MSO.) Verizon will inform Customer of current rates at the time of order or upon Customer request. Contractor provided labor for ID-MSO services shall be at the rates included in Section 15. 2. ID-MSO (SIN 541519PIV and SIN 541519PIV STLOC).

6.1.5 Customer Data.

Customer is responsible for and Verizon may rely upon the accuracy, timeliness and completeness of all data, reports and other information Customer supplies (including without limitation identity data) to Verizon. Verizon is not responsible for the content of that information. Customer acknowledges that Certificate status, is subject to continual change. Revocations of digital Certificates are reflected through the use of a certificate revocation list. Verizon will back up data daily and have a hot fail-over to a remote disaster recovery facility, but in any event, is not responsible for any unrecoverable data loss. Verizon shall use commercially reasonable efforts to restore data.

6.1.6 Customer Systems.

Customer will make available to Verizon the Enrollment and Issuance Stations, and Customer's other computer programs, data and documentation required by Verizon to perform the ID-MSO services. Customer shall obtain all governmental approvals, licenses, and permits necessary for completion of the ID-MSO services, if any. In particular, Customer shall take all steps required for identity validation process of which ID-MSO is a part to meet FIPS 201 requirements and for Verizon as a CA to maintain cross certification under the Federal Bridge Certification Authority ("FBCA"). Customer shall prepare any installation site in accordance with Verizon's instructions to ensure that any equipment that interfaces with Customer's Service Devices and other systems operates in accordance with the manufacturer's specifications. If Customer fails to make any preparations required by this Agreement and this failure causes Verizon to incur costs during the implementation or provision of ID-MSO, then Customer agrees to reimburse Verizon promptly for these costs.

6.1.7 Cooperation.

Customer shall coordinate and manage its employees, contractors or agents to facilitate the performance of ID-MSO by Verizon. Any commitments Verizon makes with respect to ID-MSO are contingent upon Customer meeting its obligations, as defined here. Customer will make its management and technical personnel who will work with Verizon and will perform those activities described as Customer's responsibility in the Agreement. Each party will designate and maintain during the term of any resultant award/order a point of contact, and will notify the other party of the name of such point of contact who will have the authority and power to make decisions with respect to actions to be taken in connection with the Contract and order and all documentation included therein. If required by the Contract or any resultant order, Customer shall prepare any installation site in accordance with Verizon's instructions ensuring that any equipment that interfaces with Customer's computer system operates in accordance with the manufacturer's specifications. If Customer fails to make any preparations required by the Contract and/or resultant order and this failure causes Verizon to incur costs during ID-MSO implementation, Customer agrees to reimburse Verizon for these costs.

6.1.8 Cards.

Contractor-provided Cards ("Card" or "Cards") (sometimes called a PIV or PIV-I Card) shall comply with physical characteristics as described in International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) 7810 [ISO7810], ISO/IEC 10373 [ISO10373], ISO/IEC 7816 for contact cards [ISO7816], and ISO/IEC 14443 for contactless cards [ISO14443] and FIPS 201. Cards are warranted against material defects in material and workmanship for 90 days. Customer (and not Verizon) is responsible for all Cards, including without limitation, their proper security, issuance and use. Users may not have more than one Card but may be provided with a replacement Card as permitted under the Registration Practice Statement. Customer will promptly inform Verizon if a Card is lost or its security is compromised or other data associated with it changes, following the requirements set forth in the Verizon Managed PKI Certificate Practice Statement ("CPS"), the Customer's Registration Practices Statement ("RPS") and the terms of the Registrar Agreement. Customer understands and agrees that Verizon is authorized by this Agreement to issue digital Certificates (which are issued by Verizon pursuant to this Agreement and its role as Certificate Authority) onto the Card and that both Customer and potentially third parties may rely on those Certificates. Customer will perform the functions of a Registration Authority ("RA") under the Verizon-Verizon Managed PKI Certificate Policy ("CP") on behalf of Verizon, Verizon-Verizon Managed PKI Certificate Practice Statement ("CPS"), the Customer's Registration Practices Statement ("RPS") and the terms of the Registrar Agreement. The consideration for ID-MSO includes, without limitation, the Customer's undertaking of the performance of the role of RA with respect to Users to receive Cards on the terms and conditions set forth in the CP, CPS and RPS and its assumption of liability for risks arising out of that function, the mutual agreements, and other good and valuable consideration. Details are highlighted in the policy documentation set required by Verizon and with which the Customer agrees to abide and adhere.

6.1.9 Customer Interface.

In connection with the provision of the ID-MSO services, Customer also will be provided access to a Verizon web-based portal, dashboard or other form of interface ("Interface" for which Customer must use one or more user IDs, account numbers, personal identification numbers or codes, passwords, digital Certificates or other means of authentication to access the Interface ("Login"). For example, the Interface and Login may be used for accessing on-line services, authorizing instructions and requests using ID-MSO services. Customer shall at all times keep its Login strictly confidential and shall take all reasonable precautions to prevent unauthorized use, misuse or compromise of its Login. Customer agrees to notify Verizon promptly upon learning of any actual or threatened unauthorized use, misuse, or compromise of its Login. Verizon is entitled to rely on Customer's Login as conclusive evidence of identity and authority. Customer is liable for all activities and charges incurred through the use of Customer's Login and Cards, and will indemnify, defend and hold Verizon harmless from all liabilities, losses, damages, costs and expenses (including, without limitation, reasonable attorneys' fees and costs) incurred by Verizon to the extent resulting from the use and/or compromise of Customer's Login or Cards, unless the unauthorized use,

misuse or compromise of Customer's Login or Card is solely attributable to Verizon's gross negligence or willful misconduct.

6.1.10 Change Control.

6.1.10.1 General.

Changes requested by Customer must be submitted on the Change Request Form (attached below as Appendix 2) and authorized in writing by the approved Customer personnel. Customer acknowledges that Verizon's ability to make changes at the Customer's request may be limited by its obligations to other customers hosted at the same facility and in some cases, authorization from such other customers may be needed (e.g., where requested changes may affect facility accreditations). Upon receipt of a Change Request Form, Verizon will respond to Customer with a proposal including cost and schedule to implement the requested change. Customer will then promptly respond to Verizon with approval or rejection of proposal. In the case of approval, Customer will provide a signed copy of Verizon's proposal to Verizon thus authorizing Verizon to proceed with implementation of the change for the stated charges.

6.1.10.2 Minor Changes to Components and/or Service.

Requests for minor changes (i.e., changes with no material effect on services) must describe the proposed change, the reason for it, and any known, perceived or potential issues that may arise from that change. Verizon will review and comment on the proposed change, noting known or potential issues/problems associated with the change, including impacts, costs, schedule, and implementation strategy for the change. Such changes will be thoroughly tested by Customer and/or Verizon prior to deployment or installation into production.

6.1.10.3 Material Changes to Components and/or Service.

Requests for material changes must be submitted in writing to Verizon, including the reason/rationale for the change, potential effects of the change, and a description of the procedures involved to implement the change. Verizon will review and comment on the proposed major request, noting known or potential issues/problems associated with the change, including impacts on the configuration, architecture, and/or environment. Verizon's response also will include a feasibility analysis, project plan, implementation plan, acceptance testing requirements, impact on service and, if applicable, resources and additional costs.

6.1.10.4 Emergency Changes.

Verizon acknowledges that there may be urgent circumstances that require Customer to introduce emergency changes. Customer will notify Verizon of these changes immediately. Where feasible, Change Control procedures shall be applied as outlined above, including but not limited to potential amendment(s) to these procedures as reasonably and mutually agreed upon by Customer and Verizon.

6.1.11 Warranties and Disclaimers.

6.1.11.1 For any third party products and services, customer shall receive only the warranties offered by such third party.

6.1.11.2 The remedies set forth in any SLA provided are Customer's sole and exclusive remedies in connection with the performance of ID-MSO, including without limitation failure to meet any standard set forth in an SLA.

6.1.11.3 Customer represents and warrants that (i) it has and will continue to have all rights, power, permissions and authority necessary to have Verizon perform ID-MSO (including, without limitation, all rights, power, permissions and authority necessary in respect of any digital Certificate or credential issued); and (ii) it will use ID-MSO for lawful purposes only.

6.1.12 Limitation of Liability.

These limitations are in addition to the general limitations set forth elsewhere in this Contract.

6.1.12.1 The parties agree that Verizon will not be liable for any damages caused by hardware, software, other products or services provided by parties other than Verizon, its agents or subcontractors, or any damages caused by the products and/or services delivered by or on behalf of Verizon which have been modified, serviced or otherwise attended to by parties other than Verizon or without Verizon's prior written and express consent. Customer acknowledges that Verizon is not liable for any damages resulting, directly or indirectly, from any act or failure to act by Customer or any third party (including, without limitation, the non-performance, defaults, omissions or negligence of any third party that provides telecommunications services in the location in which Customer's premises or systems are situated and such other locations from, across, to or in respect of which ID-MSO is provided by or on behalf of Verizon).

6.1.12.2 IN NO EVENT MAY EITHER PARTY'S AGGREGATE LIABILITY FOR ANY CLAIM OR ACTION RELATING TO OR ARISING OUT OF THIS SERVICE ATTACHMENT, REGARDLESS OF THE FORM OF ACTION (INCLUDING, WITHOUT LIMITATION, CONTRACT, TORT, PRODUCTS LIABILITY OR STRICT LIABILITY) EXCEED THE SERVICE CHARGES PAID TO VERIZON BY CUSTOMER FOR THE SERVICE GIVING RISE TO SUCH CLAIM OR ACTION DURING THE SERVICE PERIOD IN WHICH SUCH SERVICE WAS PROVIDED. The foregoing does not limit Customer's payment obligations under this Contract.

6.1.12.3 WITH REGARD TO SERVICES WHICH PROVIDE INFORMATION SHARING AND/OR INDUSTRY ALERTS, VERIZON DISCLAIMS ANY LIABILITY TO CUSTOMER, AND CUSTOMER ASSUMES THE ENTIRE RISK FOR (A) INFORMATION FROM THIRD PARTIES PROVIDED TO CUSTOMER WHICH TO THE BEST OF VERIZON'S INFORMATION, KNOWLEDGE AND BELIEF DID NOT CONTAIN FALSE, MISLEADING, INACCURATE OR INFRINGING INFORMATION; (B) CUSTOMER'S ACTIONS OR FAILURE TO ACT IN RELIANCE ON ANY INFORMATION FURNISHED AS PART OF THE SERVICES; AND/ OR (C) THE USE OF ANY THIRD PARTY LINKS, PATCHES, UPDATES, UPGRADES,

ENHANCEMENTS, NEW RELEASES, NEW VERSIONS OR ANY OTHER REMEDY SUGGESTED BY ANY THIRD PARTY AS PART OF THE SERVICES.

6.1.13 Assumption of Risk.

6.1.13.1 Customer acknowledges and agrees that the price being charged by Verizon for ID-MSO does not include any risk contingency or other assumption of risk, beyond the cost of performance of Verizon services. Verizon is not assuming responsibility for any losses that may occur as a result of the failure to identify all possible threats or vulnerabilities and Verizon is not acting in the capacity or taking on the responsibility of an insurer and is not charging a price that would allow it to do so. It is the responsibility of Customer, as Customer deems fit, to obtain adequate insurance covering damages to Customer or third parties.

6.1.13.2 The parties acknowledge and agree that temporary disruption, degraded performance or unavailability of all or portion of the Customer's systems or infrastructure may occur in some circumstances as a result of the provision of ID-MSO. Customer agrees to notify appropriate personnel within its organization and any third party Customer deems relevant prior to authorizing any maintenance window or change request. Notwithstanding anything contained in this Agreement to the contrary, Customer assumes all risk for adverse consequences resulting from or associated with (a) the maintenance performed by Verizon in connection with ID-MSO or change requests, and (b) the timeframe Customer elects or authorizes Verizon to perform such maintenance services or change requests.

6.1.14 Confidential Information

6.1.14.1 Methods; Systems; Reports. Customer acknowledges that the following information constitutes "Confidential Information" under the Agreement: (a) the methods, systems, data and materials used or provided by Verizon in connection with the provision of ID-MSO; (b) personally identifiable information used in the enrollment, issuance and Card management processes and maintained in the Verizon-hosted identity-data storage facility; and (c) the results of Verizon's assessment of Customer and all reports issued by Verizon in connection with such results. The term "Confidential Information" does not include information that is (y) expressly excluded from the definition of "Confidential Information" under the Agreement; or (z) comprised of statistical information, or other aggregated information (including without limitation information regarding security vulnerabilities, configurations and the like) insofar as such information does not identify Customer or Customer's computer network or computer systems. Information in a Certificate is not Confidential Information because it is not confidential in character.

6.1.14.2 Permitted Use. Verizon has the right to disclose Customer's Confidential Information to a "Qualified Consultant." For purposes of this Agreement, "Qualified Consultant" means a consultant who (a) is engaged by Verizon to assist Verizon in connection with the provision of ID-MSO, (b) agrees in writing to use Customer's Confidential Information only in connection with the provision of ID-MSO, and (c) agrees in writing to be bound by substantially the same terms and conditions contained in the Agreement regarding the use, disclosure and the protection from disclosure of

Customer's Confidential Information. All entities acting on Verizon's behalf in providing ID-MSO shall protect all User personally identifiable information from unauthorized disclosure. Records of individual transactions may be released upon request of any Users involved in the transaction or their legally recognized agents. User private information shall not be disclosed to any third party unless authorized by the CP, CPS, RPS, required or authorized by law, government rule or regulation, or lawful process. Any request for release of information shall be processed according to Verizon corporate policies.

6.1.15 Definitions and Acronyms.

This section defines certain capitalized terms used in this service attachment. Capitalized terms not defined here have the meaning described in the Agreement.

Defined Term / Acronym	Definition
Certificate	A digital Certificate is compliant with x.509v3, RFC 2459, RFC 3280, and RFC 3039. It will include: ▪ A public key ▪ The identity or unique pseudonym of the Certificate subscriber (aka a User under this Agreement) who owns and holds the private key matching the listed public key ▪ The Issuer's identity ▪ A start date and expiration date ▪ A reference to the governing policy of the Issuer
Change Request	A request from Customer or from Verizon for a change to ID-MSO, the configuration, the Service Context, or a request for a Security Upgrade.
Issuer	Issuing authority of Certificates. It is the legal entity responsible for the Certificates issued under its Certificate Policy ("CP"), and that carries out, authorizes, or delegates the obligations laid down in its Certification Practice Statement ("CPS").
Security Upgrade	Changes to a software program to fix a security hole; generally released by the software manufacturer or editor. A Security Upgrade concerns small improvements to the software; security Upgrades generally do not contain substantial new features or functions. A Security Upgrade may also refer to a "patch", "bug fix", "service pack" or "update".
Service Context	A set of documents with information about Customer that Verizon needs to successfully run ID-MSO. It includes: ▪ Specification of time windows agreed upon for maintenance to be performed ▪ Procedures, templates for escalation, notification, and reporting ▪ Contact details and authorization for escalation, notification, and reporting ▪ Customer's change control processes and authorization procedures ▪ Details on maintenance and support contracts ▪ Network topologies and asset inventories of systems that can be reached through the security infrastructure

6.2 Voice Services – Federal* Terms and Conditions

**Voice Services – Federal* includes Voice, Toll-Free, Audio Conferencing, Contact Center Services, Virtual Contact Center, and Access Arrangements

6.2.1 GSAR 552.238-75 Price Reductions (Jul 2016)

For Voice Services − Federal (to include Voice, Toll-Free, Audio Conferencing Contact Center, and Virtual Contact Center Services and Access Arrangements) under SIN 54151ECOM and ancillary equipment and maintenance under SIN OLM, Verizon shall not be subject to GSAR 552.238-75 Price Reductions (Jul 2016).

6.2.2 Additional Services

Customer may request Verizon to provide services in addition to Voice, Toll-Free, Audio Conferencing, and Virtual Contact Center ("Additional Services"). Such Additional Services may include installation, configuration, training, consulting and other professional services. The provisioning of such Additional Services shall be subject to a separate quotation by Verizon and with terms set out in a separate agreement.

6.2.3 Service Orders

Order Confirmation. Verizon will confirm Customer's order via email and the date of this notification is the "Order Confirmation Date". The Order Confirmation will confirm the requested Voice Services − Federal service(s).

Completion Date is the date on which Verizon begins providing a Voice Services – Federal service. Customer will receive a notification as each Voice Services – Federal service becomes active. The service shall be considered accepted on the completion date unless the customer rejects the service within 72 hours of receiving the completion notification.

Voice Services − Federal services ordered under this GSA Schedule Contract, and associated payment obligations, will continue until terminated by either party. Either party may terminate service, with or without cause, effective 30 days after written notice of termination is given to the other party. Customer will pay any amounts accrued for Voice Services − Federal through the termination date. Customer may cancel a request for Voice Services − Federal prior to the completion notification with or without cause, effective 30 days after written notice of cancellation.

6.2.4 Commonly Available Features

For purposes of Verizon's Voice Services – Federal offering, lists the "commonly available features" by product. To the extent a feature is not listed below, it is not considered a commonly available feature.

Table 6-1. Commonly Available Features by Product

Service	Commonly Available Features
Voice Services (Section 2.1.3)	▪ Choice of Access Types (Switched or Dedicated) ▪ Uniform Numbering Plan ▪ Network Intercept

Service	Commonly Available Features
	▪ Accounting Codes ▪ Off-Net Calls
Toll-Free Services (Section 3.1.3)	▪ Choice of Access Types (Switched, Dedicated or IP) ▪ "Resp Org" support ▪ "Vanity" toll-free numbers ▪ Toll-free number portability ▪ UIFN support ▪ Support for multiple location terminations ▪ Busy signal or recorded announcement support ▪ Network intercept to recorded announcements ▪ Referral message for callers to a disconnected toll-free number ▪ DNIS support ▪ Identification of calling parties ANI
Audio Conferencing Service (Section 4.1.3)	▪ Multi-Point Bridging Capability ▪ Conference Set-up Capability – User-Controlled Conference ○ Meet-Me Conference ○ Preset Conference – Attendant-Assisted Conference ▪ Audio-Conference Reservation System ▪ Service Interval Support ▪ Automatic Port Expansion ▪ Announce Late participant ▪ Enable and disable conferee tones ▪ Enable and disable music on hold ▪ Enable and disable self-mute ▪ Guaranteed duration of dial-in call ▪ Listen-only broadcast mode ▪ Mixed Mode ▪ Participant Count ▪ Roll Call
CCS	Due to the custom nature of the CCS service, there are no commonly available features.
Virtual Contact Center (Section 6.1.3)	▪ Agent, Supervisor and Administrator Interfaces ▪ Multi-Media Management – Email – Web Chat – Call Back – Inbound Voice Routing – Outbound Voice Routing ▪ Telephony Management – Automatic Contact Distributor (ACD)

6.2.5 Invoicing

The Contractor, upon completion of the work ordered, shall submit invoices for Electronic Commerce services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring and usage based services performed during the preceding month.

All charges will be inclusive of any applicable fees and surcharges.

6.2.6 Delivery

54151ECOM – Voice Services – Federal Delivery Time

Table 6-2. 54151ECOM Voice Services – Federal Delivery Time

Service	Service Order (Calendar Days)
Disconnect (All Services)	30
Voice Services (VS)	45
Circuit Switched Data Service (CSDS)	45
Toll-Free Service (TFS)	45
Audio Conferencing (ACS)	As Negotiated
Call Center / Customer Contact Center (CCS)	As Negotiated
Virtual Contact Center (VCC)	As Negotiated

6.2.7 Performance Metrics

In situations where Verizon fails to meet an SLA due to reasons of force majeure; i.e. events beyond the reasonable control of Verizon including but not limited to; acts of God, earthquake, fire, labor disputes, riots, war, epidemics, government regulation, acts of domestic and/or international terrorism, natural disaster, or national emergency, Verizon will not provide an SLA credit.

6.2.8 Voice and CSDS

Table 6-3. Voice and CSDS

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability (POP-to-POP)	Routine	99.95%	≥ 99.95%	See Note 1
Availability (SDP-to-SDP)	Routine	99.5%	≥ 99.5%	See Note 1
Grade of Service (Call Blockage) (SDP-to-SDP)	Routine	0.07	≤ 0.07	See Note 2
Grade of Service (Call Blockage) (POP-to-POP)	Routine	0.01	≤ 0.01	See Note 2
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. **Voice Service / CSDS availability is calculated as a percentage of the total reporting interval time that the Voice service / CSDS is operationally available to the Agency. Availability is computed by the standard formula:**

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. **Grade of Service (Call Blockage) is the proportion of calls that cannot be completed during the busy hour because of limits in the call handling of one or more network elements (e.g., "All trunks busy" condition). For example, 0.01 indicates that 1 percent of the calls not being completed successfully (1 out of 100 calls).**
3. **Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.**

   Examples of Government-caused delays include, but are not limited to:
   - **Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;**
   - **Customer gave Verizon an incorrect address for the SDP;**
   - **Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;**
   - **Government required service at a remote site and agreed that a longer transit time was required**

6.2.9 Toll-Free Service

Table 6-4. Toll-Free Service

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability (POP-to-POP)	Routine	99.95%	≥ 99.95%	See Note 1
Availability (POP-to-SDP)	Routine	99.5%	≥ 99.5%	See Note 1
Grade of Service (Call Blockage)	Routine	0.07	≤ 0.07	See Note 2
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. **Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally available to the Agency. Availability is computed by the standard formula:**

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. **Grade of Service (Call Blockage) is the proportion of calls that cannot be completed during the busy hour because of limits in the call handling capacity within Verizon's network. For example, 0.01 indicates that 1 percent of the calls not being completed successfully (1 out of 100 calls).**
3. **Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.**

   Examples of Government-caused delays include, but are not limited to:
   - **Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;**
   - **Customer gave Verizon an incorrect address for the SDP;**
   - **Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;**
   - **Government required service at a remote site and agreed that a longer transit time was required**

6.2.10 Audio Conferencing Service

Table 6-5. Audio Conferencing Service

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1
Grade of Service (Operator Assistance Response Delay)	Routine	54 seconds	≤ 54 seconds	See Note 2
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 3
	Without Dispatch	4 hours	≤ 4 hours	See Note 3

Notes:

1. Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally available to the Agency. Availability is computed by the standard formula:

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. GOS (Operator Assistance Response Delay) is the delay experienced by conference participants to receive operator assistance during a conference. Delay is measured as the interval between the end of signaling (e.g., dialing for operator assistance) and the receipt of voice response from the operator.
3. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government-caused delays.

   Examples of Government-caused delays include, but are not limited to:

   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;
   - Customer gave Verizon an incorrect address for the SDP;
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;
   - Government required service at a remote site and agreed that a longer transit time was required

6.2.11 Call Center / Customer Contact Center

Table 6-6. CCS Key Performance Metrics

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 2
	Without Dispatch	4 hours	≤ 4 hours	See Note 2

Notes:

3. Availability is measured and calculated as a percentage of the total reporting interval time that the CCS is operationally available to the Agency. Availability is computed by the standard formula

$$Availability = \frac{RI\ (HR) - COT\ (HR)}{RI\ (HR)} \times 100$$

4. Time to Restore (TTR) is calculated as the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service cannot be worked due to Government caused delays.

   Examples of Government caused delays include, but are not limited to:

   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface
   - Customer gave Verizon an incorrect address for the SDP
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space
   - Government required service at a remote site and agreed that a longer transit time was required

6.2.12 Virtual Contact Center

Table 6-7. Virtual Contact Center

Key Performance Indicator (KPI)	Service Level	Performance Standard (Threshold)	Acceptable Quality Level (AQL)	Measurement
Availability	Routine	99.5%	≥ 99.5%	See Note 1
Time to Restore (TTR)	With Dispatch	8 hours	≤ 8 hours	See Note 2
	Without Dispatch	4 hours	≤ 4 hours	See Note 2

Notes:

1. Av (POP-to-POP) and Av (POP-to-terminating SDP) are measured end-to-end and calculated as a percentage of the total reporting interval time that the service is operationally available to the Agency. Availability is computed by the standard formula:

$$Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

2. Time to Restore (TTR) is calculated as the elapsed time between the time a service out-age is recorded in the Trouble Management System and the time the service is restored minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the service restoration of the service can-not be worked due to Government-caused delays.

   Examples of Government-caused delays include, but are not limited to:

   - Customer was not available to allow Verizon to access the Service Delivery Point or other customer-controlled space or interface;
   - Customer gave Verizon an incorrect address for the SDP;
   - Customer failed to inform Verizon that a security clearance was required to access the SDP or customer-controlled space;
   - Government required service at a remote site and agreed that a longer transit time was required

6.2.13 Virtual Contact Center Services Additional Terms and Conditions

Customer Responsibilities

The VCC service relies on each individual Agency proactively being involved with the management of the day to day business of the virtual contact center. These requirements start at the beginning with Customer ensuring compliance with required software and continue through life cycle management.

The minimum system requirements to support the VCC are defined in the below.

Table 6-8. VCC Minimum System Requirements

Component	Minimum Requirements
Computer Operating System	▪ Windows 7 ▪ Windows 10
Computer Hardware	▪ Intel i3 processor or higher at 3 GHz or better ▪ 2 Gb of available RAM (minimum)
Supported Browsers *	▪ Internet Explorer 11 ** ▪ Chrome *** ▪ Firefox *** Note: * Browser support may evolve in conjunction with regular platform upgrades (estimated 4 times a years) ** Compatibility mode for older browser versions in IE11 is not supported *** Chrome and Firefox continually release browsers. New versions may impact functionality and may require software updates to resolve access issues. As a result of this, supported browsers are subject to change.
Browser Configuration & Add-ons	▪ Cookies enabled ▪ Pop-ups enabled ▪ JavaScript enabled ▪ Adobe Shockwave Flash Player 9 or above ▪ Java Applets enabled with Java Virtual Machine 6.11 or above installed ▪ Windows Media Player Plug-in
Internet Connection	▪ 35kps bandwidth per workstation ▪ Less than 200ms average round-trip ping reply between workstation and VCC servers
VoIP Bandwidth	▪ Based on CODEC implementation – G.711 CODEC requires 88 Kbps per simultaneous call – G.729 CODEC requires 40 Kbps per simultaneous call Note: CODEC bandwidth is bi-directional, for a given G.711 call, it will require 88 Kbps up and 88 Kbps down for a single call.

6.2.14 Service Enabling Devices (SEDs) Additional Terms and Conditions

The Government will take title to equipment in the U.S., and the Government will act as importer of record and hold title to equipment outside the U.S. Verizon will not provision or ship any SED outside of the United States and its territories.

For all SEDs, Customer shall receive only the warranties offered by the manufacturer to the extent such warranty transfer is permitted by the terms of the manufacturer's initial warranty, however, Verizon as the provider of SED maintenance will manage the warranty of the SED for the Government and will receive such pecuniary benefits as might result from operation of the warranty.

Under the "group offer" analysis described in FAR 25.503(c), the SEDs provided under this Schedule are excluded from Trade Agreements Act (TAA) coverage and are therefore not required to be a domestic end product or an end product of a designated country.

7 ADDITIONAL TERMS AND CONDITIONS

7.1 Contact Center As A Service – Virtual Contact Center (VCC) for Government

7.1.1 Commencement.

Virtual Contact Center shall commence on the date that the Agreement or Amendment thereto incorporating FedRAMP Virtual Contact Center, as applicable, is executed by Verizon and Customer (the "VCC Effective Date").

7.1.2 Acceptable Use Policy.

Virtual Contact Center shall be considered an "Internet Service" for purposes of Verizon's Acceptable Use Policy and Customer requirements related thereto set forth in the Agreement.

7.1.3 Service Modification by Verizon.

Verizon reserves the right to modify FedRAMP Virtual Contact Center from time to time by providing Notice to Customer as set forth in the Agreement; provided that Customer may terminate Virtual Contact Center without penalty in the 30 days following implementation of any change to FedRAMP Virtual Contact Center that has a material adverse affect on the functionality of the Service if Verizon fails to correct the adverse effect in the ten (10) days following Customer's written notification to Verizon of such effect. Verizon, its affiliates or subcontractors, may perform some or all of Verizon's duties and/or obligations hereunder.

7.1.4 Supportable Platforms.

Prior to implementing access to FedRAMP Virtual Contact Center, Verizon will inform Customer as to the operating systems and Internet browsers by which access to Virtual Contact Center is supported. Customer's Users must access the Virtual Contact Center platform using direct Internet access, i.e., without routing through a network-based proxy server.

7.1.5 Supervisors/Users.

Customer will identify (name) "Supervisors" and "Users" authorized to use and log in to FedRAMP Virtual Contact Center, and may subsequently modify the number of Supervisors and/or Users so authorized. The number of Supervisors and/or Users using FedRAMP Virtual Contact Center can increase or decrease from month to month. Any Supervisor and/or User who logs in during a month will generate a single usage charge for the month, regardless of the number of times such Supervisor/User logs in.

7.1.6 Support.

Standard support for FedRAMP Virtual Contact Center includes the provision of assistance to end users on a 24×7×365 basis for any event generated within the FedRAMP Virtual Contact Center platform that results in an effective cessation of

Service or Customer-purchased Service feature. FedRAMP Virtual Contact Center support is available via telephone and email.

Customer acknowledges and agrees that non-standard support services will be performed and billed to Customer in accordance with a statement of work to be mutually agreed upon prior to the delivery of non-standard support services.

7.1.7 Service Level Agreement.

The Service Level Agreement ("SLA") for FedRAMP Virtual Contact Center is set forth in *Appendix I*, which is made a part of this Agreement. Verizon's records and data shall be the basis for all SLA calculations and determinations. The SLA sets forth Customer's sole remedies for any claim relating to FedRAMP Virtual Contact Center, including any failure to meet any service level set forth in the SLA.

7.1.8 No Resale.

Resale or use of FedRAMP Virtual Contact Center by an organization other than Customer is prohibited.

7.1.9 Access to CPNI.

Use of Virtual Contact Center may enable users to access Customer Proprietary Network Information ("CPNI"). As a condition of such access, Customer agrees:

- that the Agreement to Protect CPNI to which it has separately subscribed applies;
- that only Customer's CPNI Administrator can authorize individuals to use Virtual Contact Center, and that such authorization authenticates that such individuals are, in fact, so authorized by Customer; and
- to cooperate with Verizon's reasonable authentication and security procedures for access to CPNI, including, without limitation, password resets and re-authentication of authorized users.

7.1.10 Use of Sensitive Personal Information.

While Virtual Contact Center does not request personal information about individuals, it is possible for Virtual Contact Center customers to customize their Virtual Contact Center applications to collect this type of information ("Sensitive Personal Information" or "SPI"). Verizon has implemented strategies within the Virtual Contact Center architecture that adhere to industry-standard security principles regarding the acquisition of SPI and protection against its unauthorized disclosure.Accordingly, Verizon intends that SPI not be stored within Virtual Contact Center. To the extent Customer does store SPI within Virtual Contact Center, Customer does so entirely at its own risk.

FedRAMP Virtual Contact Center Service Level Agreement

This Appendix describes the service levels (individually, an "SLA" or collectively, the "SLA") applicable to Verizon's provision of FedRAMP Virtual Contact Center pursuant to the Agreement executed by Verizon and Customer.

7.2 Availability

"Availability" is measured using the following formula:

Uptime

$$Availability = \frac{}{Uptime + Downtime}$$

Uptime is a fixed value of 43,200 calculated by normalizing the days in a month to 30, multiplied by the hours and minutes (30×24×60 = 43,200).

Downtime is the total minutes during which any of the Components listed below cannot be used by Customer to perform their tasks.

7.3 Performance SLA

7.3.1 Uptime.

Verizon will deliver 99.99% of Uptime per month for Components of Service, which are those specific Virtual Contact Center features required for contact delivery included in and used by a Customer end-user ("End User") with FedRAMP Virtual Contact Center pursuant to the Agreement, excluding Long Distance and local loops, and are listed below in Section 16.3.2. If Verizon exceeds five (5) minutes (99.99% uptime) of Downtime in any given month, Customer may request a credit for such Downtime associated with a trouble ticket submitted by an End User. Upon such request and Verizon's verification of the trouble ticket and the Downtime, Verizon will issue a credit to Customer.

7.3.2 Components.

FedRAMP Virtual Contact Center components covered by this SLA include:

- dbConnector
- Core system (the ability to deliver a contact) and
- User station/interface.

7.3.3 Credits.

For any complete component failure experienced by an End User on any given day which does not meet the 99.99% Uptime service level described above, upon request, Verizon will credit the Customer 1/30th of the monthly recurring charges ("MRC") associated with the claiming End User. The maximum credit payable in any monthly billing period will not exceed one hundred percent (100%) of the aggregate MRC for all FedRAMP Virtual Contact Center service billed to Customer in the month for which an SLA claim is made.

Downtime does not include any time during which any of the Components could not be used by Customer to perform their tasks due to the following:

- End User's equipment, software, facility, databases, or operator error;
- An interruption in End User's connection to the Internet;
- An interruption in End User's telephony or voice service, local or long distance;
- Maintenance of Component software;
- Force Majeure events.

Requests for a credit must be submitted to Verizon within thirty (30) days following the date of the outage. Verizon considers a request submitted

when Verizon receives from Customer an email requesting a refund and identifying:

- The Customer's name and Business Unit ID;
- Date(s) and approximate beginning/ending time of the outage; and
- The FedRAMP Virtual Contact Center component(s) affected by the outage.

Verizon will provide the credit within ninety (90) days following the month in which Customer's credit request was received.

8 PRODUCTS AND SERVICES PRICING

8.1 Automated Contact Center Solutions (SIN 561422)

VCC for Government Part Number	Service Name	Service Description	Pricing Unit	Standard Pricing
0535000	S70 VCC for Government	S70 VCC for Gov - Implementation - Simple	NRC	$ 13,493.20
0535001	S70 VCC for Government	S70 VCC for Gov - Implementation - Moderate	NRC	$ 19,989.92
0535002	S70 VCC for Government	S70 VCC for Gov - Implementation - Complex	NRC	$ 26,986.40
0535100	S70 VCC for Government	S70 VCC for Gov - User - Unique User	USAGE	$ 127.46
0535101	S70 VCC for Government	S70 VCC for Gov - User - Concurrent User	USAGE	$ 130.34
0535102	S70 VCC for Government	S70 VCC for Gov - Universal Port	USAGE	$ 69.96
0535104	S70 VCC for Government	S70 VCC for Gov - Arch Storage - Unique User	USAGE	$ 0.28
0535105	S70 VCC for Government	S70 VCC for Gov - Arch Storage - Conc User	USAGE	$ 0.31
0535106	S70 VCC for Government	S70 VCC for Gov - Storage and Data Mgmt	USAGE	$ 1.30
0535107	S70 VCC for Government	S70 VCC for Gov - Storage Retrieval	USAGE	$ 5.24
0535108	S70 VCC for Government	S70 VCC for Gov - Voice Recording	USAGE	$ 10.09
0535109	S70 VCC for Government	S70 VCC for Gov Pro QM w Voice Rec Users	USAGE	$ 44.98
0535110	S70 VCC for Government	S70 VCC for Gov Pro Screen Rec Pro Users	USAGE	$ 12.99
0535111	S70 VCC for Government	S70 VCC for Gov Pro Audio Rec Pro Users	USAGE	$ 20.99
0535112	S70 VCC for Government	S70 VCC for Gov Pro WFM Pro Users	USAGE	$ 19.99
0535113	S70 VCC for Government	S70 VCC for Gov Pro WFO Pro Users	USAGE	$ 67.97
0535114	S70 VCC for Government	S70 VCC for Gov Pro WFO QM Analyt	USAGE	$ 84.96
0535115	S70 VCC for Government	S70 VCC for Gov Pro QM Analyt Pro	USAGE	$ 59.97
0539531	S70 VCC for Government	S70 VCC for Gov - Premium Support on Demand	USAGE	$ 89.95
0539415	S70 VCC for Government	S70 VCC for Gov Success Pkg Premier	MRC	$ 1,949.02
0539416	S70 VCC for Government	S70 VCC for Gov Success Pkg Premier Plus	MRC	$ 6,496.73

VCC for Government Part Number	Service Name	Service Description	Pricing Unit	Standard Pricing
0539418	S70 VCC for Government	S70 VCC for Gov Success Pkg Enterprise	MRC	$ 14,492.70
0539419	S70 VCC for Government	S70 VCC for Gov Success Pkg Enter Pls	MRC	$ 28,985.39
0539421	S70 VCC for Government	S70 VCC for Gov Email w Chat	MRC	$ 9.99
0539422	S70 VCC for Government	S70 VCC for Gov Chat Only	MRC	$ 7.00
0539423	S70 VCC for Government	S70 VCC for Gov Email Only	MRC	$ 7.00
0539427	S70 VCC for Government	S70 VCC for Gov Pers Conn Dial Cfg User	MRC	$ 32.48
0539428	S70 VCC for Government	S70 VCC for Gov Pers Conn Dial Ccnt User	MRC	$ 44.98
0539429	S70 VCC for Government	S70 VCC for Gov IVR Call Recording	MRC	$ 0.03
0539500	S70 VCC for Government	S70 VCC for Gov - Personal Conn Dialer	NRC	$ 3,823.07
0535003	S70 VCC for Government	S70 VCC for Gov - Implementation - Per user	NRC	$ 14.99
0539501	S70 VCC for Government	S70 VCC for Gov - Pers Conn Dialer - Addtl	NRC	$ 119.94
0539528	S70 VCC for Government	S70 VCC for Gov - Self Service IVR - Basic	NRC	$ 3,823.07
0539529	S70 VCC for Government	S70 VCC for Gov - Self Service IVR - Premium	NRC	$ 10,194.86
0539532	S70 VCC for Government	S70 VCC for Gov - Premium Support on Demand - Setup	NRC	$ -
0539533	S70 VCC for Government	S70 VCC for Gov - App Change and Onsite Spt	NRC	$ 149.92
0539702	S70 VCC for Government	S70 VCC for Gov Pro QM w Voice Rec Svc	NRC	$ 7,906.02
0539703	S70 VCC for Government	S70 VCC for Gov Pro Screen Rec Pro Svc	NRC	$ 4,517.72
0539704	S70 VCC for Government	S70 VCC for Gov Pro Audio Rec Pro Svc	NRC	$ 3,388.29
0539705	S70 VCC for Government	S70 VCC for Gov Pro WFM Pro Service	NRC	$ 8,470.73
0539706	S70 VCC for Government	S70 VCC for Gov Pro WFO Pro Service	NRC	$ 14,682.60
0539707	S70 VCC for Government	S70 VCC for Gov Pro WFO QM Analyt Svc	NRC	$ 14,682.60
0539708	S70 VCC for Government	S70 VCC for Gov Pro QM Analyt Add-on	NRC	$ 1,694.15
0539709	S70 VCC for Government	S70 VCC for Gov Pro QM Analyt Pro Svc	NRC	$ 9,600.16
0539711	S70 VCC for Government	S70 VCC for Gov Pro QM Pro Training	NRC	$ 7,341.30

VCC for Government Part Number	Service Name	Service Description	Pricing Unit	Standard Pricing
0539712	S70 VCC for Government	S70 VCC for Gov Pro QM Analyt Pro Trng	NRC	$ 8,753.09
0539713	S70 VCC for Government	S70 VCC for Gov Pro QM Analyt Addon Trng	NRC	$ 1,411.79
0539714	S70 VCC for Government	S70 VCC for Gov Pro WMF Pro Training	NRC	$ 7,341.30
0539715	S70 VCC for Government	S70 VCC for Gov Email w Chat Imp	NRC	$ 2,258.86
0539716	S70 VCC for Government	S70 VCC for Gov Email Only Imp	NRC	$ 1,129.43
0539717	S70 VCC for Government	S70 VCC for Gov Chat Only Implementation	NRC	$ 1,129.43
0539718	S70 VCC for Government	S70 VCC for Gov Project Fee	NRC	$ 262.37
0539720	S70 VCC for Government	S70 VCC for Gov OSGO On Plus Pkage Corp	NRC	$ 11,294.31
0539721	S70 VCC for Government	S70 VCC for Gov OSGO On Pkage Ent	NRC	$ 21,459.18
0539722	S70 VCC for Government	S70 VCC for Gov OSGO On Pkage Ent Pls	NRC	$ 30,494.63
0539723	S70 VCC for Government	S70 VCC for Gov Named Agent Routing	NRC	$ 6,371.79
0539724	S70 VCC for Government	S70 VCC for Gov Custom Call Handling	NRC	$ 4,235.37
0539725	S70 VCC for Government	S70 VCC for Gov Work Item Routing	NRC	$ 8,470.73
0539727	S70 VCC for Government	S70 VCC for Gov Pers Con Dial Add Enable	NRC	$ 119.94
0539728	S70 VCC for Government	S70 VCC for Gov ACD Training Core	NRC	$ 7,341.30
0539729	S70 VCC for Government	S70 VCC for Gov ACD Training Core Ent	NRC	$ 11,294.31
0539730	S70 VCC for Government	S70 VCC for Gov ACD Training Cntrl Admin	NRC	$ 1,411.79
0539731	S70 VCC for Government	S70 VCC for Gov ACD Training Agent	NRC	$ 1,411.79
0539732	S70 VCC for Government	S70 VCC for Gov ACD Trng Agt and Supv	NRC	$ 1,411.79
0539733	S70 VCC for Government	S70 VCC for Gov ACD Training Reporting	NRC	$ 2,258.86
0539734	S70 VCC for Government	S70 VCC for Gov ACD Trng Workforce Intel	NRC	$ 1,411.79
0539735	S70 VCC for Government	S70 VCC for Gov Pers Conn Trng Whole Crs	NRC	$ 7,341.30
0539736	S70 VCC for Government	S70 VCC for Gov Pers Conn Trng Funds	NRC	$ 1,411.79
0539737	S70 VCC for Government	S70 VCC for Gov Pers Conn Trng Comp Cfg	NRC	$ 1,411.79

VCC for Government Part Number	Service Name	Service Description	Pricing Unit	Standard Pricing
0539738	S70 VCC for Government	S70 VCC for Gov Scrpt Trng IVR Dev Pvt	NRC	$ 7,341.30
0539739	S70 VCC for Government	S70 VCC for Gov Scrpt Trng IVR Dev Pub	NRC	$ 2,823.58
0539740	S70 VCC for Government	S70 VCC for Gov Scrpt Trng Web Intgs	NRC	$ 7,341.30
0539741	S70 VCC for Government	S70 VCC for Gov Scrpt Trng Outbnd Pro XS	NRC	$ 7,341.30
0539742	S70 VCC for Government	S70 VCC for Gov Scrpt Trng IVR Dev w MM	NRC	$ 11,294.31

8.2 IT Professional Services Labor Rates (SIN 54151S, 54151S STLOC, 54151HACS and 54151HACS STLOC)

Category	GSA Price
PKI Subject Matter Expert – II	$ 246.84
IT Systems Analyst I	$ 120.34
IT Systems Analyst II	$ 140.05
IT Systems Engineer I	$ 127.24
IT Systems Engineer II	$ 236.95
IT Specialist	$ 120.49
IT Communications Analyst I	$ 95.02
IT Communications Analyst II	$ 126.24
IT Technical Writer	$ 114.96
IT Project Manager I	$ 139.94
IT Program Manager I	$ 153.40
IT Program Manager II	$ 290.77
IT Subject Matter Expert I	$ 233.28
IT Subject Matter Expert II	$ 278.40
IT Business Process Consultant I	$ 127.32
IT Security Analyst I	$ 132.30
IT Security Analyst II	$ 142.42
IT Security Engineer I	$ 145.65
IT Security Engineer II	$ 161.69
IT Functional Specialist I	$ 148.17
IT Functional Specialist II	$ 197.06
IT Functional Specialist III	$ 228.96
Cyber Manger I	$ 156.17

Category	GSA Price
Cyber Manager II	$ 231.74
Cyber Senior Manager I	$ 256.93
Cyber Senior Manager II	$ 287.15
Cyber Specialist I	$ 125.94
Cyber Specialist II	$ 166.25
Cyber Specialist III	$ 206.55
Cyber Specialist IV	$ 226.70
Cyber Specialist V	$ 312.34
Cyber Consultant I	$ 127.96
Cyber Consultant II	$ 186.40
Cyber Consultant III	$ 256.93
Cyber Consultant IV	$ 277.08
Cyber Consultant V	$ 332.49
Cyber Subject Matter Expert III	$ 352.64
Cyber Subject Matter Expert IV	$ 423.17
Cyber Subject Matter Expert V	$ 448.36

8.3 SSP Pricing (SIN 541519PKI and SIN 541519PKI STLOC)

	Usage Basis	Pricing Notes	GSA Price
	Standard Pricing - Managed Services including Initial User Seats (with OCSP)		
Year 1 of Certificate Managed Services with OCSP (includes initial User Seat Package)	7,784 User Seats	1,2,4,5,6	$215,662.00
Renewal of Managed Services (Year 2 or 3)	N/A	3,7	$165,791.00
	Standard Pricing - Additional User Seats (with OCSP)		
7,785 - 10,000	Per User Seat per year	2,4,5	$16.15
10,001 - 20,000	Per User Seat per year	2,4,5	$15.32
20,001 - 30,000	Per User Seat per year	2,4,5	$14.55
30,001 - 40,000	Per User Seat per year	2,4,5	$13.83
40,001 - 50,000	Per User Seat per year	2,4,5	$13.15
50,001 - 60,000	Per User Seat per year	2,4,5	$12.50
60,001 - 70,000	Per User Seat per year	2,4,5	$11.90
70,001 - 80,000	Per User Seat per year	2,4,5	$11.33
80,001 - 90,000	Per User Seat per year	2,4,5	$10.80
90,001 - 100,000	Per User Seat per year	2,4,5	$10.93
100,001 - 250,000	Per User Seat per year	2,4,5	$8.35
250,001 - 500,000	Per User Seat per year	2,4,5	$6.52

	Usage Basis	Pricing Notes	GSA Price
500,001 - 1,000,000	Per User Seat per year	2,4,5	$5.36

Pricing Notes.	
1	The above pricing is for one (1) year of Managed Services related to User Seats/Certificate issuance. Term of the Managed Services is one (1) year from the Ready for Service (RFS) notification. The RFS notification is provided by Verizon to Customer upon service implementation. For provisioning purposes, the Customer shall designate in advance the validity period of the Certificates issued to the User Seats. Certificates may be set up with validity periods of more than one (1) year; however Managed Services for a User Seat are paid for on an annual basis.
2	There is no refund for User Seats not used.
3	Should Customer elect to renew the Managed Services for subsequent years, a subsequent order for each renewal term shall be submitted to Supplier prior to the end of the previous year. Renewal terms are based on the RFS notification date.
4	Each User Seat includes up to four (4) FIPS compliant X.509v3 certificates and Unlimited OCSP validations per year.
5	For Standard Pricing - An initial User Seat package of 7,784 is included with the first year of Managed Services. Standard Additional User Seat Pricing is to be used for quantities greater than 7,784. To calculate, add the base price per year plus any additional per User Seat fees (e.g., for 8,000 User Seats subtract 7784 included User Seats = 216 additional User Seats * **$16.15** = **$3,488.40** for a total of 8,000 User Seats - plus the applicable yearly Managed Service Fee).
6	For first year orders, Customer shall be invoiced for 50% of the first year fees upon receipt of ordering document from Customer and the remainder shall be invoiced upon the date of the RFS notification.
7	Renewals are invoiced upon receipt of the ordering document from Customer.

Definitions:	
1	User Seat is defined as an individual (as defined by the human resources employee roster) authorized to receive a certificate. Individuals may be substituted for other specific individuals upon the original user no longer being an employee (or in the control) of Customer.
2	Certificate is defined as a digital identifier that is compliant with the Federal Common Policy and X.509v3.
3	Customer is defined as the entity contracting with the supplier.
4	Standard Pricing describes pricing related to Managed Services and an 'initial' User Seat package of 7784 (Year 1). Additional User Seats may be added to the package at the Standard Pricing provided. Pricing is outlined for each renewal year of Managed Services
5	Managed Services describes the offering as a Shared Services Provider per the Certification of the Federal Identity Credentialing Committee and includes Certificate Lifecycle Management and Validation.

8.4 ID-MSO (SIN 541519PIV and 541519PIV STLOC)

	ID-MSO Labor Category	Hourly Rates *
ICAMPGM	Security ICAM Program Manager	$ 226.69
ICAMPJM	Security ICAM Project Manager	$ 136.01
ICAMTARCH	Security ICAM Technical Architect	$ 172.28

	ID-MSO Labor Category	Hourly Rates *
ICAMSRFS	Security ICAM Sr. Functional Specialist	$226.69
ICAMFSP	Security ICAM Functional Specialist	$113.34
ICAMSRSP	Security ICAM Sr. Specialist	$136.01

8.5 Voice Services-Federal (SIN 54151ECOM)

8.5.1 Voice Services (VS)

Switched Voice Transport Prices: CONUS			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120033	120038	$0.172158
0014001	120033	120039	$0.069154
0014001	120033	120040	$0.052569
0014001	120033	120042	$0.024441
0014001	120033	120043	$0.082539
0014001	120033	120044	$0.045876
0014001	120033	120045	$0.181275
0014001	120033	120046	$0.037923
0014001	120033	120047	$0.036313
0014001	120033	120048	$0.067214
0014001	120033	120049	$0.035402
0014001	120033	120050	$0.117165
0014001	120033	120051	$0.014839
0014001	120033	120309	$0.014839
0014001	120033	120052	$0.015325
0014001	120033	120053	$0.084963
0014001	120033	120054	$0.030620
0014001	120033	120055	$0.056836
0014001	120033	120056	$0.090492
0014001	120033	120057	$0.042773
0014001	120033	120058	$0.048884
0014001	120033	120059	$0.014839
0014001	120033	120060	$0.054993
0014001	120033	120061	$0.051599
0014001	120033	120062	$0.030552
0014001	120033	120063	$0.125312
0014001	120033	120064	$0.047622
0014001	120033	120065	$0.056836
0014001	120033	120066	$0.048301

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120067	$0.031861
0014001	120033	120068	$0.035886
0014001	120033	120069	$0.066438
0014001	120033	120070	$0.037439
0014001	120033	120071	$0.068572
0014001	120033	120073	$0.144418
0014001	120033	120074	$0.140539
0014001	120033	120075	$0.070318
0014001	120033	120076	$0.009428
0014001	120033	120077	$0.063335
0014001	120033	120078	$0.031813
0014001	120033	120079	$0.114934
0014001	120033	120080	$0.188258
0014001	120033	120081	$0.031813
0014001	120033	120082	$0.007163
0014001	120033	120083	$0.014839
0014001	120033	120084	$0.014839
0014001	120033	120085	$0.037099
0014001	120033	120086	$0.131422
0014001	120033	120266	$0.069736
0014001	120033	120087	$0.069736
0014001	120033	120088	$0.126088
0014001	120033	120089	$0.036662
0014001	120033	120143	$0.049465
0014001	120033	120090	$0.042773
0014001	120033	120091	$0.181566
0014001	120033	120303	$0.045876
0014001	120033	120304	$0.045876
0014001	120033	120093	$0.044616
0014001	120033	120094	$0.015325
0014001	120033	120095	$0.319719
0014001	120033	120096	$0.074489
0014001	120033	120036	$0.002261
0014001	120033	179627	$0.002261
0014001	120033	120270	$0.002261
0014001	120033	120033	$0.001893
0014001	120033	120269	$0.002261
0014001	120033	120037	$0.002261

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120171	$0.058098
0014001	120033	120176	$0.060134
0014001	120033	120177	$0.058098
0014001	120033	120199	$0.173419
0014001	120033	120316	$0.002261
0014001	120033	120317	$0.002261
0014001	120033	120261	$0.058098
0014001	120033	120097	$0.047913
0014001	120033	120098	$0.028709
0014001	120033	120099	$0.031813
0014001	120033	120100	$0.047622
0014001	120033	120101	$0.062947
0014001	120033	120102	$0.043937
0014001	120033	120103	$0.156930
0014001	120033	120104	$0.096506
0014001	120033	120105	$0.053830
0014001	120033	120106	$0.093305
0014001	120033	120107	$0.036662
0014001	120033	120108	$0.092820
0014001	120033	120109	$0.074489
0014001	120033	120110	$0.015325
0014001	120033	120111	$0.013792
0014001	120033	120112	$0.038796
0014001	120033	120113	$0.051987
0014001	120033	120114	$0.100870
0014001	120033	120115	$0.063044
0014001	120033	120116	$0.051987
0014001	120033	120117	$0.075264
0014001	120033	120118	$0.012395
0014001	120033	120119	$0.049465
0014001	120033	120120	$0.060231
0014001	120033	120121	$0.021435
0014001	120033	120122	$0.120501
0014001	120033	120123	$0.049950
0014001	120033	120124	$0.040930
0014001	120033	120126	$0.181566
0014001	120033	120127	$0.041221
0014001	120033	120129	$0.064208

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120128	$0.270739
0014001	120033	120130	$0.079629
0014001	120033	120131	$0.061104
0014001	120033	120132	$0.051017
0014001	120033	120133	$0.018331
0014001	120033	120134	$0.034819
0014001	120033	120135	$0.039766
0014001	120033	120136	$0.053335
0014001	120033	120137	$0.043937
0014001	120033	180029***	$1.368767
0014001	120033	180036***	$1.391485
0014001	120033	120138	$0.084382
0014001	120033	120139	$0.107756
0014001	120033	120140	$0.013792
0014001	120033	180026***	$1.868565
0014001	120033	120141	$0.025508
0014001	120033	120142	$0.013792
0014001	120033	120144	$0.056157
0014001	120033	120145	$0.014839
0014001	120033	120146	$0.071385
0014001	120033	120147	$0.032395
0014001	120033	120148	$0.062268
0014001	120033	120149	$0.093596
0014001	120033	120152	$0.073325
0014001	120033	120153	$0.086709
0014001	120033	120154	$0.145485
0014001	120033	120155	$0.053830
0014001	120033	120156	$0.067214
0014001	120033	120157	$0.065275
0014001	120033	120158	$0.048884
0014001	120033	120159	$0.074489
0014001	120033	120160	$0.019495
0014001	120033	120161	$0.070318
0014001	120033	120162	$0.016489
0014001	120033	120163	$0.059552
0014001	120033	120164	$0.045876
0014001	120033	120165	$0.197570
0014001	120033	120166	$0.051987

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120167	$0.034819
0014001	120033	120168	$0.098930
0014001	120033	120169	$0.082345
0014001	120033	120170	$0.056157
0014001	120033	120310	$0.038796
0014001	120033	120172	$0.077495
0014001	120033	120173	$0.090492
0014001	120033	120174	$0.131422
0014001	120033	180020	$0.024384
0014001	120033	120178	$0.078271
0014001	120033	120179	$0.016489
0014001	120033	120180	$0.129482
0014001	120033	120181	$0.050920
0014001	120033	120182	$0.062268
0014001	120033	120183	$0.095827
0014001	120033	120072	$0.191459
0014001	120033	120184	$0.056157
0014001	120033	120185	$0.295500
0014001	120033	120186	$0.079435
0014001	120033	120187	$0.013792
0014001	120033	120188	$0.035110
0014001	120033	120032	$0.038603
0014001	120033	120189	$0.085546
0014001	120033	120190	$0.037729
0014001	120033	120191	$0.043937
0014001	120033	120192	$0.072161
0014001	120033	120193	$0.067214
0014001	120033	120194	$0.405177
0014001	120033	120195	$0.181275
0014001	120033	120150	$0.021435
0014001	120033	120196	$0.015325
0014001	120033	120197	$0.072161
0014001	120033	120198	$0.078174
0014001	120033	120307	$0.025508
0014001	120033	120200	$0.043937
0014001	120033	120201	$0.126514
0014001	120033	120202	$0.048301
0014001	120033	120203	$0.047622

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120204	$0.034819
0014001	120033	120205	$0.100870
0014001	120033	120206	$0.032395
0014001	120033	120207	$0.016489
0014001	120033	120208	$0.073325
0014001	120033	120209	$0.078271
0014001	120033	120210	$0.049465
0014001	120033	120211	$0.032395
0014001	120033	120212	$0.090492
0014001	120033	120264	$0.069639
0014001	120033	120219	$0.027158
0014001	120033	120220	$0.229867
0014001	120033	120221	$0.055777
0014001	120033	120222	$0.093596
0014001	120033	120223	$0.056157
0014001	120033	120224	$0.106980
0014001	120033	120225	$0.071773
0014001	120033	120226	$0.023831
0014001	120033	120227	$0.044712
0014001	120033	120228	$0.044712
0014001	120033	120229	$0.199373
0014001	120033	120230	$0.134428
0014001	120033	120231	$0.038505
0014001	120033	120151	$0.021435
0014001	120033	120232	$0.013792
0014001	120033	120233	$0.075264
0014001	120033	120213	$0.174970
0014001	120033	120214	$0.038603
0014001	120033	120215	$0.039766
0014001	120033	120216	$0.036662
0014001	120033	120217	$0.044712
0014001	120033	120234	$0.096603
0014001	120033	120235	$0.092820
0014001	120033	120236	$0.059261
0014001	120033	120237	$0.015325
0014001	120033	120238	$0.013792
0014001	120033	120239	$0.078271
0014001	120033	120240	$0.025508

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	120241	$0.036760
0014001	120033	120242	$0.062268
0014001	120033	120243	$0.037827
0014001	120033	120244	$0.077495
0014001	120033	120308	$0.281078
0014001	120033	120245	$0.078271
0014001	120033	120246	$0.049465
0014001	120033	120247	$0.045876
0014001	120033	120248	$0.040930
0014001	120033	120249	$0.083606
0014001	120033	120250	$0.042094
0014001	120033	120251	$0.139375
0014001	120033	120252	$0.059261
0014001	120033	120253	$0.048884
0014001	120033	120254	$0.048884
0014001	120033	120255	$0.006634
0014001	120033	120256	$0.047622
0014001	120033	120257	$0.042967
0014001	120033	120258	$0.229188
0014001	120033	120312	$0.013792
0014001	120033	120259	$0.031861
0014001	120033	120260	$0.085546
0014001	120033	120262	$0.281078
0014001	120033	120263	$0.062268
0014001	120033	120265	$0.071482
0014001	120033	120267	$0.062268
0014001	120033	120268	$0.051987
0014001	120033	120300	$0.021562
0014001	120033	120313	$0.095498
0014001	120033	120302	$0.058194
0014001	120033	120305	$0.938568
0014001	120033	120314	$0.279034
0014001	120033	180025	$1.977110
0014001	120033	180029	$1.798051
0014001	120033	180041	$1.977110
0014001	120033	180043	$1.977110
0014001	120033	180042	$1.977110
0014001	120033	180038	$1.977110

Switched Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120033	180040	$1.977110
0014001	120033	180039	$1.977110
0014001	120033	180047	$1.977110
0014001	120033	180048	$1.977110
0014001	120033	180049	$1.977110
0014001	120033	180036	$1.827894
0014001	120033	180044	$1.977110
0014001	120033	180045	$1.977110
0014001	120033	180046	$1.977110
0014001	120033	180039	$1.977110
0014001	120033	180026	$1.868182
0014001	120033	180027	$1.868182
0014001	120033	120306	$0.056702
0014001	120033	120320	$0.045660
0014001	120033	120272	$0.082112
0014001	120033	180037	$1.977110
0014001	120033	120318	$0.095498
0014001	120033	180001	$2.896560

Switched Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120036	120044	$0.053728
0014001	120036	120046	$0.044414
0014001	120036	120047	$0.047253
0014001	120036	120048	$0.078718
0014001	120036	120049	$0.041461
0014001	120036	120051	$0.019311
0014001	120036	120052	$0.017948
0014001	120036	120054	$0.035861
0014001	120036	120055	$0.066564
0014001	120036	120056	$0.105980
0014001	120036	120057	$0.050094
0014001	120036	120058	$0.057249
0014001	120036	120059	$0.019311
0014001	120036	120060	$0.064406
0014001	120036	120062	$0.035781
0014001	120036	120064	$0.055773
0014001	120036	120065	$0.066564

Switched Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120036	120067	$0.041461
0014001	120036	120068	$0.042028
0014001	120036	120069	$0.077810
0014001	120036	120070	$0.043846
0014001	120036	120074	$0.164592
0014001	120036	120076	$0.012268
0014001	120036	120078	$0.037257
0014001	120036	120081	$0.037257
0014001	120036	120082	$0.053728
0014001	120036	120085	$0.048276
0014001	120036	120088	$0.147668
0014001	120036	120089	$0.042937
0014001	120036	120143	$0.103822
0014001	120036	120090	$0.050094
0014001	120036	120303	$0.053728
0014001	120036	120304	$0.053728
0014001	120036	120093	$0.052252
0014001	120036	120094	$0.017948
0014001	120036	120171	$0.068143
0014001	120036	120176	$0.070426
0014001	120036	120199	$0.203100
0014001	120036	120097	$0.056114
0014001	120036	120098	$0.033623
0014001	120036	120100	$0.055773
0014001	120036	120101	$0.073720
0014001	120036	120102	$0.051457
0014001	120036	120104	$0.113023
0014001	120036	120105	$0.063043
0014001	120036	120106	$0.109275
0014001	120036	120109	$0.087237
0014001	120036	120110	$0.017948
0014001	120036	120111	$0.017948
0014001	120036	120112	$0.045437
0014001	120036	120113	$0.060885
0014001	120036	120115	$0.073834
0014001	120036	120116	$0.060885
0014001	120036	120117	$0.088146
0014001	120036	120118	$0.016130

Switched Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120036	120119	$0.057931
0014001	120036	120121	$0.025103
0014001	120036	120123	$0.058499
0014001	120036	120124	$0.047936
0014001	120036	120126	$0.212642
0014001	120036	120127	$0.048276
0014001	120036	120130	$0.093258
0014001	120036	120131	$0.071563
0014001	120036	120132	$0.059749
0014001	120036	120133	$0.023854
0014001	120036	120134	$0.040779
0014001	120036	120135	$0.046572
0014001	120036	120136	$0.069404
0014001	120036	120137	$0.051457
0014001	120036	120138	$0.098824
0014001	120036	120139	$0.126199
0014001	120036	120140	$0.017948
0014001	120036	120141	$0.029874
0014001	120036	120142	$0.017948
0014001	120036	120144	$0.065769
0014001	120036	120145	$0.019311
0014001	120036	120146	$0.083603
0014001	120036	120147	$0.037940
0014001	120036	120148	$0.072925
0014001	120036	120152	$0.085875
0014001	120036	120155	$0.063043
0014001	120036	120156	$0.078718
0014001	120036	120158	$0.057249
0014001	120036	120160	$0.022831
0014001	120036	120161	$0.082354
0014001	120036	120162	$0.019311
0014001	120036	120163	$0.069745
0014001	120036	120164	$0.053728
0014001	120036	120167	$0.040779
0014001	120036	120170	$0.065769
0014001	120036	120310	$0.045437
0014001	120036	120173	$0.105980
0014001	120036	180020	$0.026240

Switched Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120036	120179	$0.019311
0014001	120036	120181	$0.059635
0014001	120036	120182	$0.072925
0014001	120036	120184	$0.065769
0014001	120036	120186	$0.093031
0014001	120036	120187	$0.017948
0014001	120036	120188	$0.041119
0014001	120036	120032	$0.045209
0014001	120036	120190	$0.044186
0014001	120036	120191	$0.051457
0014001	120036	120150	$0.230362
0014001	120036	120196	$0.017948
0014001	120036	120198	$0.091555
0014001	120036	120200	$0.051457
0014001	120036	120202	$0.056568
0014001	120036	120203	$0.055773
0014001	120036	120204	$0.040779
0014001	120036	120206	$0.037940
0014001	120036	120207	$0.019311
0014001	120036	120208	$0.085875
0014001	120036	120210	$0.057931
0014001	120036	120211	$0.037940
0014001	120036	120219	$0.269210
0014001	120036	120221	$0.091555
0014001	120036	120222	$0.109615
0014001	120036	120226	$0.031011
0014001	120036	120227	$0.052366
0014001	120036	120228	$0.052366
0014001	120036	120231	$0.045095
0014001	120036	120151	$0.025103
0014001	120036	120232	$0.017948
0014001	120036	120233	$0.088146
0014001	120036	120214	$0.045209
0014001	120036	120215	$0.046572
0014001	120036	120216	$0.042937
0014001	120036	120217	$0.052366
0014001	120036	120235	$0.108706
0014001	120036	120237	$0.017948

Switched Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120036	120238	$0.017948
0014001	120036	120239	$0.091668
0014001	120036	120240	$0.029874
0014001	120036	120243	$0.044300
0014001	120036	120246	$0.057931
0014001	120036	120248	$0.047936
0014001	120036	120250	$0.049299
0014001	120036	120252	$0.069404
0014001	120036	120253	$0.057249
0014001	120036	120254	$0.057249
0014001	120036	120255	$0.008633
0014001	120036	120256	$0.055773
0014001	120036	120257	$0.050320
0014001	120036	120312	$0.017948
0014001	120036	120259	$0.041461
0014001	120036	120260	$0.100187
0014001	120036	120265	$0.083716
0014001	120036	120267	$0.072925
0014001	120036	120268	$0.060885
0014001	120036	120033	$0.011358
0014001	120036	120036	$0.011358
0014001	120036	179627	$0.030288
0014001	120036	120270	$0.030288
0014001	120036	120269	$0.011358
0014001	120036	120037	$0.011358
0014001	120036	120316	$0.011358
0014001	120036	120317	$0.005679

Switched Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120037	120044	$0.053728
0014001	120037	120046	$0.044414
0014001	120037	120047	$0.047253
0014001	120037	120048	$0.078718
0014001	120037	120049	$0.041461
0014001	120037	120051	$0.019311
0014001	120037	120052	$0.017948
0014001	120037	120053	$0.099505

Switched Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120037	120054	$0.035861
0014001	120037	120055	$0.066564
0014001	120037	120056	$0.105980
0014001	120037	120057	$0.050094
0014001	120037	120058	$0.057249
0014001	120037	120059	$0.019311
0014001	120037	120060	$0.064406
0014001	120037	120062	$0.035781
0014001	120037	120064	$0.055773
0014001	120037	120065	$0.066564
0014001	120037	120067	$0.041461
0014001	120037	120068	$0.042028
0014001	120037	120069	$0.077810
0014001	120037	120070	$0.043846
0014001	120037	120074	$0.164592
0014001	120037	120076	$0.012268
0014001	120037	120078	$0.037257
0014001	120037	120081	$0.037257
0014001	120037	120082	$0.053728
0014001	120037	120085	$0.048276
0014001	120037	120088	$0.147668
0014001	120037	120089	$0.042937
0014001	120037	120143	$0.103822
0014001	120037	120090	$0.050094
0014001	120037	120091	$0.212642
0014001	120037	120303	$0.053728
0014001	120037	120304	$0.053728
0014001	120037	120093	$0.052252
0014001	120037	120094	$0.017948
0014001	120037	120095	$0.374440
0014001	120037	120171	$0.068143
0014001	120037	120176	$0.070426
0014001	120037	120199	$0.203100
0014001	120037	120097	$0.056114
0014001	120037	120098	$0.033623
0014001	120037	120100	$0.055773
0014001	120037	120101	$0.073720
0014001	120037	120102	$0.051457

Switched Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120037	120105	$0.063043
0014001	120037	120106	$0.109275
0014001	120037	120109	$0.087237
0014001	120037	120110	$0.017948
0014001	120037	120111	$0.017948
0014001	120037	120112	$0.045437
0014001	120037	120113	$0.060885
0014001	120037	120114	$0.118134
0014001	120037	120115	$0.073834
0014001	120037	120116	$0.060885
0014001	120037	120117	$0.088146
0014001	120037	120118	$0.016130
0014001	120037	120119	$0.057931
0014001	120037	120121	$0.025103
0014001	120037	120123	$0.058499
0014001	120037	120124	$0.047936
0014001	120037	120126	$0.212642
0014001	120037	120127	$0.048276
0014001	120037	120130	$0.093258
0014001	120037	120131	$0.071563
0014001	120037	120132	$0.059749
0014001	120037	120133	$0.023854
0014001	120037	120134	$0.040779
0014001	120037	120135	$0.046572
0014001	120037	120136	$0.069404
0014001	120037	120137	$0.051457
0014001	120037	180029***	$1.368767
0014001	120037	120138	$0.098824
0014001	120037	120139	$0.126199
0014001	120037	120140	$0.017948
0014001	120037	120141	$0.029874
0014001	120037	120142	$0.017948
0014001	120037	120144	$0.065769
0014001	120037	120145	$0.019311
0014001	120037	120146	$0.083603
0014001	120037	120147	$0.037940
0014001	120037	120148	$0.072925
0014001	120037	120152	$0.085875

Switched Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120037	120154	$0.170386
0014001	120037	120155	$0.063043
0014001	120037	120156	$0.078718
0014001	120037	120158	$0.057249
0014001	120037	120160	$0.022831
0014001	120037	120161	$0.082354
0014001	120037	120162	$0.019311
0014001	120037	120163	$0.069745
0014001	120037	120164	$0.053728
0014001	120037	120167	$0.040779
0014001	120037	120170	$0.065769
0014001	120037	120310	$0.045437
0014001	120037	120173	$0.105980
0014001	120037	180020	$0.026240
0014001	120037	120179	$0.019311
0014001	120037	120180	$0.151643
0014001	120037	120181	$0.059635
0014001	120037	120182	$0.072925
0014001	120037	120184	$0.065769
0014001	120037	120186	$0.093031
0014001	120037	120187	$0.017948
0014001	120037	120188	$0.041119
0014001	120037	120032	$0.045209
0014001	120037	120189	$0.100187
0014001	120037	120190	$0.044186
0014001	120037	120191	$0.051457
0014001	120037	120150	$0.230362
0014001	120037	120196	$0.017948
0014001	120037	120198	$0.091555
0014001	120037	120200	$0.051457
0014001	120037	120202	$0.056568
0014001	120037	120203	$0.055773
0014001	120037	120204	$0.040779
0014001	120037	120206	$0.037940
0014001	120037	120207	$0.019311
0014001	120037	120208	$0.085875
0014001	120037	120210	$0.057931
0014001	120037	120211	$0.037940

Switched Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120037	120264	$0.081559
0014001	120037	120219	$0.269210
0014001	120037	120221	$0.091555
0014001	120037	120222	$0.109615
0014001	120037	120226	$0.031011
0014001	120037	120227	$0.052366
0014001	120037	120228	$0.052366
0014001	120037	120231	$0.045095
0014001	120037	120151	$0.025103
0014001	120037	120232	$0.017948
0014001	120037	120233	$0.088146
0014001	120037	120214	$0.045209
0014001	120037	120215	$0.046572
0014001	120037	120216	$0.042937
0014001	120037	120217	$0.052366
0014001	120037	120237	$0.017948
0014001	120037	120238	$0.017948
0014001	120037	120239	$0.091668
0014001	120037	120240	$0.029874
0014001	120037	120243	$0.044300
0014001	120037	120245	$0.091668
0014001	120037	120246	$0.057931
0014001	120037	120248	$0.047936
0014001	120037	120250	$0.049299
0014001	120037	120252	$0.069404
0014001	120037	120253	$0.057249
0014001	120037	120254	$0.057249
0014001	120037	120255	$0.008633
0014001	120037	120256	$0.055773
0014001	120037	120257	$0.050320
0014001	120037	120312	$0.017948
0014001	120037	120259	$0.041461
0014001	120037	120260	$0.100187
0014001	120037	120265	$0.083716
0014001	120037	120267	$0.072925
0014001	120037	120268	$0.060885
0014001	120037	120033	$0.001893
0014001	120037	120094	$0.017948

Switched Voice Transport Prices: Hawaii			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120037	120036	$0.011358
0014001	120037	179627	$0.030288
0014001	120037	120270	$0.030288
0014001	120037	120269	$0.003786
0014001	120037	120037	$0.002261
0014001	120037	120316	$0.003786
0014001	120037	120317	$0.005679

Switched Voice Transport Prices: Guam			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120269	120044	$0.053728
0014001	120269	120046	$0.044414
0014001	120269	120047	$0.047253
0014001	120269	120048	$0.078718
0014001	120269	120049	$0.041461
0014001	120269	120051	$0.019311
0014001	120269	120052	$0.017948
0014001	120269	120054	$0.035861
0014001	120269	120055	$0.066564
0014001	120269	120056	$0.105980
0014001	120269	120057	$0.050094
0014001	120269	120058	$0.057249
0014001	120269	120059	$0.019311
0014001	120269	120060	$0.064406
0014001	120269	120062	$0.035781
0014001	120269	120064	$0.055773
0014001	120269	120065	$0.066564
0014001	120269	120067	$0.041461
0014001	120269	120068	$0.042028
0014001	120269	120069	$0.077810
0014001	120269	120070	$0.043846
0014001	120269	120076	$0.012268
0014001	120269	120078	$0.037257
0014001	120269	120081	$0.037257
0014001	120269	120082	$0.053728
0014001	120269	120085	$0.048276
0014001	120269	120088	$0.147668
0014001	120269	120089	$0.042937

Switched Voice Transport Prices: Guam			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120269	120143	$0.103822
0014001	120269	120090	$0.050094
0014001	120269	120303	$0.053728
0014001	120269	120304	$0.053728
0014001	120269	120093	$0.052252
0014001	120269	120094	$0.017948
0014001	120269	120171	$0.068143
0014001	120269	120176	$0.070426
0014001	120269	120199	$0.203100
0014001	120269	120097	$0.056114
0014001	120269	120098	$0.033623
0014001	120269	120100	$0.055773
0014001	120269	120101	$0.073720
0014001	120269	120102	$0.051457
0014001	120269	120105	$0.063043
0014001	120269	120109	$0.087237
0014001	120269	120110	$0.017948
0014001	120269	120111	$0.017948
0014001	120269	120112	$0.045437
0014001	120269	120113	$0.060885
0014001	120269	120115	$0.073834
0014001	120269	120116	$0.060885
0014001	120269	120117	$0.088146
0014001	120269	120118	$0.016130
0014001	120269	120119	$0.057931
0014001	120269	120121	$0.025103
0014001	120269	120123	$0.058499
0014001	120269	120124	$0.047936
0014001	120269	120126	$0.212642
0014001	120269	120127	$0.048276
0014001	120269	120130	$0.093258
0014001	120269	120131	$0.071563
0014001	120269	120132	$0.059749
0014001	120269	120133	$0.023854
0014001	120269	120134	$0.040779
0014001	120269	120135	$0.046572
0014001	120269	120136	$0.069404
0014001	120269	120137	$0.051457

Switched Voice Transport Prices: Guam			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120269	120138	$0.098824
0014001	120269	120139	$0.126199
0014001	120269	120140	$0.017948
0014001	120269	120141	$0.029874
0014001	120269	120142	$0.017948
0014001	120269	120144	$0.065769
0014001	120269	120145	$0.019311
0014001	120269	120146	$0.083603
0014001	120269	120147	$0.037940
0014001	120269	120148	$0.072925
0014001	120269	120152	$0.085875
0014001	120269	120155	$0.063043
0014001	120269	120156	$0.078718
0014001	120269	120158	$0.057249
0014001	120269	120160	$0.022831
0014001	120269	120161	$0.082354
0014001	120269	120162	$0.019311
0014001	120269	120163	$0.069745
0014001	120269	120164	$0.053728
0014001	120269	120167	$0.040779
0014001	120269	120170	$0.065769
0014001	120269	120310	$0.045437
0014001	120269	120173	$0.105980
0014001	120269	180020	$0.026240
0014001	120269	120179	$0.019311
0014001	120269	120181	$0.059635
0014001	120269	120182	$0.072925
0014001	120269	120184	$0.065769
0014001	120269	120187	$0.017948
0014001	120269	120188	$0.041119
0014001	120269	120032	$0.045209
0014001	120269	120190	$0.044186
0014001	120269	120191	$0.051457
0014001	120269	120150	$0.230362
0014001	120269	120196	$0.017948
0014001	120269	120198	$0.091555
0014001	120269	120200	$0.051457
0014001	120269	120202	$0.056568

Switched Voice Transport Prices: Guam			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120269	120203	$0.055773
0014001	120269	120204	$0.040779
0014001	120269	120206	$0.037940
0014001	120269	120207	$0.019311
0014001	120269	120208	$0.085875
0014001	120269	120210	$0.057931
0014001	120269	120211	$0.037940
0014001	120269	120219	$0.269210
0014001	120269	120221	$0.091555
0014001	120269	120222	$0.109615
0014001	120269	120226	$0.031011
0014001	120269	120227	$0.052366
0014001	120269	120228	$0.052366
0014001	120269	120231	$0.045095
0014001	120269	120151	$0.025103
0014001	120269	120232	$0.017948
0014001	120269	120233	$0.088146
0014001	120269	120214	$0.045209
0014001	120269	120215	$0.046572
0014001	120269	120216	$0.042937
0014001	120269	120217	$0.052366
0014001	120269	120237	$0.017948
0014001	120269	120238	$0.017948
0014001	120269	120239	$0.091668
0014001	120269	120240	$0.029874
0014001	120269	120243	$0.044300
0014001	120269	120246	$0.057931
0014001	120269	120248	$0.047936
0014001	120269	120250	$0.049299
0014001	120269	120252	$0.069404
0014001	120269	120253	$0.057249
0014001	120269	120254	$0.057249
0014001	120269	120255	$0.008633
0014001	120269	120256	$0.055773
0014001	120269	120257	$0.050320
0014001	120269	120312	$0.017948
0014001	120269	120259	$0.041461
0014001	120269	120260	$0.100187

Switched Voice Transport Prices: Guam			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120269	120265	$0.083716
0014001	120269	120267	$0.072925
0014001	120269	120268	$0.060885
0014001	120269	120096	$0.097661
0014001	120269	120036	$0.011358
0014001	120269	179627	$0.030288
0014001	120269	120270	$0.030288
0014001	120269	120269	$0.003786
0014001	120269	120037	$0.003786
0014001	120269	120316	$0.003786
0014001	120269	180029	$1.798051
0014001	120269	120247	$0.059612
0014001	120269	120033	$0.003786

Switched Voice Transport Prices: Puerto Rico			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120316	120039	$0.080990
0014001	120316	120044	$0.053728
0014001	120316	120046	$0.044414
0014001	120316	120047	$0.047253
0014001	120316	120048	$0.078718
0014001	120316	120049	$0.041461
0014001	120316	120051	$0.019311
0014001	120316	120052	$0.017948
0014001	120316	120054	$0.035861
0014001	120316	120055	$0.066564
0014001	120316	120056	$0.105980
0014001	120316	120057	$0.050094
0014001	120316	120058	$0.057249
0014001	120316	120059	$0.019311
0014001	120316	120060	$0.064406
0014001	120316	120062	$0.035781
0014001	120316	120064	$0.055773
0014001	120316	120065	$0.066564
0014001	120316	120067	$0.041461
0014001	120316	120068	$0.042028
0014001	120316	120069	$0.077810
0014001	120316	120070	$0.043846

Switched Voice Transport Prices: Puerto Rico			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120316	120071	$0.080308
0014001	120316	120076	$0.012268
0014001	120316	120078	$0.037257
0014001	120316	120081	$0.037257
0014001	120316	120082	$0.053728
0014001	120316	120085	$0.048276
0014001	120316	120087	$0.081672
0014001	120316	120088	$0.147668
0014001	120316	120089	$0.042937
0014001	120316	120143	$0.103822
0014001	120316	120090	$0.050094
0014001	120316	120091	$0.212642
0014001	120316	120303	$0.053728
0014001	120316	120304	$0.053728
0014001	120316	120093	$0.052252
0014001	120316	120094	$0.017948
0014001	120316	120095	$0.374440
0014001	120316	120171	$0.068143
0014001	120316	120176	$0.070426
0014001	120316	120199	$0.203100
0014001	120316	120097	$0.056114
0014001	120316	120098	$0.033623
0014001	120316	120100	$0.055773
0014001	120316	120101	$0.073720
0014001	120316	120102	$0.051457
0014001	120316	120105	$0.063043
0014001	120316	120109	$0.087237
0014001	120316	120110	$0.017948
0014001	120316	120111	$0.017948
0014001	120316	120112	$0.045437
0014001	120316	120113	$0.060885
0014001	120316	120115	$0.073834
0014001	120316	120116	$0.060885
0014001	120316	120117	$0.088146
0014001	120316	120118	$0.016130
0014001	120316	120119	$0.057931
0014001	120316	120121	$0.025103
0014001	120316	120123	$0.058499

Switched Voice Transport Prices: Puerto Rico			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120316	120124	$0.047936
0014001	120316	120126	$0.212642
0014001	120316	120127	$0.048276
0014001	120316	120130	$0.093258
0014001	120316	120131	$0.071563
0014001	120316	120132	$0.059749
0014001	120316	120133	$0.023854
0014001	120316	120134	$0.040779
0014001	120316	120135	$0.046572
0014001	120316	120136	$0.069404
0014001	120316	120137	$0.051457
0014001	120316	180029***	$1.368767
0014001	120316	120138	$0.098824
0014001	120316	120139	$0.126199
0014001	120316	120140	$0.017948
0014001	120316	120141	$0.029874
0014001	120316	120142	$0.017948
0014001	120316	120144	$0.065769
0014001	120316	120145	$0.019311
0014001	120316	120146	$0.083603
0014001	120316	120147	$0.037940
0014001	120316	120148	$0.072925
0014001	120316	120152	$0.085875
0014001	120316	120155	$0.063043
0014001	120316	120156	$0.078718
0014001	120316	120158	$0.057249
0014001	120316	120160	$0.022831
0014001	120316	120161	$0.082354
0014001	120316	120162	$0.019311
0014001	120316	120163	$0.069745
0014001	120316	120164	$0.053728
0014001	120316	120167	$0.040779
0014001	120316	120168	$0.115863
0014001	120316	120170	$0.065769
0014001	120316	120310	$0.045437
0014001	120316	120173	$0.105980
0014001	120316	180020	$0.026240
0014001	120316	120179	$0.019311

Switched Voice Transport Prices: Puerto Rico			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120316	120181	$0.059635
0014001	120316	120182	$0.072925
0014001	120316	120183	$0.112228
0014001	120316	120184	$0.065769
0014001	120316	120187	$0.017948
0014001	120316	120188	$0.041119
0014001	120316	120032	$0.045209
0014001	120316	120190	$0.044186
0014001	120316	120191	$0.051457
0014001	120316	120193	$0.078718
0014001	120316	120150	$0.230362
0014001	120316	120196	$0.017948
0014001	120316	120198	$0.091555
0014001	120316	120200	$0.051457
0014001	120316	120202	$0.056568
0014001	120316	120203	$0.055773
0014001	120316	120204	$0.040779
0014001	120316	120206	$0.037940
0014001	120316	120207	$0.019311
0014001	120316	120208	$0.085875
0014001	120316	120210	$0.057931
0014001	120316	120211	$0.037940
0014001	120316	120219	$0.269210
0014001	120316	120221	$0.091555
0014001	120316	120222	$0.109615
0014001	120316	120225	$0.084057
0014001	120316	120226	$0.031011
0014001	120316	120227	$0.052366
0014001	120316	120228	$0.052366
0014001	120316	120231	$0.045095
0014001	120316	120151	$0.025103
0014001	120316	120232	$0.017948
0014001	120316	120233	$0.088146
0014001	120316	120214	$0.045209
0014001	120316	120215	$0.046572
0014001	120316	120216	$0.042937
0014001	120316	120217	$0.052366
0014001	120316	120235	$0.108706

Switched Voice Transport Prices: Puerto Rico			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120316	120237	$0.017948
0014001	120316	120238	$0.017948
0014001	120316	120239	$0.091668
0014001	120316	120240	$0.029874
0014001	120316	120243	$0.044300
0014001	120316	120246	$0.057931
0014001	120316	120248	$0.047936
0014001	120316	120250	$0.049299
0014001	120316	120252	$0.069404
0014001	120316	120253	$0.057249
0014001	120316	120254	$0.057249
0014001	120316	120255	$0.008633
0014001	120316	120256	$0.055773
0014001	120316	120257	$0.050320
0014001	120316	120258	$0.268414
0014001	120316	120312	$0.017948
0014001	120316	120259	$0.041461
0014001	120316	120260	$0.100187
0014001	120316	120265	$0.083716
0014001	120316	120267	$0.072925
0014001	120316	120268	$0.060885
0014001	120316	120033	$0.003786
0014001	120316	120036	$0.011358
0014001	120316	120037	$0.003786
0014001	120316	120316	$0.003786
0014001	120316	120317	$0.005679

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120317	120044	$0.053728
0014001	120317	120046	$0.044414
0014001	120317	120047	$0.047253
0014001	120317	120048	$0.078718
0014001	120317	120049	$0.041461
0014001	120317	120051	$0.019311
0014001	120317	120052	$0.017948
0014001	120317	120054	$0.035861

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120317	120055	$0.066564
0014001	120317	120056	$0.105980
0014001	120317	120057	$0.050094
0014001	120317	120058	$0.057249
0014001	120317	120059	$0.019311
0014001	120317	120060	$0.064406
0014001	120317	120062	$0.035781
0014001	120317	120064	$0.055773
0014001	120317	120065	$0.066564
0014001	120317	120067	$0.041461
0014001	120317	120068	$0.042028
0014001	120317	120069	$0.077810
0014001	120317	120070	$0.043846
0014001	120317	120076	$0.012268
0014001	120317	120078	$0.037257
0014001	120317	120081	$0.037257
0014001	120317	120082	$0.053728
0014001	120317	120085	$0.048276
0014001	120317	120088	$0.147668
0014001	120317	120089	$0.042937
0014001	120317	120143	$0.103822
0014001	120317	120090	$0.050094
0014001	120317	120091	$0.212642
0014001	120317	120303	$0.053728
0014001	120317	120304	$0.053728
0014001	120317	120093	$0.052252
0014001	120317	120094	$0.017948
0014001	120317	120095	$0.374440
0014001	120317	120171	$0.068143
0014001	120317	120176	$0.070426
0014001	120317	120199	$0.203100
0014001	120317	120097	$0.056114
0014001	120317	120098	$0.033623
0014001	120317	120100	$0.055773
0014001	120317	120101	$0.073720
0014001	120317	120102	$0.051457
0014001	120317	120105	$0.063043

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120317	120109	$0.087237
0014001	120317	120110	$0.017948
0014001	120317	120111	$0.017948
0014001	120317	120112	$0.045437
0014001	120317	120113	$0.060885
0014001	120317	120115	$0.073834
0014001	120317	120116	$0.060885
0014001	120317	120117	$0.088146
0014001	120317	120118	$0.016130
0014001	120317	120119	$0.057931
0014001	120317	120121	$0.025103
0014001	120317	120123	$0.058499
0014001	120317	120124	$0.047936
0014001	120317	120126	$0.212642
0014001	120317	120127	$0.048276
0014001	120317	120130	$0.093258
0014001	120317	120131	$0.071563
0014001	120317	120132	$0.059749
0014001	120317	120133	$0.023854
0014001	120317	120134	$0.040779
0014001	120317	120135	$0.046572
0014001	120317	120136	$0.069404
0014001	120317	120137	$0.051457
0014001	120317	120138	$0.098824
0014001	120317	120139	$0.126199
0014001	120317	120140	$0.017948
0014001	120317	120141	$0.029874
0014001	120317	120142	$0.017948
0014001	120317	120144	$0.065769
0014001	120317	120145	$0.019311
0014001	120317	120146	$0.083603
0014001	120317	120147	$0.037940
0014001	120317	120148	$0.072925
0014001	120317	120152	$0.085875
0014001	120317	120155	$0.063043
0014001	120317	120156	$0.078718
0014001	120317	120158	$0.057249

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120317	120160	$0.022831
0014001	120317	120161	$0.082354
0014001	120317	120162	$0.019311
0014001	120317	120163	$0.069745
0014001	120317	120164	$0.053728
0014001	120317	120167	$0.040779
0014001	120317	120170	$0.065769
0014001	120317	120310	$0.045437
0014001	120317	120173	$0.105980
0014001	120317	180020	$0.026240
0014001	120317	120179	$0.019311
0014001	120317	120181	$0.059635
0014001	120317	120182	$0.072925
0014001	120317	120184	$0.065769
0014001	120317	120187	$0.017948
0014001	120317	120188	$0.041119
0014001	120317	120032	$0.045209
0014001	120317	120190	$0.044186
0014001	120317	120191	$0.051457
0014001	120317	120150	$0.230362
0014001	120317	120196	$0.017948
0014001	120317	120198	$0.091555
0014001	120317	120200	$0.051457
0014001	120317	120202	$0.056568
0014001	120317	120203	$0.055773
0014001	120317	120204	$0.040779
0014001	120317	120206	$0.037940
0014001	120317	120207	$0.019311
0014001	120317	120208	$0.085875
0014001	120317	120210	$0.057931
0014001	120317	120211	$0.037940
0014001	120317	120219	$0.269210
0014001	120317	120221	$0.091555
0014001	120317	120222	$0.109615
0014001	120317	120226	$0.031011
0014001	120317	120227	$0.052366
0014001	120317	120228	$0.052366

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	Orig Juris ID	Term Juris ID	Price
0014001	120317	120231	$0.045095
0014001	120317	120151	$0.025103
0014001	120317	120232	$0.017948
0014001	120317	120233	$0.088146
0014001	120317	120214	$0.045209
0014001	120317	120215	$0.046572
0014001	120317	120216	$0.042937
0014001	120317	120217	$0.052366
0014001	120317	120235	$0.108706
0014001	120317	120237	$0.017948
0014001	120317	120238	$0.017948
0014001	120317	120239	$0.091668
0014001	120317	120240	$0.029874
0014001	120317	120243	$0.044300
0014001	120317	120246	$0.057931
0014001	120317	120248	$0.047936
0014001	120317	120250	$0.049299
0014001	120317	120252	$0.069404
0014001	120317	120253	$0.057249
0014001	120317	120254	$0.057249
0014001	120317	120255	$0.008633
0014001	120317	120256	$0.055773
0014001	120317	120257	$0.050320
0014001	120317	120312	$0.017948
0014001	120317	120259	$0.041461
0014001	120317	120260	$0.100187
0014001	120317	120265	$0.083716
0014001	120317	120267	$0.072925
0014001	120317	120268	$0.060885
0014001	120317	120036	$0.011358
0014001	120317	120269	$0.003786
0014001	120317	120037	$0.005679
0014001	120317	120316	$0.003786
0014001	120317	120033	$0.005679
0014001	179627	120033	$0.030288
0014001	120270	120033	$0.030288
0014001	120171	120033	$0.171749

Switched Voice Transport Prices: US Virgin Islands (USVI)/American Samoa/CNMI/Marshall Island			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price**
0014001	120176	120033	$0.285810
0014001	120199	120033	$0.439702

Dedicated Voice Transport Prices: CONUS

Dedicated Voice Transport Prices: CONUS			
Part #	**Orig Juris ID**	**Term Juris ID**	**Price (per 6 second)**
0014002	120033	120038	$0.108142
0014002	120033	120039	$0.065954
0014002	120033	120040	$0.033275
0014002	120033	120042	$0.023278
0014002	120033	120043	$0.078562
0014002	120033	120044	$0.043645
0014002	120033	120045	$0.172643
0014002	120033	120046	$0.035886
0014002	120033	120047	$0.025596
0014002	120033	120048	$0.064014
0014002	120033	120049	$0.033947
0014002	120033	120050	$0.073588
0014002	120033	120051	$0.010239
0014002	120033	120309	$0.013967
0014002	120033	120052	$0.009599
0014002	120033	120053	$0.080502
0014002	120033	120054	$0.029097
0014002	120033	120055	$0.035834
0014002	120033	120056	$0.056951
0014002	120033	120057	$0.040736
0014002	120033	120058	$0.030715
0014002	120033	120059	$0.010239
0014002	120033	120060	$0.034554
0014002	120033	120061	$0.049465
0014002	120033	120062	$0.029097
0014002	120033	120063	$0.119298
0014002	120033	120064	$0.030075
0014002	120033	120065	$0.054314
0014002	120033	120066	$0.045586

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120067	$0.022396
0014002	120033	120068	$0.033947
0014002	120033	120069	$0.063044
0014002	120033	120070	$0.023677
0014002	120033	120071	$0.042873
0014002	120033	120073	$0.137726
0014002	120033	120074	$0.088305
0014002	120033	120075	$0.044153
0014002	120033	120076	$0.008729
0014002	120033	120077	$0.060134
0014002	120033	120078	$0.030068
0014002	120033	120079	$0.109599
0014002	120033	120080	$0.179432
0014002	120033	120081	$0.019837
0014002	120033	120082	$0.028795
0014002	120033	120083	$0.013967
0014002	120033	120084	$0.013967
0014002	120033	120085	$0.026236
0014002	120033	120086	$0.125117
0014002	120033	120266	$0.065954
0014002	120033	120087	$0.065954
0014002	120033	120088	$0.120268
0014002	120033	120089	$0.023036
0014002	120033	120143	$0.047525
0014002	120033	120090	$0.040736
0014002	120033	120091	$0.180402
0014002	120033	120303	$0.043645
0014002	120033	120304	$0.043645
0014002	120033	120093	$0.028155
0014002	120033	120094	$0.009599
0014002	120033	120095	$0.319186
0014002	120033	120096	$0.070803
0014002	120033	120036	$0.001454
0014002	120033	179627	$0.001454
0014002	120033	120270	$0.001454
0014002	120033	120033	$0.001074
0014002	120033	120269	$0.001454

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120037	$0.001454
0014002	120033	120171	$0.055285
0014002	120033	120176	$0.057224
0014002	120033	120177	$0.055285
0014002	120033	120199	$0.108782
0014002	120033	120316	$0.001454
0014002	120033	120317	$0.001454
0014002	120033	120261	$0.055285
0014002	120033	120097	$0.045586
0014002	120033	120098	$0.027158
0014002	120033	120099	$0.030068
0014002	120033	120100	$0.030075
0014002	120033	120101	$0.039674
0014002	120033	120102	$0.027515
0014002	120033	120103	$0.149365
0014002	120033	120104	$0.092141
0014002	120033	120105	$0.051405
0014002	120033	120106	$0.058871
0014002	120033	120107	$0.034917
0014002	120033	120108	$0.088261
0014002	120033	120109	$0.070803
0014002	120033	120110	$0.009599
0014002	120033	120111	$0.009599
0014002	120033	120112	$0.036856
0014002	120033	120113	$0.032635
0014002	120033	120114	$0.096020
0014002	120033	120115	$0.060134
0014002	120033	120116	$0.032635
0014002	120033	120117	$0.047352
0014002	120033	120118	$0.008958
0014002	120033	120119	$0.047525
0014002	120033	120120	$0.057224
0014002	120033	120121	$0.013438
0014002	120033	120122	$0.075622
0014002	120033	120123	$0.047525
0014002	120033	120124	$0.038796
0014002	120033	120126	$0.180402

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120127	$0.026236
0014002	120033	120129	$0.061104
0014002	120033	120128	$0.257713
0014002	120033	120130	$0.075652
0014002	120033	120131	$0.038394
0014002	120033	120132	$0.031995
0014002	120033	120133	$0.012798
0014002	120033	120134	$0.021756
0014002	120033	120135	$0.037827
0014002	120033	120136	$0.037114
0014002	120033	120137	$0.041706
0014002	120033	180029***	$1.186265
0014002	120033	120138	$0.080502
0014002	120033	120139	$0.067829
0014002	120033	120140	$0.009599
0014002	120033	180026***	$1.616036
0014002	120033	120141	$0.015998
0014002	120033	120142	$0.009599
0014002	120033	120144	$0.024990
0014002	120033	120145	$0.010239
0014002	120033	120146	$0.044793
0014002	120033	120147	$0.031037
0014002	120033	120148	$0.039034
0014002	120033	120149	$0.089231
0014002	120033	120152	$0.069833
0014002	120033	120153	$0.082442
0014002	120033	120154	$0.138696
0014002	120033	120155	$0.033914
0014002	120033	120156	$0.064014
0014002	120033	120157	$0.062074
0014002	120033	120158	$0.046555
0014002	120033	120159	$0.070803
0014002	120033	120160	$0.018428
0014002	120033	120161	$0.044153
0014002	120033	120162	$0.010239
0014002	120033	120163	$0.057224
0014002	120033	120164	$0.028795

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120165	$0.188161
0014002	120033	120166	$0.049465
0014002	120033	120167	$0.032976
0014002	120033	120168	$0.094081
0014002	120033	120169	$0.078562
0014002	120033	120170	$0.035194
0014002	120033	120310	$0.024316
0014002	120033	120172	$0.073713
0014002	120033	120173	$0.086321
0014002	120033	120174	$0.125117
0014002	120033	180020	$0.019992
0014002	120033	120178	$0.074682
0014002	120033	120179	$0.015518
0014002	120033	120180	$0.123178
0014002	120033	120181	$0.048495
0014002	120033	120182	$0.059164
0014002	120033	120183	$0.060150
0014002	120033	120072	$0.182342
0014002	120033	120184	$0.035194
0014002	120033	120185	$0.281272
0014002	120033	120186	$0.075652
0014002	120033	120187	$0.013094
0014002	120033	120188	$0.022396
0014002	120033	120032	$0.036856
0014002	120033	120189	$0.081472
0014002	120033	120190	$0.023677
0014002	120033	120191	$0.027515
0014002	120033	120192	$0.045433
0014002	120033	120193	$0.064014
0014002	120033	120194	$0.385537
0014002	120033	120195	$0.172643
0014002	120033	120150	$0.020368
0014002	120033	120196	$0.009599
0014002	120033	120197	$0.068863
0014002	120033	120198	$0.051832
0014002	120033	120307	$0.024248
0014002	120033	120200	$0.027515

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120201	$0.120695
0014002	120033	120202	$0.045586
0014002	120033	120203	$0.030075
0014002	120033	120204	$0.021756
0014002	120033	120205	$0.096020
0014002	120033	120206	$0.020477
0014002	120033	120207	$0.010239
0014002	120033	120208	$0.069833
0014002	120033	120209	$0.049272
0014002	120033	120210	$0.031355
0014002	120033	120211	$0.020477
0014002	120033	120212	$0.086321
0014002	120033	120264	$0.065954
0014002	120033	120219	$0.026187
0014002	120033	120220	$0.144616
0014002	120033	120221	$0.049272
0014002	120033	120222	$0.058871
0014002	120033	120223	$0.053345
0014002	120033	120224	$0.101840
0014002	120033	120225	$0.068863
0014002	120033	120226	$0.016638
0014002	120033	120227	$0.042676
0014002	120033	120228	$0.028155
0014002	120033	120229	$0.189675
0014002	120033	120230	$0.128027
0014002	120033	120231	$0.024316
0014002	120033	120151	$0.013438
0014002	120033	120232	$0.009599
0014002	120033	120233	$0.047352
0014002	120033	120213	$0.166823
0014002	120033	120214	$0.036856
0014002	120033	120215	$0.037827
0014002	120033	120216	$0.034917
0014002	120033	120217	$0.042676
0014002	120033	120234	$0.092141
0014002	120033	120235	$0.088261
0014002	120033	120236	$0.056255

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	120237	$0.009599
0014002	120033	120238	$0.009599
0014002	120033	120239	$0.074682
0014002	120033	120240	$0.015998
0014002	120033	120241	$0.034917
0014002	120033	120242	$0.039034
0014002	120033	120243	$0.023677
0014002	120033	120244	$0.073713
0014002	120033	120308	$0.267694
0014002	120033	120245	$0.074682
0014002	120033	120246	$0.047525
0014002	120033	120247	$0.028795
0014002	120033	120248	$0.025596
0014002	120033	120249	$0.052472
0014002	120033	120250	$0.039766
0014002	120033	120251	$0.132877
0014002	120033	120252	$0.056255
0014002	120033	120253	$0.030715
0014002	120033	120254	$0.030715
0014002	120033	120255	$0.004480
0014002	120033	120256	$0.030075
0014002	120033	120257	$0.040736
0014002	120033	120258	$0.218229
0014002	120033	120312	$0.013094
0014002	120033	120259	$0.022396
0014002	120033	120260	$0.053751
0014002	120033	120262	$0.267694
0014002	120033	120263	$0.059164
0014002	120033	120265	$0.044793
0014002	120033	120267	$0.059164
0014002	120033	120268	$0.049465
0014002	120033	120300	$0.020293
0014002	120033	120313	$0.091022
0014002	120033	120302	$0.055210
0014002	120033	120305	$0.933432
0014002	120033	120314	$0.265604
0014002	120033	180025***	$1.977110

Dedicated Voice Transport Prices: CONUS			
Part #	Orig Juris ID	Term Juris ID	Price (per 6 second)
0014002	120033	180038	$1.977110
0014002	120033	180041***	$1.977110
0014002	120033	180043***	$1.977110
0014002	120033	180042***	$1.977110
0014002	120033	180038***	$1.977110
0014002	120033	180040***	$1.977110
0014002	120033	180039***	$1.977110
0014002	120033	180047***	$1.977110
0014002	120033	180048***	$1.977110
0014002	120033	180049***	$1.977110
0014002	120033	180036***	$1.827894
0014002	120033	180044***	$1.977110
0014002	120033	180045***	$1.977110
0014002	120033	180046***	$1.977110
0014002	120033	180027***	$1.868182
0014002	120033	120306	$0.053718
0014002	120033	120320	$0.045660
0014002	120033	120272	$0.078637
0014002	120033	180037***	$1.977110
0014002	120033	120318	$0.091022
0014002	120033	180029	$1.798051
0014002	120033	180001	$2.510352

Dedicated Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120036	120044	$0.044300
0014002	120036	120046	$0.036425
0014002	120036	120047	$0.039378
0014002	120036	120048	$0.064974
0014002	120036	120049	$0.034455
0014002	120036	120051	$0.015751
0014002	120036	120052	$0.014767
0014002	120036	120054	$0.029534
0014002	120036	120055	$0.055129
0014002	120036	120056	$0.087616
0014002	120036	120057	$0.041347

Dedicated Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120036	120058	$0.047253
0014002	120036	120059	$0.015751
0014002	120036	120060	$0.053161
0014002	120036	120062	$0.029534
0014002	120036	120064	$0.046269
0014002	120036	120065	$0.055129
0014002	120036	120067	$0.034455
0014002	120036	120068	$0.034455
0014002	120036	120069	$0.063990
0014002	120036	120070	$0.036425
0014002	120036	120074	$0.135855
0014002	120036	120076	$0.009845
0014002	120036	120078	$0.030518
0014002	120036	120081	$0.030518
0014002	120036	120082	$0.044300
0014002	120036	120085	$0.040363
0014002	120036	120088	$0.122073
0014002	120036	120089	$0.035441
0014002	120036	120143	$0.085647
0014002	120036	120090	$0.041347
0014002	120036	120303	$0.044300
0014002	120036	120304	$0.044300
0014002	120036	120093	$0.043316
0014002	120036	120094	$0.014767
0014002	120036	120171	$0.056114
0014002	120036	120176	$0.058083
0014002	120036	120199	$0.167357
0014002	120036	120097	$0.046269
0014002	120036	120098	$0.027565
0014002	120036	120100	$0.046269
0014002	120036	120101	$0.061036
0014002	120036	120102	$0.042331
0014002	120036	120104	$0.093523
0014002	120036	120105	$0.052176
0014002	120036	120106	$0.090569
0014002	120036	120109	$0.071865
0014002	120036	120110	$0.014767
0014002	120036	120111	$0.014767
0014002	120036	120112	$0.037410

Dedicated Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120036	120113	$0.050208
0014002	120036	120115	$0.061036
0014002	120036	120116	$0.050208
0014002	120036	120117	$0.072849
0014002	120036	120118	$0.013782
0014002	120036	120119	$0.048239
0014002	120036	120121	$0.020674
0014002	120036	120123	$0.048239
0014002	120036	120124	$0.039378
0014002	120036	120126	$0.183108
0014002	120036	120127	$0.040363
0014002	120036	120130	$0.076787
0014002	120036	120131	$0.059067
0014002	120036	120132	$0.049223
0014002	120036	120133	$0.019689
0014002	120036	120134	$0.033471
0014002	120036	120135	$0.038394
0014002	120036	120136	$0.057098
0014002	120036	120137	$0.042331
0014002	120036	120138	$0.081710
0014002	120036	120139	$0.104352
0014002	120036	120140	$0.014767
0014002	120036	120141	$0.024612
0014002	120036	120142	$0.014767
0014002	120036	120144	$0.054145
0014002	120036	120145	$0.015751
0014002	120036	120146	$0.068912
0014002	120036	120147	$0.031502
0014002	120036	120148	$0.060051
0014002	120036	120152	$0.070881
0014002	120036	120155	$0.052176
0014002	120036	120156	$0.064974
0014002	120036	120158	$0.047253
0014002	120036	120160	$0.018704
0014002	120036	120161	$0.067927
0014002	120036	120162	$0.015751
0014002	120036	120163	$0.058083
0014002	120036	120164	$0.044300
0014002	120036	120167	$0.033471

Dedicated Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120036	120170	$0.054145
0014002	120036	120310	$0.037410
0014002	120036	120173	$0.087616
0014002	120036	180020	$0.021166
0014002	120036	120179	$0.015751
0014002	120036	120181	$0.049223
0014002	120036	120182	$0.060051
0014002	120036	120184	$0.054145
0014002	120036	120186	$0.076787
0014002	120036	120187	$0.014767
0014002	120036	120188	$0.034455
0014002	120036	120032	$0.037410
0014002	120036	120190	$0.036425
0014002	120036	120191	$0.042331
0014002	120036	120150	$0.189999
0014002	120036	120196	$0.014767
0014002	120036	120198	$0.075803
0014002	120036	120200	$0.042331
0014002	120036	120202	$0.046269
0014002	120036	120203	$0.046269
0014002	120036	120204	$0.033471
0014002	120036	120206	$0.031502
0014002	120036	120207	$0.015751
0014002	120036	120208	$0.070881
0014002	120036	120210	$0.048239
0014002	120036	120211	$0.031502
0014002	120036	120219	$0.222487
0014002	120036	120221	$0.075803
0014002	120036	120222	$0.090569
0014002	120036	120226	$0.025596
0014002	120036	120227	$0.043316
0014002	120036	120228	$0.043316
0014002	120036	120231	$0.037410
0014002	120036	120151	$0.020674
0014002	120036	120232	$0.014767
0014002	120036	120233	$0.072849
0014002	120036	120214	$0.037410
0014002	120036	120215	$0.038394
0014002	120036	120216	$0.035441

Dedicated Voice Transport Prices: Alaska			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120036	120217	$0.043316
0014002	120036	120235	$0.089585
0014002	120036	120237	$0.014767
0014002	120036	120238	$0.014767
0014002	120036	120239	$0.075803
0014002	120036	120240	$0.024612
0014002	120036	120243	$0.036425
0014002	120036	120246	$0.048239
0014002	120036	120248	$0.039378
0014002	120036	120250	$0.040363
0014002	120036	120252	$0.057098
0014002	120036	120253	$0.047253
0014002	120036	120254	$0.047253
0014002	120036	120255	$0.006892
0014002	120036	120256	$0.046269
0014002	120036	120257	$0.041347
0014002	120036	120312	$0.014767
0014002	120036	120259	$0.034455
0014002	120036	120260	$0.082694
0014002	120036	120265	$0.068912
0014002	120036	120267	$0.050208
0014002	120036	120268	$0.050208
0014002	120036	120033	$0.007522
0014002	120036	120036	$0.007522
0014002	120036	179627	$0.020060
0014002	120036	120270	$0.020060
0014002	120036	120269	$0.007522
0014002	120036	120037	$0.007522
0014002	120036	120316	$0.007522
0014002	120036	120033	$0.007522
0014002	120036	120317	$0.003761

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120038	$0.252175
0014002	120037	120040	$0.077592
0014002	120037	120045	$0.265604
0014002	120037	120047	$0.040953

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120048	$0.064974
0014002	120037	120051	$0.016736
0014002	120037	120053	$0.081710
0014002	120037	120054	$0.031079
0014002	120037	120055	$0.057689
0014002	120037	120056	$0.091850
0014002	120037	120057	$0.043415
0014002	120037	120059	$0.016736
0014002	120037	120060	$0.053161
0014002	120037	120062	$0.029534
0014002	120037	120064	$0.048337
0014002	120037	120066	$0.070132
0014002	120037	120067	$0.035932
0014002	120037	120069	$0.063990
0014002	120037	120070	$0.038000
0014002	120037	120071	$0.099975
0014002	120037	120072	$0.280526
0014002	120037	120073	$0.211886
0014002	120037	120074	$0.135855
0014002	120037	120075	$0.102959
0014002	120037	120076	$0.010632
0014002	120037	120077	$0.092514
0014002	120037	120079	$0.168614
0014002	120037	120080	$0.276049
0014002	120037	120081	$0.032290
0014002	120037	120082	$0.046564
0014002	120037	120085	$0.041839
0014002	120037	120266	$0.101467
0014002	120037	120088	$0.127979
0014002	120037	120089	$0.037212
0014002	120037	120091	$0.183108
0014002	120037	120303	$0.046564
0014002	120037	120093	$0.045285
0014002	120037	120094	$0.015555
0014002	120037	120095	$0.323973
0014002	120037	120096	$0.108928
0014002	120037	120036	$0.007522
0014002	120037	179627	$0.020060
0014002	120037	120270	$0.020060

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120269	$0.002508
0014002	120037	120037	$0.001454
0014002	120037	120316	$0.002508
0014002	120037	120033	$0.001253
0014002	120037	120317	$0.003761
0014002	120037	120098	$0.029140
0014002	120037	120305	$1.098229
0014002	120037	120100	$0.048337
0014002	120037	120101	$0.063891
0014002	120037	120102	$0.044595
0014002	120037	120104	$0.141755
0014002	120037	120105	$0.052176
0014002	120037	120106	$0.090569
0014002	120037	120109	$0.075606
0014002	120037	120110	$0.015555
0014002	120037	120111	$0.015555
0014002	120037	120114	$0.097461
0014002	120037	120115	$0.061036
0014002	120037	120116	$0.050208
0014002	120037	120117	$0.072849
0014002	120037	120118	$0.013980
0014002	120037	120119	$0.050208
0014002	120037	120121	$0.021756
0014002	120037	120123	$0.048239
0014002	120037	120127	$0.041839
0014002	120037	120132	$0.051782
0014002	120037	120133	$0.020674
0014002	120037	120134	$0.035342
0014002	120037	120135	$0.040363
0014002	120037	120136	$0.060150
0014002	120037	120137	$0.044595
0014002	120037	180044	$1.977110
0014002	120037	180038	$1.977110
0014002	120037	180036	$1.977110
0014002	120037	120138	$0.081710
0014002	120037	120139	$0.104352
0014002	120037	120140	$0.015555
0014002	120037	180026***	$1.868182
0014002	120037	120141	$0.025891

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120142	$0.015555
0014002	120037	120144	$0.056999
0014002	120037	120145	$0.016736
0014002	120037	120146	$0.072455
0014002	120037	120148	$0.063202
0014002	120037	120149	$0.137279
0014002	120037	120152	$0.070881
0014002	120037	120154	$0.140777
0014002	120037	120155	$0.054637
0014002	120037	120156	$0.068223
0014002	120037	120158	$0.047253
0014002	120037	120159	$0.108928
0014002	120037	120161	$0.067927
0014002	120037	120162	$0.016736
0014002	120037	120164	$0.044300
0014002	120037	120167	$0.035342
0014002	120037	120168	$0.144740
0014002	120037	120169	$0.120864
0014002	120037	120171	$0.056114
0014002	120037	120172	$0.113405
0014002	120037	180020	$0.022741
0014002	120037	120176	$0.061036
0014002	120037	120178	$0.114897
0014002	120037	120180	$0.125026
0014002	120037	120182	$0.063202
0014002	120037	120183	$0.140263
0014002	120037	120186	$0.076787
0014002	120037	120187	$0.015555
0014002	120037	120188	$0.035637
0014002	120037	120189	$0.082694
0014002	120037	120190	$0.038295
0014002	120037	120191	$0.044595
0014002	120037	120192	$0.105944
0014002	120037	120193	$0.098483
0014002	120037	120196	$0.015555
0014002	120037	120197	$0.105944
0014002	120037	120198	$0.079347
0014002	120037	120199	$0.167357
0014002	120037	120200	$0.044595

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120201	$0.185028
0014002	120037	120203	$0.048337
0014002	120037	120204	$0.035342
0014002	120037	120206	$0.032881
0014002	120037	120207	$0.016736
0014002	120037	120208	$0.070881
0014002	120037	120210	$0.050208
0014002	120037	120211	$0.032881
0014002	120037	120212	$0.132802
0014002	120037	120221	$0.079347
0014002	120037	120222	$0.094999
0014002	120037	120225	$0.105944
0014002	120037	120226	$0.026876
0014002	120037	120228	$0.043316
0014002	120037	120229	$0.292463
0014002	120037	120230	$0.196965
0014002	120037	120231	$0.039083
0014002	120037	120151	$0.021756
0014002	120037	120232	$0.015555
0014002	120037	120233	$0.076394
0014002	120037	120234	$0.141755
0014002	120037	120237	$0.015555
0014002	120037	120238	$0.015555
0014002	120037	120240	$0.025891
0014002	120037	120241	$0.053718
0014002	120037	120242	$0.091022
0014002	120037	120243	$0.038394
0014002	120037	120245	$0.075803
0014002	120037	120247	$0.067148
0014002	120037	120248	$0.041544
0014002	120037	120249	$0.122357
0014002	120037	120252	$0.057098
0014002	120037	120253	$0.049616
0014002	120037	120254	$0.049616
0014002	120037	120255	$0.007482
0014002	120037	120256	$0.048337
0014002	120037	120257	$0.043611
0014002	120037	120258	$0.335736
0014002	120037	120259	$0.035932

Dedicated Voice Transport Prices: Hawaii			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120037	120260	$0.086829
0014002	120037	120267	$0.050208
0014002	120037	120268	$0.050208
0014002	120037	120033	$0.001253
0014002	120037	180003	$1.977110
0014002	120037	180001	$1.977110
0014002	120037	180002	$1.827894

Dedicated Voice Transport Prices: Guam, US Virgin Islands (USVI)/ American Samoa/ CNMI/Marshall island/Palau/ Micronesia/ Midway Island/ Wake island			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	179627	120033	$0.020060
0014002	120270	120033	$0.020060
0014002	120269	120038	$0.252175
0014002	120269	120051	$0.016736
0014002	120269	120054	$0.031079
0014002	120269	120055	$0.057689
0014002	120269	120056	$0.091850
0014002	120269	120069	$0.063990
0014002	120269	120071	$0.099975
0014002	120269	120074	$0.205918
0014002	120269	120076	$0.010632
0014002	120269	120082	$0.046564
0014002	120269	120094	$0.015555
0014002	120269	120095	$0.490920
0014002	120269	120096	$0.108928
0014002	120269	120036	$0.007522
0014002	120269	179627	$0.020060
0014002	120269	120270	$0.020060
0014002	120269	120269	$0.002508
0014002	120269	120037	$0.002508
0014002	120269	120316	$0.002508
0014002	120269	120033	$0.002508
0014002	120269	120317	$0.003761
0014002	120269	120098	$0.029140
0014002	120269	120305	$1.098229
0014002	120269	120103	$0.229792
0014002	120269	120105	$0.052176

Dedicated Voice Transport Prices: Guam, US Virgin Islands (USVI)/ American Samoa/ CNMI/Marshall island/Palau/ Micronesia/ Midway Island/ Wake island			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120269	120108	$0.135786
0014002	120269	120109	$0.075606
0014002	120269	120118	$0.013980
0014002	120269	120132	$0.051782
0014002	120269	120133	$0.020674
0014002	120269	120136	$0.060150
0014002	120269	120137	$0.044595
0014002	120269	180038	$1.977110
0014002	120269	120138	$0.081710
0014002	120269	180026***	$1.868182
0014002	120269	120142	$0.015555
0014002	120269	120145	$0.016736
0014002	120269	120154	$0.213378
0014002	120269	120159	$0.108928
0014002	120269	120167	$0.035342
0014002	120269	120168	$0.144740
0014002	120269	120171	$0.056114
0014002	120269	180020	$0.022741
0014002	120269	120176	$0.061036
0014002	120269	120180	$0.189504
0014002	120269	120186	$0.116389
0014002	120269	120190	$0.038295
0014002	120269	120192	$0.105944
0014002	120269	120193	$0.098483
0014002	120269	120196	$0.015555
0014002	120269	120199	$0.167357
0014002	120269	120201	$0.185028
0014002	120269	120204	$0.035342
0014002	120269	120226	$0.026876
0014002	120269	120229	$0.292463
0014002	120269	120231	$0.039083
0014002	120269	120151	$0.021756
0014002	120269	120232	$0.015555
0014002	120269	120233	$0.076394
0014002	120269	120237	$0.015555
0014002	120269	120240	$0.025891
0014002	120269	120243	$0.038394
0014002	120269	120254	$0.049616

Dedicated Voice Transport Prices: Guam, US Virgin Islands (USVI)/ American Samoa/ CNMI/Marshall island/Palau/ Micronesia/ Midway Island/ Wake island			
Part #	Orig Juris ID	Term Juris ID	Price Year 1
0014002	120269	120260	$0.086829
0014002	120269	120033	$0.002508
0014002	120171	120033	$0.163162
0014002	120176	120033	$0.271519
0014002	120199	120033	$0.417717
0014002	120316	120033	$0.002508
0014002	120317	120033	$0.003761
0014002	120269	180001	$1.056448

Voice – Features Pricing	
Part #	Price
0019001	$22.72
0019009	$0.00
0019010	$0.00
0019013	$0.00
0019014	$0.00
0019015	$22.72
0019018	$0.26
0019019	$0.39
0019021	$0.00
0019022	$0.00

Non-Domestic Mobile Termination Prices		
Part #	Term Juris ID	Price (per 6 second)
0014051	120038	$0.002590
0014051	120039	$0.009238
0014051	120040	$0.010586
0014051	120042	$0.029988
0014051	120043	$0.008921
0014051	120044	$0.170386

Non-Domestic Mobile Termination Prices		
0014051	120045	$0.170386
0014051	120046	$0.170386
0014051	120047	$0.027080
0014051	120048	$0.034274
0014051	120049	$0.017205
0014051	120050	$0.170386
0014051	120051	$0.169098
0014051	120309	$0.170386
0014051	120052	$0.046603
0014051	120053	$0.006400
0014051	120054	$0.170386
0014051	120055	$0.000166
0014051	120056	$0.007300
0014051	120057	$0.012359
0014051	120058	$0.001212
0014051	120059	$0.035812
0014051	120060	$0.016024
0014051	120061	$0.170386
0014051	120062	$0.170386
0014051	120063	$0.007224
0014051	120064	$0.007452
0014051	120065	$0.019098
0014051	120066	$0.016993
0014051	120067	$0.009285
0014051	120068	$0.170386
0014051	120069	$0.170386
0014051	120070	$0.024218
0014051	120071	$0.006074
0014051	120073	$0.001167
0014051	120074	$0.000485
0014051	120075	$0.001439
0014051	120076	$0.170386
0014051	120077	$0.002014
0014051	120078	$0.018326
0014051	120079	$0.170386
0014051	120080	$0.170386
0014051	120081	$0.022734
0014051	120082	$0.170386
0014051	120083	$0.170386
0014051	120084	$0.170386
0014051	120085	$0.006315

Non-Domestic Mobile Termination Prices		
0014051	120086	$0.008012
0014051	120266	$0.000258
0014051	120087	$0.000258
0014051	120088	$0.000863
0014051	120089	$0.170386
0014051	120143	$0.005150
0014051	120090	$0.025702
0014051	120091	$0.170386
0014051	120303	$0.005059
0014051	120304	$0.002757
0014051	120093	$0.022491
0014051	120094	$0.028458
0014051	120095	$0.170386
0014051	120096	$0.000076
0014051	120097	$0.017523
0014051	120098	$0.011238
0014051	120099	$0.170386
0014051	120100	$0.020644
0014051	120101	$0.170386
0014051	120102	$0.010314
0014051	120103	$0.170386
0014051	120104	$0.000060
0014051	120105	$0.030473
0014051	120106	$0.003696
0014051	120107	$0.014812
0014051	120108	$0.170386
0014051	120109	$0.170386
0014051	120110	$0.025338
0014051	120111	$0.034986
0014051	120112	$0.043301
0014051	120113	$0.030730
0014051	120114	$0.170386
0014051	120115	$0.001650
0014051	120116	$0.007239
0014051	120117	$0.014888
0014051	120118	$0.018887
0014051	120119	$0.006104
0014051	120120	$0.026353
0014051	120121	$0.049495
0014051	120122	$0.021082
0014051	120123	$0.015085

Non-Domestic Mobile Termination Prices		
0014051	120124	$0.038711
0014051	120126	$0.170386
0014051	120127	$0.001757
0014051	120129	$0.013404
0014051	120128	$0.013404
0014051	120130	$0.170386
0014051	120131	$0.008739
0014051	120132	$0.170386
0014051	120133	$0.170386
0014051	120134	$0.027838
0014051	120135	$0.035243
0014051	120136	$0.001182
0014051	120137	$0.017356
0014051	180029***	$0.170386
0014051	120138	$0.000015
0014051	120139	$0.018069
0014051	120140	$0.030776
0014051	180026***	$0.170386
0014051	120141	$0.009421
0014051	120142	$0.041780
0014051	120144	$0.020916
0014051	120145	$0.019538
0014051	120146	$0.008633
0014051	120147	$0.020719
0014051	120148	$0.026959
0014051	120149	$0.170386
0014051	120152	$0.170386
0014051	120153	$0.002726
0014051	120154	$0.170386
0014051	120155	$0.018704
0014051	120156	$0.013934
0014051	120157	$0.001136
0014051	120158	$0.001514
0014051	120159	$0.001712
0014051	120160	$0.070169
0014051	120161	$0.014510
0014051	120162	$0.034138
0014051	120163	$0.170386
0014051	120164	$0.023763
0014051	120165	$0.170386
0014051	120166	$0.002257

Non-Domestic Mobile Termination Prices		
0014051	120167	$0.004377
0014051	120168	$0.170386
0014051	120169	$0.021567
0014051	120170	$0.034168
0014051	120310	$0.043301
0014051	120172	$0.170386
0014051	120173	$0.170386
0014051	120174	$0.008012
0014051	180020	$0.170386
0014051	120178	$0.013131
0014051	120179	$0.020704
0014051	120180	$0.170386
0014051	120181	$0.170386
0014051	120182	$0.010375
0014051	120183	$0.007784
0014051	120072	$0.170386
0014051	120184	$0.017009
0014051	120185	$0.170386
0014051	120186	$0.001818
0014051	120187	$0.036940
0014051	120188	$0.009057
0014051	120032	$0.017795
0014051	120189	$0.170386
0014051	120190	$0.041786
0014051	120191	$0.010011
0014051	120192	$0.170386
0014051	120193	$0.023733
0014051	120194	$0.170386
0014051	120195	$0.170386
0014051	120150	$0.170386
0014051	120196	$0.026550
0014051	120197	$0.170386
0014051	120198	$0.170386
0014051	120307	$0.170386
0014051	120200	$0.011329
0014051	120201	$0.170386
0014051	120202	$0.007921
0014051	120203	$0.036637
0014051	120204	$0.008557
0014051	120205	$0.170386
0014051	120206	$0.061188

Non-Domestic Mobile Termination Prices		
0014051	120207	$0.032169
0014051	120208	$0.007254
0014051	120209	$0.027352
0014051	120210	$0.020052
0014051	120211	$0.004150
0014051	120212	$0.000015
0014051	120264	$0.022628
0014051	120219	$0.170386
0014051	120220	$0.000076
0014051	120221	$0.023688
0014051	120222	$0.006437
0014051	120223	$0.170386
0014051	120224	$0.170386
0014051	120225	$0.013980
0014051	120226	$0.000258
0014051	120227	$0.019780
0014051	120228	$0.031412
0014051	120229	$0.170386
0014051	120230	$0.009526
0014051	120231	$0.029079
0014051	120151	$0.170386
0014051	120232	$0.037137
0014051	120233	$0.003892
0014051	120213	$0.170386
0014051	120214	$0.017795
0014051	120215	$0.016418
0014051	120216	$0.007846
0014051	120217	$0.011980
0014051	120234	$0.003696
0014051	120235	$0.170386
0014051	120236	$0.010360
0014051	120237	$0.036152
0014051	120238	$0.057931
0014051	120239	$0.000863
0014051	120240	$0.007391
0014051	120241	$0.005968
0014051	120242	$0.013419
0014051	120243	$0.005301
0014051	120244	$0.010011
0014051	120308	$0.170386
0014051	120245	$0.000091

Non-Domestic Mobile Termination Prices		
0014051	120246	$0.170386
0014051	120247	$0.015781
0014051	120248	$0.020886
0014051	120249	$0.001939
0014051	120250	$0.014176
0014051	120251	$0.170386
0014051	120252	$0.003105
0014051	120253	$0.005740
0014051	120254	$0.170386
0014051	120255	$0.053736
0014051	120256	$0.020295
0014051	120257	$0.000258
0014051	120258	$0.000303
0014051	120312	$0.040090
0014051	120259	$0.018887
0014051	120260	$0.002681
0014051	120262	$0.170386
0014051	120263	$0.170386
0014051	120265	$0.002484
0014051	120267	$0.008996
0014051	120268	$0.036258
0014051	120300	$0.013430
0014051	120313	$0.013419
0014051	120302	$0.170387
0014051	120171	$0.170386
0014051	120176	$0.170386
0014051	120177	$0.170386
0014051	120199	$0.170386
0014051	120261	$0.170387
0014051	120305	$0.000743
0014051	120314	$0.170387
0014051	180038***	$0.187425
0014051	120306	$0.170387
0014051	120320	$0.053718
0014051	120199	$0.170386
0014051	120272	$0.007461
0014051	120318	$0.013419
0014051	120305	$0.000743
0014051	120305	$0.000743
0014051	180029	$0.170387
0014051	180026	$0.170387

8.5.2 Toll Free Services (SIN 54151ECOM)

Switched Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034001	Anguilla	120044	$1.800351
0034001	Antarctica	120045	$1.756383
0034001	Antigua (includes Barbuda)	120046	$0.123087
0034001	Argentina	120047	$0.179382
0034001	Armenia	120048	$0.179397
0034001	Aruba	120049	$0.202616
0034001	Australia	120051	$0.111637
0034001	Austria	120052	$0.155847
0034001	Azores	120300	$1.575607
0034001	Bahamas	120054	$0.180018
0034001	Bahrain	120055	$0.123087
0034001	Bangladesh	120056	$1.954243
0034001	Barbados	120057	$0.123087
0034001	Belarus	120058	$0.216064
0034001	Belgium	120059	$0.069653
0034001	Belize	120060	$0.113803
0034001	Bermuda	120062	$0.096855
0034001	Bolivia	120064	$0.289278
0034001	Brazil	120067	$0.106397
0034001	British Virgin Islands	120068	$0.136824
0034001	Brunei	120069	$0.143897
0034001	Bulgaria	120070	$0.155225
0034001	Canada	120076	$0.029109
0034001	Cayman Islands	120078	$0.123087
0034001	Chile	120081	$0.083967
0034001	China	120082	$0.180821
0034001	Colombia	120085	$0.095901
0034001	Cook Islands	120088	$1.954243
0034001	Costa Rica	120089	$0.243478
0034001	Cote d'Ivoire	120143	$0.158285
0034001	Croatia	120090	$0.130280
0034001	Cyprus - North	120303	$0.274011
0034001	Cyprus - South	120304	$0.274011
0034001	Czech Republic	120093	$0.124480

Switched Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034001	Denmark	120094	$0.122133
0034001	Domestic: CONUS	120033	$0.002897
0034001	Domestic: Marshall Islands***	120171	$0.171749
0034001	Domestic: Micronesia***	120176	$0.199101
0034001	Domestic: Palau***	120199	$0.235148
0034001	Dominica	120097	$0.167372
0034001	Dominican Republic	120098	$0.097810
0034001	Ecuador	120100	$0.353524
0034001	Egypt	120101	$0.141110
0034001	El Salvador	120102	$0.307088
0034001	Estonia	120105	$1.756383
0034001	Fiji Islands	120109	$0.155680
0034001	Finland	120110	$0.112591
0034001	France	120111	$0.081103
0034001	French Antilles	120112	$0.113227
0034001	French Guiana	120113	$0.113227
0034001	Gabon	120115	$0.153513
0034001	Gambia	120116	$0.151651
0034001	Georgia	120117	$1.954243
0034001	Germany	120118	$0.078241
0034001	Ghana	120119	$1.954243
0034001	Greece	120121	$0.124041
0034001	Grenada	120123	$0.150060
0034001	Guadeloupe	120124	$1.800351
0034001	Guatemala	120127	$0.217314
0034001	Guyana	120130	$0.341907
0034001	Haiti	120131	$0.106488
0034001	Honduras	120132	$0.114060
0034001	Hong Kong, Special Administrative District	120133	$0.128343
0034001	Hungary	120134	$0.123087
0034001	Iceland	120135	$0.222880
0034001	India	120136	$0.190242
0034001	Indonesia	120137	$0.166509
0034001	Iraq	120139	$1.954243
0034001	Ireland	120140	$0.099718
0034001	Israel	120141	$0.112591
0034001	Italy	120142	$0.097810
0034001	Jamaica	120144	$0.124995

Switched Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034001	Japan (includes Okinawa)	120145	$0.102580
0034001	Jordan	120146	$0.148440
0034001	Kazakhstan	120147	$0.163586
0034001	Kenya	120148	$0.151939
0034001	Kuwait	120152	$0.153877
0034001	Latvia	120155	$0.206416
0034001	Lebanon	120156	$0.152666
0034001	Liberia	120158	$1.800351
0034001	Liechtenstein	120160	$0.138671
0034001	Lithuania	120161	$0.201343
0034001	Luxembourg	120162	$0.064413
0034001	Macau, Special Administrative District	120163	$0.147592
0034001	Malaysia	120167	$0.112591
0034001	Malta	120170	$0.140792
0034001	Martinique	120310	$0.113227
0034001	Mexico	180020	$0.044845
0034001	Monaco	120179	$0.080149
0034001	Montserrat	120181	$1.800351
0034001	Morocco	120182	$0.197511
0034001	Namibia	120184	$1.800351
0034001	Netherlands	120187	$0.071563
0034001	Netherlands Antilles	120188	$0.217867
0034001	Nevis	120032	$0.133083
0034001	New Zealand	120190	$0.111637
0034001	Nicaragua	120191	$0.173339
0034001	Norway (includes Svalbard)	120196	$0.120225
0034001	Pakistan	120198	$1.954243
0034001	Panama	120200	$0.097810
0034001	Paraguay	120202	$0.151499
0034001	Peru	120203	$0.307801
0034001	Philippines	120204	$0.109729
0034001	Poland	120206	$0.183275
0034001	Portugal (includes Madeira)	120207	$0.097810
0034001	Qatar	120208	$0.556594
0034001	Romania	120210	$0.144714
0034001	Russia	120211	$0.131553
0034001	San Marino	120219	$0.133825
0034001	Saudi Arabia	120221	$0.149712

Switched Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034001	Singapore	120226	$0.117362
0034001	Slovakia	120227	$0.123087
0034001	Slovenia	120228	$0.073198
0034001	South Africa	120231	$0.141701
0034001	South Korea	120151	$0.090175
0034001	Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	120232	$0.097810
0034001	Sri Lanka	120233	$0.158891
0034001	St. Kitts	120214	$0.133083
0034001	St. Lucia	120215	$0.168781
0034001	St. Pierre And Miquelon	120216	$1.800351
0034001	St. Vincent And The Grenadines	120217	$0.133992
0034001	Sweden	120237	$0.112591
0034001	Switzerland	120238	$0.082057
0034001	Syria	120239	$0.184744
0034001	Taiwan	120240	$0.120225
0034001	Thailand	120243	$0.131205
0034001	Trinidad And Tobago	120246	$0.123087
0034001	Turkey	120248	$0.174142
0034001	Turks And Caicos Islands	120250	$0.135491
0034001	Uganda	120252	$1.954243
0034001	Ukraine	120253	$0.216064
0034001	United Arab Emirates	120254	$0.146304
0034001	United Kingdom	120255	$0.052963
0034001	Uruguay	120256	$0.209915
0034001	Uzbekistan	120257	$1.954243
0034001	Vatican City	120312	$0.096431
0034001	Venezuela	120259	$0.140747
0034001	Vietnam	120260	$0.220987
0034001	Yemen	120265	$1.954243
0034001	Zambia	120267	$1.954243
0034001	Afghanistan	120038	$0.078339
0034001	Albania	120039	$0.185475
0034001	Andorra	120042	$0.137279
0034001	Angola	120043	$0.233971
0034001	Benin	120061	$0.180253
0034001	Bosnia - Herzegovina	120065	$0.169808
0034001	British Indian Ocean Territories	120313	$0.259635

Switched Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034001	Cambodia	120074	$0.322754
0034001	Cape Verde Islands	120077	$0.218154
0034001	Chatham Island	120302	$0.178612
0034001	Diego Garcia	120095	$0.259635
0034001	Domestic: Alaska	120036	$0.002897
0034001	Domestic: American Samoa***	179627	$0.002897
0034001	Domestic: Commonwealth of Northern Marianas Islands (CNMI) ***	120270	$0.002897
0034001	Domestic: Guam***	120269	$0.002897
0034001	Domestic: Hawaii	120037	$0.002897
0034001	Domestic: Marshall Islands***	120171	$0.171749
0034001	Domestic: Micronesia***	120176	$0.199101
0034001	Domestic: Palau***	120199	$0.235148
0034001	Domestic: Puerto Rico	120316	$0.002897
0034001	Domestic: US Virgin Islands (USVI)	120317	$0.002897
0034001	Dominica	120097	$0.167372
0034001	Dominican Republic	120098	$0.097810
0034001	East Timor	120305	$0.173388
0034001	Ecuador	120100	$0.353524
0034001	Egypt	120101	$0.141110
0034001	El Salvador	120102	$0.307088
0034001	Eritrea	120104	$0.178761
0034001	Estonia	120105	$1.756383
0034001	Ethiopia	120106	$0.187714
0034001	Fiji Islands	120109	$0.155680
0034001	Finland	120110	$0.112591
0034001	France	120111	$0.081103
0034001	French Antilles	120112	$0.113227
0034001	French Guiana	120113	$0.113227
0034001	Gabon	120115	$0.153513
0034001	Gambia	120116	$0.151651
0034001	Georgia	120117	$1.954243
0034001	Germany	120118	$0.078241
0034001	Ghana	120119	$1.954243
0034001	Gibraltar	120120	$0.166376
0034001	Greece	120121	$0.124041
0034001	Grenada	120123	$0.150060
0034001	Guadeloupe	120124	$1.800351

Switched Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034001	Guantanamo Bay	120126	$0.125490
0034001	Guatemala	120127	$0.217314
0034001	Guyana	120130	$0.341907
0034001	Haiti	120131	$0.106488
0034001	Honduras	120132	$0.114060
0034001	Hong Kong, Special Administrative District	120133	$0.128343
0034001	Hungary	120134	$0.123087
0034001	Iceland	120135	$0.222880
0034001	India	120136	$0.190242
0034001	Indonesia	120137	$0.166509
0034001	Iraq	120139	$1.954243
0034001	Ireland	120140	$0.099718
0034001	Israel	120141	$0.112591
0034001	Italy	120142	$0.097810
0034001	Jamaica	120144	$0.124995
0034001	Japan (includes Okinawa)	120145	$0.102580
0034001	Jordan	120146	$0.148440
0034001	Kazakhstan	120147	$0.163586
0034001	Kenya	120148	$0.151939
0034001	Kosovo	120306	$0.163988
0034001	Kuwait	120152	$0.153877
0034001	Latvia	120155	$0.206416
0034001	Lebanon	120156	$0.152666
0034001	Liberia	120158	$1.800351
0034001	Liechtenstein	120160	$0.138671
0034001	Lithuania	120161	$0.201343
0034001	Luxembourg	120162	$0.064413
0034001	Macau, Special Administrative District	120163	$0.147592
0034001	Macedonia	120164	$0.164735
0034001	Malawi	120166	$0.183088
0034001	Malaysia	120167	$0.112591
0034001	Malta	120170	$0.140792
0034001	Martinique	120310	$0.113227
0034001	Mauritius	120173	$0.187714
0034001	Mexico	180020	$0.044845
0034001	Monaco	120179	$0.080149
0034001	Mongolia	120180	$0.524941
0034001	Montenegro	120320	$0.163988

Switched Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034001	Montserrat	120181	$1.800351
0034001	Morocco	120182	$0.197511
0034001	Namibia	120184	$1.800351
0034001	Nepal	120186	$0.182790
0034001	Netherlands	120187	$0.071563
0034001	Netherlands Antilles	120188	$0.217867
0034001	Nevis	120032	$0.133083
0034001	New Zealand	120190	$0.111637
0034001	Nicaragua	120191	$0.173339
0034001	Nigeria	120193	$0.158468
0034001	Norway (includes Svalbard)	120196	$0.120225
0034001	Oman	120197	$0.051348
0034001	Pakistan	120198	$1.954243
0034001	Palestinian Authority	120307	$0.176821
0034001	Panama	120200	$0.097810
0034001	Papua New Guinea	120201	$0.223525
0034001	Paraguay	120202	$0.151499
0034001	Peru	120203	$0.307801
0034001	Philippines	120204	$0.109729
0034001	Pitcairn Island	120205	$0.178612
0034001	Poland	120206	$0.183275
0034001	Portugal (includes Madeira)	120207	$0.097810
0034001	Qatar	120208	$0.556594
0034001	Reunion Island	120209	$0.187714
0034001	Romania	120210	$0.144714
0034001	Russia	120211	$0.131553
0034001	San Marino	120219	$0.133825
0034001	Saudi Arabia	120221	$0.149712
0034001	Senegal	120222	$1.954243
0034001	Serbia	120223	$0.163988
0034001	Seychelles Islands	120224	$0.331409
0034001	Sierra Leone	120225	$0.218303
0034001	Singapore	120226	$0.117362
0034001	Slovakia	120227	$0.123087
0034001	Slovenia	120228	$0.073198
0034001	Solomon Islands	120229	$0.236507
0034001	South Africa	120231	$0.141701
0034001	South Korea	120151	$0.090175

Switched Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034001	South Sudan	120272	$0.158766
0034001	Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	120232	$0.097810
0034001	Sri Lanka	120233	$0.158891
0034001	St. Kitts	120214	$0.133083
0034001	St. Lucia	120215	$0.168781
0034001	St. Pierre And Miquelon	120216	$1.800351
0034001	St. Vincent And The Grenadines	120217	$0.133992
0034001	Sudan	120234	$0.158766
0034001	Suriname	120235	$0.184729
0034001	Sweden	120237	$0.112591
0034001	Switzerland	120238	$0.082057
0034001	Syria	120239	$0.184744
0034001	Taiwan	120240	$0.120225
0034001	Thailand	120243	$0.131205
0034001	Trinidad And Tobago	120246	$0.123087
0034001	Tunisia	120247	$0.159811
0034001	Turkey	120248	$0.174142
0034001	Turks And Caicos Islands	120250	$0.135491
0034001	Uganda	120252	$1.954243
0034001	Ukraine	120253	$0.216064
0034001	United Arab Emirates	120254	$0.146304
0034001	United Kingdom	120255	$0.052963
0034001	Uruguay	120256	$0.209915
0034001	Uzbekistan	120257	$1.954243
0034001	Vatican City	120312	$0.096431
0034001	Venezuela	120259	$0.140747
0034001	Vietnam	120260	$0.220987
0034001	Western Sahara	120263	$0.246207
0034001	Yemen	120265	$1.954243
0034001	Zambia	120267	$1.954243
0034001	Zimbabwe	120268	$0.179955
0034001	Australia	120051	$0.111637
0034001	Canada	120076	$0.029109
0034001	Canada	120076	$0.029109
0034001	New Zealand	120190	$0.111637
0034001	Philippines	120204	$0.109729
0034001	Singapore	120226	$0.117362

Switched Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034001	Domestic: American Samoa	179627	$0.002897
0034001	Domestic: Commonwealth of Northern Marianas Islands	120270	$0.002897
0034001	Philippines	120204	$0.109729
0034001	Singapore	120226	$0.117362

Dedicated Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034002	Anguilla	120044	$1.800351
0034002	Antarctica	120045	$1.756383
0034002	Antigua (includes Barbuda)	120046	$0.116938
0034002	Argentina	120047	$0.170416
0034002	Armenia	120048	$0.178549
0034002	Aruba	120049	$0.192483
0034002	Australia	120051	$0.106048
0034002	Austria	120052	$0.148061
0034002	Azores	120300	$1.575607
0034002	Bahamas	120054	$0.171022
0034002	Bahrain	120055	$0.113303
0034002	Bangladesh	120056	$1.954243
0034002	Barbados	120057	$0.116938
0034002	Belarus	120058	$0.215216
0034002	Belgium	120059	$0.066170
0034002	Belize	120060	$0.112955
0034002	Bermuda	120062	$0.092008
0034002	Bolivia	120064	$0.274814
0034002	Brazil	120067	$0.101065
0034002	British Virgin Islands	120068	$0.135976
0034002	Brunei	120069	$0.143049
0034002	Bulgaria	120070	$0.154377
0034002	Canada	120076	$0.027640
0034002	Cayman Islands	120078	$0.116938
0034002	Chile	120081	$0.079771
0034002	China	120082	$0.171779
0034002	Colombia	120085	$0.091099
0034002	Cook Islands	120088	$1.954243
0034002	Costa Rica	120089	$0.231301
0034002	Cote d'Ivoire	120143	$0.157437

Dedicated Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034002	Croatia	120090	$0.129433
0034002	Cyprus - North	120303	$0.260304
0034002	Cyprus - South	120304	$0.260304
0034002	Czech Republic	120093	$0.123632
0034002	Denmark	120094	$0.092917
0034002	Domestic: CONUS	120033	$0.001416
0034002	Domestic: Marshall Islands***	120171	$0.163162
0034002	Domestic: Micronesia***	120176	$0.198254
0034002	Domestic: Palau***	120199	$0.234299
0034002	Dominica	120097	$0.166524
0034002	Dominican Republic	120098	$0.092932
0034002	Ecuador	120100	$0.335835
0034002	Egypt	120101	$0.140262
0034002	El Salvador	120102	$0.291731
0034002	Estonia	120105	$1.756383
0034002	Fiji Islands	120109	$0.154831
0034002	Finland	120110	$0.106957
0034002	France	120111	$0.077045
0034002	French Antilles	120112	$0.112379
0034002	French Guiana	120113	$0.112379
0034002	Gabon	120115	$0.152666
0034002	Gambia	120116	$0.150803
0034002	Georgia	120117	$1.954243
0034002	Germany	120118	$0.074334
0034002	Ghana	120119	$1.954243
0034002	Greece	120121	$0.117847
0034002	Grenada	120123	$0.149212
0034002	Guadeloupe	120124	$1.800351
0034002	Guatemala	120127	$0.206977
0034002	Guyana	120130	$0.324808
0034002	Haiti	120131	$0.105640
0034002	Honduras	120132	$0.113212
0034002	Hong Kong, Special Administrative District	120133	$0.121920
0034002	Hungary	120134	$0.116938
0034002	Iceland	120135	$0.211733
0034002	India	120136	$0.189393
0034002	Indonesia	120137	$0.158178
0034002	Iraq	120139	$1.954243

Dedicated Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034002	Ireland	120140	$0.094719
0034002	Israel	120141	$0.106957
0034002	Italy	120142	$0.092917
0034002	Jamaica	120144	$0.118741
0034002	Japan (includes Okinawa)	120145	$0.118741
0034002	Jordan	120146	$0.147593
0034002	Kazakhstan	120147	$0.162738
0034002	Kenya	120148	$0.151090
0034002	Kuwait	120152	$0.153030
0034002	Latvia	120155	$0.205569
0034002	Lebanon	120156	$0.151818
0034002	Liberia	120158	$1.800351
0034002	Liechtenstein	120160	$0.137824
0034002	Lithuania	120161	$0.200496
0034002	Luxembourg	120162	$0.061188
0034002	Macau, Special Administrative District	120163	$0.140217
0034002	Malaysia	120167	$0.106957
0034002	Malta	120170	$0.139944
0034002	Martinique	120310	$0.112379
0034002	Mexico	180020	$0.042605
0034002	Monaco	120179	$0.079301
0034002	Montserrat	120181	$1.800351
0034002	Morocco	120182	$0.196664
0034002	Namibia	120184	$1.800351
0034002	Netherlands	120187	$0.067988
0034002	Netherlands Antilles	120188	$0.206977
0034002	Nevis	120032	$0.126434
0034002	New Zealand	120190	$0.106048
0034002	Nicaragua	120191	$0.164676
0034002	Norway (includes Svalbard)	120196	$0.114212
0034002	Pakistan	120198	$1.954243
0034002	Panama	120200	$0.092917
0034002	Paraguay	120202	$0.150652
0034002	Peru	120203	$0.292412
0034002	Philippines	120204	$0.104246
0034002	Poland	120206	$0.174112
0034002	Portugal (includes Madeira)	120207	$0.092917
0034002	Qatar	120208	$0.528772

Dedicated Toll Free Transport Prices			
Part #	**Orig Juris**	**ID**	**Price**
0034002	Romania	120210	$0.137475
0034002	Russia	120211	$0.124965
0034002	San Marino	120219	$0.132976
0034002	Saudi Arabia	120221	$0.148864
0034002	Singapore	120226	$0.111500
0034002	Slovakia	120227	$0.116938
0034002	Slovenia	120228	$0.072350
0034002	South Africa	120231	$0.134613
0034002	South Korea	120151	$0.085662
0034002	Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	120232	$0.092917
0034002	Sri Lanka	120233	$0.158043
0034002	St. Kitts	120214	$0.126434
0034002	St. Lucia	120215	$0.160329
0034002	St. Pierre And Miquelon	120216	$1.800351
0034002	St. Vincent And The Grenadines	120217	$0.127298
0034002	Sweden	120237	$0.106957
0034002	Switzerland	120238	$0.077954
0034002	Syria	120239	$0.183895
0034002	Taiwan	120240	$0.114212
0034002	Thailand	120243	$0.124632
0034002	Trinidad And Tobago	120246	$0.116938
0034002	Turkey	120248	$0.165434
0034002	Turks And Caicos Islands	120250	$0.128721
0034002	Uganda	120252	$1.954243
0034002	Ukraine	120253	$0.215216
0034002	United Arab Emirates	120254	$0.138989
0034002	United Kingdom	120255	$0.050313
0034002	Uruguay	120256	$0.199420
0034002	Uzbekistan	120257	$1.954243
0034002	Vatican City	120312	$0.095583
0034002	Venezuela	120259	$0.133704
0034002	Vietnam	120260	$0.220139
0034002	Yemen	120265	$1.954243
0034002	Zambia	120267	$1.954243
0034002	Afghanistan	120038	$0.078339
0034002	Albania	120039	$0.185475
0034002	Andorra	120042	$0.137279

Dedicated Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034002	Angola	120043	$0.233971
0034002	Benin	120061	$0.180253
0034002	Bosnia - Herzegovina	120065	$0.169808
0034002	British Indian Ocean Territories	120313	$0.259635
0034002	Cambodia	120074	$0.322754
0034002	Cape Verde Islands	120077	$0.218154
0034002	Chatham Island	120302	$0.178612
0034002	Diego Garcia	120095	$0.259635
0034002	Domestic: Alaska	120036	$0.001416
0034002	Domestic: American Samoa***	179627	$0.001416
0034002	Domestic: Commonwealth of Northern Marianas Islands (CNMI) ***	120270	$0.001416
0034002	Domestic: Guam***	120269	$0.001416
0034002	Domestic: Hawaii	120037	$0.001416
0034002	Domestic: Puerto Rico	120316	$0.001416
0034002	Domestic: US Virgin Islands (USVI)	120317	$0.001416
0034002	East Timor	120305	$0.173388
0034002	Eritrea	120104	$0.178761
0034002	Ethiopia	120106	$0.187714
0034002	Gibraltar	120120	$0.166376
0034002	Guantanamo Bay	120126	$0.125490
0034002	Kosovo	120306	$0.163988
0034002	Macedonia	120164	$0.164735
0034002	Malawi	120166	$0.183088
0034002	Mauritius	120173	$0.187714
0034002	Mongolia	120180	$0.524941
0034002	Montenegro	120320	$0.163242
0034002	Nepal	120186	$0.182790
0034002	Nigeria	120193	$0.158468
0034002	Oman	120197	$0.051348
0034002	Palestinian Authority	120307	$0.176821
0034002	Papua New Guinea	120201	$0.223525
0034002	Pitcairn Island	120205	$0.178612
0034002	Reunion Island	120209	$0.187714
0034002	Senegal	120222	$1.954243
0034002	Serbia	120223	$0.163988
0034002	Seychelles Islands	120224	$0.331409
0034002	Sierra Leone	120225	$0.218303
0034002	Solomon Islands	120229	$0.236507

Dedicated Toll Free Transport Prices			
Part #	Orig Juris	ID	Price
0034002	South Sudan	120272	$0.158020
0034002	Sudan	120234	$0.158766
0034002	Suriname	120235	$0.184729
0034002	Tunisia	120247	$0.159811
0034002	Western Sahara	120263	$0.246207
0034002	Zimbabwe	120268	$0.179955

IP Toll Free Transport Prices			
Part #	Orig Juris	Orig Juris ID	Price
0034600	Domestic: CONUS	120033	$0.001416
0034600	Domestic: CONUS	120037	$0.001416
0034600	Domestic: CONUS	120316	$0.001416
0034600	Domestic: CONUS	120269	$0.001416
0034600	Domestic: CONUS	120317	$0.001416
0034600	Domestic: CONUS	179627	$0.001416
0034600	Domestic: CONUS	120270	$0.001416
0034600	Domestic: CONUS	120036	$0.001416
0034600	Domestic: CONUS	120171	$0.001416
0034600	Domestic: CONUS	120176	$0.001416
0034600	Domestic: CONUS	120177	$0.001416
0034600	Domestic: CONUS	120199	$0.001416
0034600	Domestic: CONUS	120261	$0.001416

Toll Free - Features Pricing	
Part #	Price
0039001	$45,663.42
0039002	$605.82
0039003	$0.08
0039005	$0.00
0039006	$0.00
0039008	$1,514.54
0039009	$22.72
0039010	$268.59
0039011	$268.59
0039012	$1,893.18
0039013	$37.87
0039014	$0.09
0039015	$0.00

Toll Free - Features Pricing	
Part #	Price
0039016	$268.59
0039017	$268.59
0039018	$1,893.18
0039019	$37.87
0039020	$0.12
0039021	$0.00
0039022	$0.09
0039023	$227.19
0039024	$9.09
0039025	$0.01
0039026	$0.01
0039027	$0.00
0039031	$210.35
0039033	$1.06
0039036	$268.59
0039037	$268.59
0039038	$1,893.18
0039039	$37.87
0039040	$0.004070
0039041	$0.00
0039043	$302.91
0039045	$0.004070
0039048	$0.00
0039049	$0.00
0039050	$0.004477
0039052	$3,029.08
0039053	$0.00
0039054	$416.50
0039055	$227.19
0039058	$0.00
0039061	$590.68
0039068	$45.44
0039069	$22.72
0039071	$454.69
0039073	$0.004477
0039075	$0.57
0039076	$0.72
0039083	$0.00

Toll Free - Features Pricing	
Part #	Price
0039084	$0.00
0039086	$163.57
0039088	$163.57
0039091	$210.35
0039092	$210.35
0039901	$0.00
0039902	$45.44
0039903	$0.00
0039904	$45.44
0039905	$0.00
0039906	$45.44
0039907	$0.00
0039908	$45.44
0039909	$0.00
0039910	$45.44
0039911	$0.00
0039912	$45.44
0039913	$0.00
0039914	$45.44
0039915	$0.00
0039916	$45.44
0039918	$0.004070
0034051	$0.84
0039028	$223.82
0039029	$223.82
0039030	$223.82
0039042	$223.82
0039044	$223.82
0039047	$223.82
0039070	$223.82
0039072	$223.82
0039087	$223.82
0039089	$223.82
0039090	$223.82

8.5.3 Audio Conferencing Services (SIN 54151ECOM)

ACS - Usage Pricing	
Part #	**Price**
0260101	$0.022979
0260110	$0.015536
0260111	$0.167271
0260108	$0.044765
0260109	$0.018652

ACS - Attendant - Assisted Pricing	
Part #	**Price**
0260301	$0.761001

ACS - Feature Pricing	
Part #	**Price**
0269001	$0.00
0269004	$395.30
0269006	$33.82
0269008	$11.35
0269009	$11.35
0269011	$1,211.63

8.5.4 Contact Center Services (SIN 54151ECOM)

Contact Center - Service Pricing	
Part #	**Price**
0430340	$223.82
0430006	$1,196.37
0430106	$137.24
0430011	$22.38
0430111	$177.57
0430028	$223.82
0430128	$434.56
0430609	$223.82

Call Contact Center - Features Pricing	
Part #	**Price**
0439501	$223.82

Call Contact Center - Features Pricing	
Part #	Price
0439601	$16.50
0439701	$70.36
0439502	$223.82
0439602	$274.46
0439702	$72.51
0439503	$223.82
0439603	$223.82
0439504	$223.82
0439604	$401.31
0439505	$223.82
0439605	$164.68
0439705	$5,692.33
0439506	$223.82
0439606	$5,819.42
0439706	$5,259.68
0439507	$223.82
0439607	$15,667.67
0439508	$223.82
0439608	$0.00
0439509	$223.82
0439609	$0.14
0439510	$686.15
0439610	$2.51
0439611	$2.51
0439612	$2.51
0439613	$2.51
0439511	$223.82
0439911	$177.57
0439711	$2,688.56
0439512	$223.82
0439912	$274.46
0439712	$5,692.33
0439513	$223.82
0439813	$11,365.77
0439913	$0.50
0439713	$5,692.33
0439514	$223.82
0439614	$0.45

Call Contact Center - Features Pricing	
Part #	Price
0439714	$14,921.59
0439515	$223.82
0439615	$50.62
0439715	$45.51

8.5.5 Virtual Contact Center Services (SIN 54151ECOM)

Virtual Contact Center - Service Pricing	
Part #	Price
0430034	$7,460.79
0430035	$223.82
0430134	$22.38
0430234	$11,564.23
0430334	$7,460.79
0430036	$177.57
0430037	$190.25
0430038	$91.32
0430039	$22.83

Virtual Contact Center - Features Pricing	
Part #	Price
0439311	$5,819.42
0439312	$15,667.67
0439301	$0.14
0439321	$10,072.07
0439401	$5,968.64
0439402	$177.57
0439403	$348.80
0439404	$526.37
0439405	$697.58
0439406	$868.82
0439302	$4,849.52
0439303	$16.50
0439304	$9,699.03
0439434	$9,699.03

8.5.6 Access Arrangements (SIN 54151ECOM)

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
HRLNCAAN	HRLNCAAA	HRLNCAXF	@ BUILDING P-51 CORNER2ND & E ST	HERLONG	CA	760312	760112	PRI	$116.79	$507.46
ARTNVA93	ARTNVA93	ARTNVAAR	0 PENTAGON BLDG	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
CMPDCA32	CMPDCA32	CMPDCA01	0 VANDEGRIFT BLVD	CAMP PENDLETON	CA	760312	760112	PRI	$116.79	$214.72
CHLKCABI	CHLKCANA	CHLKCAXF	1 ADMINISTRATION CIR	CHINA LAKE	CA	760312	760112	PRI	$116.79	$140.81
ARTOVAJR	ARTOVAJR	ARTNVACK	1 AIR FORCE MEMORIAL DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.64
SCOTNYAF	SCOTNYAF	EGLVNYGL	1 AIR NATIONAL GUARD RD @ BLDG27	SCOTIA	NY	760311	760111	T-1	$116.79	$282.35
ANABMDCD	ANABMDCD	STLDMDSL	1 ANDREWS AIR FORCE BASE	ANDREWS AFB	MD	760312	760112	PRI	$116.79	$111.90
BMTNWAHN	BMTNWAH N	BMTNWA01	1 BOONE RD	BREMERTON	WA	760312	760112	PRI	$116.79	$174.81
TBD	SVNNOK01	MCLSOKMA	1 C TREE RD #16	MCALESTER	OK	760312	760112	PRI	$116.79	$463.22
RNABTX12	RNABTX12	SNANTXUC	1 F ST	RANDOLPH A F B	TX	760312	760112	PRI	$116.79	$180.97
FTSNMNAB	FTSNMNAB	MPLSMNFS	1 FEDERAL DR	FORT SNELLING	MN	760312	760112	PRI	$116.79	$134.39
FTSNMNAB	FTSNMNAB	MPLSMNFS	1 FEDERAL DR	FORT SNELLING	MN	760311	760111	T-1	$116.79	$89.62
WLMHDEFM	WLMHDEF M	MSTNDEMA	1 FIRST REGIMENT RD	WILMINGTON	DE	760312	760112	PRI	$116.79	$106.77
ANVLPA10	ANVLPA10	JNTWPAXJ	1 FT INDIANTOWN GAP @ BLDG17-15	ANNVILLE	PA	760312	760112	PRI	$116.79	$152.08
MEVLNYAA	MEVLNYAA	FRDLNYFM	1 HUNTINGTON QUADRANGLE	MELVILLE	NY	760312	760112	PRI	$116.79	$128.63
HNHNSC11	HNHNSC11	CHTNSCNO	1 INNOVATION DR	HANAHAN	SC	760312	760112	PRI	$116.79	$116.77
TRIPHIAC	TRIPHIAC	MLUAHICO	1 JARRETT WHITE RD	TRIPLER	HI	760312	760112	PRI	$116.79	$90.18
HNLNHIDC	HNLNHIDC	MLUAHICO	1 JARRETT WHITE RD @ BLDG102	HONOLULU	HI	760312	760112	PRI	$116.79	$90.18

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
NWBRNYMY	NWBRNYMY	NWWNNYNW	1 MAGUIRE WAY	NEWBURGH	NY	760311	760111	T-1	$116.79	$94.64
PHNAAZOO	PHNAAZOO	PHNXAZMA	1 N1ST ST	PHOENIX	AZ	760312	760112	PRI	$116.79	$119.69
PHNEAZZG	PHNEAZZG	PHNXAZMA	1 N CENTRAL AVE	PHOENIX	AZ	760312	760112	PRI	$116.79	$119.69
CLMASCFW	CLMASCFW	CLMASCSN	1 NATIONAL GUARD RD @ (TAG BLDG)	COLUMBIA	SC	760312	760112	PRI	$116.79	$116.77
PNCYFLGZ	PNCYFLGZ	PCBHFLNT	1 NAVAL COASTAL SYSTEM CTR @ BLDG-484	PANAMA CITY	FL	760312	760112	PRI	$116.79	$223.65
PCBHFLHL	PCBHFLHL	PCBHFLNT	1 NAVAL STATION CTR	PANAMA CITY BEACH	FL	760312	760112	PRI	$116.79	$223.65
CLSSCOKO	CLSSCOKO	CLSPCOSM	1 NORAD RD	COLORADO SPRINGS	CO	760312	760112	PRI	$116.79	$145.27
PTMOVAOV	PTMOVAOV	PTMOVAHS	1 NORFOLK NAVAL SHIPYARD	PORTSMOUTH	VA	760312	760112	PRI	$116.79	$126.20
GNTFPA10	GNTFPA10	CHBGPAXC	1 OVERCASH AVE	GREENE	PA	760311	760111	T-1	$116.79	$54.84
CLSSCOST	CLSSCOST	CLSPCOEA	1 PETERSON AFB	COLORADO SPRINGS	CO	760312	760112	PRI	$116.79	$134.65
RDFRVA35	RDFRVA35	RDFRVARA	1 RAAP @ RADFORT ARMY AMMUNITION PLANT	RADFORD	VA	760312	760112	PRI	$116.79	$170.20
NWPTRI34	NWPTRI34	NWPTRIBU	1 RIGGS RD	NEWPORT	RI	760312	760112	PRI	$116.79	$163.96
CLSSCUST	CLSSCUST	CLSPCOEA	1 S PETERSON BLVD	COLORADO SPRINGS	CO	760312	760112	PRI	$116.79	$134.65
PTMOVASP	PTMOVASP	CHSKVADC	1 SAINT JULIENS CRK	PORTSMOUTH	VA	760312	760112	PRI	$116.79	$131.24
PTMOVAPH	PTMOVAPH	CHSKVADC	1 ST JULIENS RD @ (BLDG166)	PORTSMOUTH	VA	760312	760112	PRI	$116.79	$131.24
ANDVMAAO	ANDVMAAO	LWRNMACA	1 TECH DR	ANDOVER	MA	760312	760112	PRI	$116.79	$121.91
TOOLUT17	TOOLUT17	TOOLUTMA	1 TOOELE ARMY DEPOT @ BLDG10	TOOELE	UT	760311	760111	T-1	$116.79	$176.06
HMTNORBR	HMTNORBR	HMTNOR56	1 UMATILLA ARMY DEPOT @ BLDG 57	HERMISTON	OR	760312	760112	PRI	$116.79	$769.20

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
LSTRPAAC	LSTRPAAC	RDPKPARP	10 INDUSTRIAL HWY @ BLDG G	LESTER	PA	760312	760112	PRI	$116.79	$135.27
CRHLNJDV	CRHLNJDV	HDFDNJHD	10 MELROSE AVE	CHERRY HILL	NJ	760312	760112	PRI	$116.79	$102.98
ARTNVAHU	ARTNVAHU	ARTNVAAR	100 BOUNDARY CHANNEL DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
SNJNPR67	SNJNPR67	RPDRPRCO	100 CALLE GEN ESTEVES	SAN JUAN	PR	760312	760112	PRI	$116.79	$286.52
EDSNNJFH	EDSNNJFH	EDSNNJED	100 DEY PL	EDISON	NJ	760312	760112	PRI	$116.79	$101.02
TXRKTXJS	TXRKTXJS	TXRKTXXA	100 MAIN @BLGD S04 DR	TEXARKANA	TX	760312	760112	PRI	$116.79	$124.39
MCABWAAL	MCABWAAL	TACMWAJU	100 MAIN ST	MCCHORD AFB	WA	760311	760111	T-1	$116.79	$114.77
FCABWA02	FCABWA02	SPKNWACH	100 N FOULOIS AVE	FAIRCHILD AFB	WA	760312	760112	PRI	$116.79	$205.13
FCABWA02	FCABWA02	SPKNWACH	100 N FOULOIS AVE	FAIRCHILD AFB	WA	760311	760111	T-1	$116.79	$160.36
EGRNCTAR	EGRNCTAR	GRNBCT00	100 NICHOLSON RD @ BLDG1	EAST GRANBY	CT	760311	760111	T-1	$116.79	$180.93
BLTMMDCD	BLTMMDCD	BLTMMDCH	100 S CHARLES ST	BALTIMORE	MD	760312	760112	PRI	$116.79	$114.23
PTLJORYS	PTLJORYS	PTLDOR69	100 SW MAIN ST	PORTLAND	OR	760312	760112	PRI	$116.79	$94.43
SVNHGAGN	SVNHGAGN	SVNHGABS	100 W OGLETHORPE AVE	SAVANNAH	GA	760311	760111	T-1	$116.79	$72.00
PTHNCAAY	PTHNCAAY	OXNRCAXF	100023RD AVE	PORT HUENEME	CA	760312	760112	PRI	$116.79	$118.64
PTHNCAAY	PTHNCAAY	OXNRCAXF	100023RD AVE	PORT HUENEME	CA	760311	760111	T-1	$116.79	$73.87
MRTVGAOD	MRTVGAOD	MRTTGAMA	1000 HALSEY AVE SE @ BLDG447	MARIETTA	GA	760312	760112	PRI	$116.79	$159.45
PITBPAFB	PITBPAFB	PITBPADT	1000 LIBERTY AVE	PITTSBURGH	PA	760312	760112	PRI	$116.79	$114.75
BSMRALAS	BSMRALAS	BSMRALMA	10014TH AVE SW	BESSEMER	AL	760312	760112	PRI	$116.79	$197.71
CLMAMDBW	CLMAMDBW	CLMAMDCB	10025 GOVERNOR WARFIELD PKWY	COLUMBIA	MD	760312	760112	PRI	$116.79	$114.75
PNBLARAH	PNBLARAH	PNBLARCH	10040 KABRICH CIR	PINE BLUFF	AR	760312	760112	PRI	$116.79	$205.15
PNBLARAH	PNBLARAH	PNBLARCH	10040 KABRICH CIR	PINE BLUFF	AR	760311	760111	T-1	$116.79	$160.38
WLCMMDAA	WLCMMDAA	LPLTMDLA	10050 BLOSSOM POINT RD	WELCOME	MD	760312	760112	PRI	$116.79	$142.34

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
TACOWA03	TACOWA03	TACMWAJU	10141ST DIVISION WAY	TACOMA	WA	760312	760112	PRI	$116.79	$159.54
TRABCAAY	TRABCAAY	SUISCA11	101 BODIN CIR	TRAVIS AFB	CA	760311	760111	T-1	$116.79	$162.01
BNGRMEKD	BNGRMEKD	BNGRMEPA	101 MARAN ST @ BLDG 514	BANGOR	ME	760312	760112	PRI	$116.79	$184.54
BSTNMAZA	BSTNMAZA	BSTNMABO	101 MERRIMAC ST	BOSTON	MA	760311	760111	T-1	$116.79	$73.56
INHDMD03	INHDMD03	INHDMDIN	101 STRAUSS AVE @ BLDG 698	INDIAN HEAD	MD	760312	760112	PRI	$116.79	$132.24
PNCYFLRW	UPGLFL01	PCBHFLNT	101 VERNON AVE	PANAMA CITY	FL	760312	760112	PRI	$116.79	$223.65
MAFBALAP	MAFBALAP	MTGMALMT	101 W KIRKPATRICK AVE	MAXWELL AIR FORCE BASE	AL	760312	760112	PRI	$116.79	$120.45
MTGNALDO	MTGNALDO	MTGMALMT	101 W KIRKPATRICK AVE @ BUILDING 942	MONTGOMERY	AL	760312	760112	PRI	$116.79	$120.45
BCVLOHAE	BCVLOHAE	BCVLOH52	10100 BRECKSVILLE RD	BRECKSVILLE	OH	760312	760112	PRI	$116.79	$149.65
FTBLVABJ	FTBLVABJ	ALXNVAMV	10105 GRIDLEY RD @ BLDG314	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
SNANTX09	SNANTX09	SNANTXDI	10127 MOROCCO ST	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$149.57
WASNDCND	WASNDCND	WASHDCLC	101410TH ST SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$199.29
FTBRNCBQ	FTBRNCBQ	FYVLNCXD	1017 CANOPY LN	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
FTLWWA26	FTLWWA26	TACMWAFL	1017 PENDLETON AVE	FORT LEWIS	WA	760312	760112	PRI	$116.79	$182.10
PNPKFLMU	PNPKFLMU	FHSDFLXA	1020049TH ST N	PINELLAS PARK	FL	760312	760112	PRI	$116.79	$241.23
CLMCSCJF	CLMCSCJF	CLMASCCH	1021 PINNACLE POINT DR	COLUMBIA	SC	760312	760112	PRI	$116.79	$184.04
FTBLVACH	FTBLVACH	ALXNVAMV	10215 FAIRFAX DR	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
MEDIPAAK	MEDIPAAK	MEDIPAME	1023 E BALTIMORE PIKE	MEDIA	PA	760312	760112	PRI	$116.79	$137.29
ARTNVAAR	ARTNVAAR	ARTNVAAR	1025 N IRVING ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
WPABOHDG	WPABOHDG	DYTNOH25	10262 DAVIS-MONTHAN RD @ WPAFB	WRIGHT-PATTERSON AFB	OH	760312	760112	PRI	$116.79	$135.09

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
WASMDCLQ	WASMDCLQ	WASHDCSW	1033RD AVE SW	WASHINGTON	DC	760312	760112	PRI	$116.79	$122.60
CHTNSCAC	CHTNSCAC	CHTNSCLB	103 S GRAVES AVE @ BLDG129	CHARLESTON	SC	760312	760112	PRI	$116.79	$161.28
YUMAAZTC	YMCSAZAF	YUMAAZSE	1030 HART ST	YUMA	AZ	760312	760112	PRI	$116.79	$649.66
YUMAAZTC	YMCSAZAF	YUMAAZSE	1030 HART ST	YUMA	AZ	760311	760111	T-1	$116.79	$604.90
TBD	TLLHTNBX	TLLHTNMA	10321 WATTENDORF MEMORIAL HWY	ARNOLD AFB	TN	760312	760112	PRI	$116.79	$297.93
TLLHTNBX	TLLHTNBX	TLLHTNMA	10321 WATTENDORF MEMORIAL HWY	TULLAHOMA	TN	760312	760112	PRI	$116.79	$297.93
TBD	MDSNALIF	MDSNALNM	1038 RESEARCH BLVD	MADISON	AL	760312	760112	PRI	$116.79	$193.17
FTDGUTAC	FTDGUTAC	SLKCUTEA	104 SOLDIERS CIR	FORT DOUGLAS	UT	760312	760112	PRI	$116.79	$113.57
EGLNFL02	EGLNFL02	VLPRFLXA	104 W CHOCTAWHATCHE	EGLIN AFB	FL	760312	760112	PRI	$116.79	$245.34
LRTNVAFQ	LRTNVAFQ	LRTNVAXA	10400 FURNACE RD	LORTON	VA	760312	760112	PRI	$116.79	$238.70
ANCRAKWD	ANCRAKWD	ELMNAKXA	10488 NECRASON AVE	ANCHORAGE	AK	760311	760111	T-1	$1,257.68	$963.36
PRISSCAM	PRISSCAM	BUFTSCXA	1050 BOULEVARD DE FRANCE	PARRIS ISLAND	SC	760312	760112	PRI	$116.79	$136.61
FTWHMD09	FTWSMDAA	FTWSMDCP	10530 RIVERVIEW RD	FORT WASHINGTON	MD	760312	760112	PRI	$116.79	$265.25
FRBNAK82	FRBNAK82	FTWRAKXA	1060 APPLE ST	FAIRBANKS	AK	760312	760112	PRI	$1,257.68	$457.93
FTDRNYAA	FTDRNYAA	BLRVNYBC	10690 ENDURING FREEDOM DR	FORT DRUM	NY	760312	760112	PRI	$116.79	$209.38
FTDRNYDM	FTDRNYDM	BLRVNYBC	10690 S MEMORIAL DR	FORT DRUM	NY	760312	760112	PRI	$116.79	$209.38
CNASFL05	CNASFL05	CCBHFLAF	10781 SAMUEL E PHILLIPS PKWY	CANAVERAL AIR STATION	FL	760312	760112	PRI	$116.79	$241.04
SBTNVTGL	SBTNVTGL	BURLVTMA	108 NCO DR	SOUTH BURLINGTON	VT	760312	760112	PRI	$116.79	$100.46

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
BGTNMOCO	BGTNMOCO	STLSMO23	10800 LAMBERT INTERNATIONAL BLVD & BLDG131 LAMBERT FIELD	BRIDGETON	MO	760312	760112	PRI	$116.79	$141.05
BGTNMOCO	BGTNMOCO	STLSMO23	10800 LAMBERT INTERNATIONAL BLVD & BLDG131 LAMBERT FIELD	BRIDGETON	MO	760311	760111	T-1	$116.79	$96.28
CYPRCADN	CYPRCADN	ANHMCA11	10801 WALKER ST	CYPRESS	CA	760312	760112	PRI	$116.79	$144.80
CVTNLASA	CVTNLASA	MDVILAMA	109 NEW CAMELLIA BLVD	COVINGTON	LA	760312	760112	PRI	$116.79	$432.51
DWTTNYCN	DWTTNYCN	SYRCNYDD	1099 E MOLLOY RD	DE WITT	NY	760311	760111	T-1	$116.79	$56.87
LNCLMAAI	LNCLMAAI	LXTNMAWA	11 BARKSDALE ST @ HANSCOM AFB/BLDG1614C	LINCOLN	MA	760312	760112	PRI	$116.79	$121.37
BSTRMADF	BSTRMADF	BSTNMAFR	11 CHANNEL ST	BOSTON	MA	760311	760111	T-1	$116.79	$74.46
TBYHPA09	TBYHPA09	TBYHPATO	11 HAP ARNOLD BLVD	TOBYHANNA	PA	760312	760112	PRI	$116.79	$145.36
HRVRMACG	HRVRMACG	AYERMAPL	11 SARATOGA BLVD	HARVARD	MA	760312	760112	PRI	$116.79	$143.44
FRFTKYNT	FRFTKYNT	FRFTKYMA	110 MINUTEMAN PKWY @ NEW EOC BLDG	FRANKFORT	KY	760312	760112	PRI	$116.79	$116.77
PTHNCAUP	PTHNCAUP	OXNRCAXF	110023RD AVE	PORT HUENEME	CA	760312	760112	PRI	$116.79	$118.64
ELGNILCG	ELGNILCG	ELGNILEL	1100 BOWES RD	ELGIN	IL	760311	760111	T-1	$116.79	$153.19
RMLSMI69	RMLSMI69	RMLSMIMN	11000 MIDDLEBELT RD @ (BLDG 931)	ROMULUS	MI	760311	760111	T-1	$116.79	$143.68
LSVMKYMC	LSVMKYMC	LSVLKYBE	1101 GRADE LANE @ BLDG400 RM134	LOUISVILLE	KY	760312	760112	PRI	$116.79	$126.11
YRTWVA13	YRTWVA13	NWNWVAJF	111 CYBERNETICS WAY	YORKTOWN	VA	760312	760112	PRI	$116.79	$134.27
ARTNVABY	ARTNVABY	ARTNVACK	111 S GEORGE MASON DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.64
HCHSHIAD	HCHSHIAD	PLOAHICO	1110 SCOTT CIR @ (BUILDING255)	HICKAM HOUSING	HI	760312	760112	PRI	$116.79	$90.18

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
HCHSHIAD	HCHSHIAD	PLOAHICO	1110 SCOTT CIR @ (BUILDING255)	HICKAM HOUSING	HI	760311	760111	T-1	$116.79	$45.42
INDPMOFS	INDPMOFS	KSCYMO22	11101 E USHWY24	INDEPENDENCE	MO	760311	760111	T-1	$116.79	$74.93
LSLMCABC	LSLMCABC	SLBHCAXF	11200 LEXINGTON DR	LOS ALAMITOS	CA	760312	760112	PRI	$116.79	$105.32
FRFXVADO	FRFXVADO	FRFXVAFF	11212 WAPLES MILL RD	FAIRFAX	VA	760312	760112	PRI	$116.79	$110.91
PSCGMSBD	PSCGMSBD	PSCGMSMA	1126 JACKSON AVE	PASCAGOULA	MS	760312	760112	PRI	$116.79	$293.37
PRLHHI35	PRLHHI35	PLOAHICO	1130 BOLE LOOP	PEARL HARBOR	HI	760312	760112	PRI	$116.79	$90.18
HRNDVAHE	HRNDVAHE	HRNDVAHE	1130 ELDEN ST	HERNDON	VA	760312	760112	PRI	$116.79	$115.93
MTABCAAR	MTABCAAR	SCRMCA12	11375 DOUGLAS RD	MATHER AIR FORCE ASE	CA	760311	760111	T-1	$116.79	$111.14
KGPRPAFA	KGPRPAFA	KGPRPAKP	11501ST AVE	KING OF PRUSSIA	PA	760312	760112	PRI	$116.79	$110.22
EATNNJ09	EATNNJ09	EATNNJEA	1150 AVENUE OF MEMORIES	EATONTOWN	NJ	760312	760112	PRI	$116.79	$106.93
LIMAOHAB	LIMAOHAB	LIMAOHXA	1155 BUCKEYE RD	LIMA	OH	760312	760112	PRI	$116.79	$110.53
SFFLVAAK	SFFLVAAK	CHSKVACD	116 LAKE VIEW PKWY	SUFFOLK	VA	760312	760112	PRI	$116.79	$131.24
BTVLMDBV	BTVLMDBV	BTVLMDBV	11600 MONTGOMERY RD	BELTSVILLE	MD	760312	760112	PRI	$116.79	$133.25
HSTZTXQQ	HSTZTXQQ	HSTNTXWL	11700 OLD GALVESTON RD @ BLDG1377	HOUSTON	TX	760311	760111	T-1	$116.79	$75.51
NWPTRIIW	NWPTRIIW	NWPTRIBU	1176 HOWELL ST @ (BLDG111)	NEWPORT	RI	760312	760112	PRI	$116.79	$163.96
SNDHCAJI	SNDHCAJI	RBRNCA11	11770 BERNARDO PLAZA CT	SAN DIEGO	CA	760312	760112	PRI	$116.79	$160.75
SNDHCAJI	SNDHCAJI	RBRNCA11	11770 BERNARDO PLAZA CT	SAN DIEGO	CA	760311	760111	T-1	$116.79	$115.98
HMPNVAQA	LNABVAAC	HMPNVADC	118 HAMMOND AVE	HAMPTON	VA	760312	760112	PRI	$116.79	$129.22
LNABVAAJ	LNABVAAC	HMPNVADC	118 HAMMOND AVE & USE LNABVAAC	LANGLEY AIR FORCE BASE	VA	760312	760112	PRI	$116.79	$129.22
SLSPMDGJ	SLSPMDGJ	SLSPMDCV	11800 TECH RD	SILVER SPRING	MD	760312	760112	PRI	$116.79	$239.47

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
LSVLTN20	LSVLTN20	MAVLTNMA	1182 W CUMBERLAND DR	LOUISVILLE	TN	760311	760111	T-1	$116.79	$158.36
HRNDVA87	DSVLVADV	HRNDVAST	11820 LEESBURG PIKE	HERNDON	VA	760312	760112	PRI	$116.79	$133.25
GLBONCPD	GLBONCPD	GLBONCAD	1195 JABARRAH AVE @ (F)	GOLDSBORO	NC	760312	760112	PRI	$116.79	$577.55
BURLMAFV	BURLMAFV	BURLMABE	12 NEW ENGLAND EXECUTIVE PARK	BURLINGTON	MA	760312	760112	PRI	$116.79	$128.63
KKHAHI06	KKHAHI06	KKHAHICO	1200 TARTAR DR	KEKAHA	HI	760312	760112	PRI	$116.79	$489.55
HSTXTXOP	HSTXTXOP	HSTNTXWL	12000 AEROSPACE AVE	HOUSTON	TX	760311	760111	T-1	$116.79	$75.51
BLTPMDUQ	BLTPMDUQ	BLTMMDCH	1201 HALSEY PL	BALTIMORE	MD	760312	760112	PRI	$116.79	$114.23
SXFLSDCP	SXFLSDCP	SXFLSDCO	1201 W ALGONQUIN ST @ (BLDG 64)	SIOUX FALLS	SD	760312	760112	PRI	$116.79	$91.97
SNDACAST	SNDACAST	SNDGCA01	1220 PACIFIC HWY	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
PTLDOREA	PTLDOREA	PTLDOR69	1220 SW3RD AVE	PORTLAND	OR	760312	760112	PRI	$116.79	$94.43
STLSMOQK	STLSMOQK	STLSMO01	1222 SPRUCE ST	ST LOUIS	MO	760312	760112	PRI	$116.79	$106.35
PTABFLAO	PTABFLAO	CCBHFLMA	1225 PERSHING PL	PATRICK AFB	FL	760312	760112	PRI	$116.79	$179.50
ARTNVA02	ARTNVA02	ARTNVACY	1225 S CLARK ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
WPBHFLJL	WPBHFLJL	WPBHFLHH	1227 MARINE DR	WEST PALM BEACH	FL	760312	760112	PRI	$116.79	$155.65
WHSNNM07	WHSNNM07	LSCRNMTS	123 CROZIER ST	WHITE SANDS	NM	760312	760112	PRI	$116.79	$137.29
RSTNVA09	RSTNVA09	RSTNVAFM	12300 SUNRISE VALLEY DR	RESTON	VA	760312	760112	PRI	$116.79	$99.77
ARTNVA06	ARTNVA06	ARTNVACY	1235 S CLARK ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
ORLDFLDY	ORLDFLDY	ORLDFLAP	12350 RESEARCH PKWY	ORLANDO	FL	760312	760112	PRI	$116.79	$164.66
CLEVOHJP	CLEVOHJP	CLEVOH62	1240 E 9TH ST	CLEVELAND	OH	760312	760112	PRI	$116.79	$93.99
CLEVOHJP	CLEVOHJP	CLEVOH62	1240 E 9TH ST	CLEVELAND	OH	760311	760111	T-1	$116.79	$49.23
LSCRNMPP	LNABVAAC	HMPNVADC	12400 NASA RD @ (BLDG10)	LAS CRUCES	NM	760311	760111	T-1	$116.79	$84.45
SPFDOH56	SPFDOH56	SPFDOH32	1245 W BLEE RD	SPRINGFIELD	OH	760311	760111	T-1	$116.79	$58.40

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
CRPLPA04	CRPLPA04	CRPLPACO	1265 SERGEANTS WAY @ BUILDING405 PITTSBURGH INTL AIRPORT	CORAOPOLIS	PA	760311	760111	T-1	$116.79	$90.51
DRPRUTAA	DRPRUTAA	DRPRUTMA	12953 S MINUTEMAN DR	DRAPER	UT	760312	760112	PRI	$116.79	$209.67
FTHDTXCZ	FTHDTXCZ	FTHDTXXA	13 52ND ST	FORT HOOD	TX	760312	760112	PRI	$116.79	$156.09
EHRTCTGS	EHRTCTGS	EHRTCT01	130 DARLIN ST	EAST HARTFORD	CT	760312	760112	PRI	$116.79	$155.62
PNSCFLDQ	PNSCFLDQ	PNSCFLWA	130 WEST AVE	PENSACOLA	FL	760312	760112	PRI	$116.79	$161.28
PNSCFLDQ	PNSCFLDQ	PNSCFLWA	130 WEST AVE	PENSACOLA	FL	760311	760111	T-1	$116.79	$116.51
KYWSFLDX	KYWSFLDX	KYWSFLMA	1300 DOUGLAS CIR @ HOSPITAL	KEY WEST	FL	760311	760111	T-1	$116.79	$704.15
FTLEVABR	FTLEVABR	PTBGVAPB	1300 E AVE @ BLDG11200	FORT LEE	VA	760312	760112	PRI	$116.79	$148.40
OKLDCALB	OKLDCALB	OKLDCA03	1301 CLAY ST	OAKLAND	CA	760312	760112	PRI	$116.79	$105.88
OKLDCALB	OKLDCALB	OKLDCA03	1301 CLAY ST	OAKLAND	CA	760311	760111	T-1	$116.79	$61.13
HRHMPAMQ	HRHMPAMQ	HTBOPAHB	1301 EASTON RD @ BLDG310	HORSHAM	PA	760312	760112	PRI	$116.79	$109.67
SPFDILBN	SPFDILBN	SPFDILES	1301 N MACARTHUR BLVD	SPRINGFIELD	IL	760312	760112	PRI	$116.79	$99.64
BLCSVA14	BLCSVA14	BLCSVAXA	1307 FT PICKETT	BLACKSTONE	VA	760312	760112	PRI	$116.79	$370.34
SANGTXIU	SANGTXIU	SANGTXXG	131 FLIGHTLINE AVE	SAN ANGELO	TX	760312	760112	PRI	$116.79	$239.85
SANGTXIU	SANGTXIU	SANGTXXG	131 FLIGHTLINE AVE	SAN ANGELO	TX	760311	760111	T-1	$116.79	$195.08
TBD	CHSMVAFN	HCKRVAXA	1317 BALLAHACK RD, SUITE100 ROOM D22	CHESAPEAKE	VA	760311	760111	T-1	$116.79	$213.28
WASMDCMF	WASKDCCQ	WASHDCSE	1322 PATTERSON AVE SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$118.53
WASHDCSE	WASHDCSE	WASHDCSE	1325 GOOD HOPE RD SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$118.53
EOVRSCAB	EOVRSCAB	CLMASCSH	1325 S CAROLINA RD	EASTOVER	SC	760311	760111	T-1	$116.79	$130.16
WASMDCPH	WASMDCPH	WASHDCSW	1333 ISAAC HULL AVE SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$122.60

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
SLSPMDBD	SLSPMDBD	SLSPMDSS	1335 E WEST HWY	SILVER SPRING	MD	760312	760112	PRI	$116.79	$106.64
CLSRCOYG	CLSRCOYG	CLSPCOEA	135 DOVER ST @ BLDG350	COLORADO SPRINGS	CO	760312	760112	PRI	$116.79	$134.65
IPLSINNP	IPLSINNP	IPLSIN01	135 N PENNSYLVANIA ST	INDIANAPOLIS	IN	760312	760112	PRI	$116.79	$97.79
GRTNCTIC	GRTNCTIC	GRTNCT00	135 US SUBMARINE BASE BLDG 77	GROTON	CT	760312	760112	PRI	$116.79	$149.32
BUMUTXVP	BUMUTXVP	BUMTTXTE	1350 LEONARD ST	BEAUMONT	TX	760312	760112	PRI	$116.79	$108.96
DBABGAAJ	DBABGAAJ	MRTTGAMA	1356 ATLANTIC AVE	DOBBINS AIR FORCE BASE	GA	760312	760112	PRI	$116.79	$159.45
RSTWMDCK	RSTWMDCK	RSTWMDRS	13616 DESERT STORM LN	REISTERSTOWN	MD	760312	760112	PRI	$116.79	$137.29
FTWWTX74	FTWYTXQW	FTWOTXEU	13800 FAA BLVD	FORT WORTH	TX	760311	760111	T-1	$116.79	$98.34
SLMNMD04	SLMNMD04	SLMNMDSL	13855 SOLOMONS ISLAND RD S	SOLOMONS	MD	760312	760112	PRI	$116.79	$597.80
NWNWVADG	NWNWVADG	NWNWVAYK	1387 JACKSON AVE	NEWPORT NEWS	VA	760312	760112	PRI	$116.79	$139.31
CBFBMS02	CBFBMS02	CAFBMSMA	139 F ST	COLUMBUS AFB	MS	760312	760112	PRI	$116.79	$762.59
LKABAZ01	LKABAZ01	LTPKAZMA	13960 W EAGLE ST	LUKE AFB	AZ	760312	760112	PRI	$116.79	$181.26
CPNNCAAC	CPNNCAAC	CMPDCA01	1398 VANDEGRIFT BLVD	CAMP PENDLETON NORTH	CA	760312	760112	PRI	$116.79	$214.72
NCLDPADA	NCLDPAAD	NCLDPANC	14 DEDICATION DR @ (BLDG14)	NEW CUMBERLAND	PA	760312	760112	PRI	$116.79	$128.20
FARGNDEJ	FARGNDEJ	FARGNDBC	140028TH AVE N	FARGO	ND	760312	760112	PRI	$116.79	$92.00
ARTOVAAJ	ARTOVAAJ	ARTNVACK	1400 SOUTHGATE RD	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.64
GRCYGATE	GRCYGATE	SVNHGAGC	1401 ROBERT B MILLER JR DR & BLDG1905	GARDEN CITY	GA	760312	760112	PRI	$116.79	$170.38
ARTNVAJP	ARTNVAJP	ARTNVACY	1401 S CLARK ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
ARTNVACO	ARTNVACO	ARTNVAAR	1401 WILSON BLVD	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
GLPTMS45	GLPTMS45	GLPTMSTS	14094 CUSTOMS BLVD	GULFPORT	MS	760312	760112	PRI	$116.79	$116.77
JCSNMSYW	JCSNMSYW	JCSNMSPC	141 MILITARY DR @ BLDG102	JACKSON	MS	760311	760111	T-1	$116.79	$99.01
FRMNMAUN	FRMNMAUN	FRMNMAUN	141 UNION AVE	FRAMINGHAM	MA	760312	760112	PRI	$116.79	$123.26
BWLGVAAW	BWLGVAAW	PTRYVAXA	14116 BURKE RD	BOWLING GREEN	VA	760312	760112	PRI	$116.79	$433.71
GLDMAZSN	GLDMAZSN	LTPKAZMA	14160 W MARAUDER ST	GLENDALE	AZ	760312	760112	PRI	$116.79	$181.26
ADSNTXAW	ADSNTXAW	DLLSTXAD	14285 MIDWAY RD	ADDISON	TX	760312	760112	PRI	$116.79	$118.45
JCVNFLTJ	JCVNFLTJ	JCVLFLIA	14300 FANG DR	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$143.86
JCSNMSAV	JCSNMSAV	JCSNMSPC	144 MILITARY DR	JACKSON	MS	760312	760112	PRI	$116.79	$143.78
JCVLFLFT	JCVLFLFT	JCVLFLIA	14400 WHIRLWIND AVE	JACKSONVILLE	FL	760311	760111	T-1	$116.79	$99.09
FTCRCOBQ	FTCRCOBQ	CLSPCOSM	1450 SPECKER AVE	FORT CARSON	CO	760312	760112	PRI	$116.79	$145.27
BTCKMIFS	BTCKMIFS	BTCKMIBC	146 SABER AVE @ BLDG 6900	BATTLE CREEK	MI	760312	760112	PRI	$116.79	$167.88
CHNTVAVQ	SLLYVA28	CNVIVACT	14675 LEE RD	CHANTILLY	VA	760312	760112	PRI	$116.79	$130.23
BRDLLAAF	BRDLLAAF	SHPTLABS	147 BARKSDALE BLVD E	BARKSDALE AFB	LA	760312	760112	PRI	$116.79	$156.71
FTLEFLAY	FTLEFLAY	FTLDFLCY	1475 W CYPRESS CREEK RD	FORT LAUDERDALE	FL	760312	760112	PRI	$116.79	$165.82
IMBHCA24	IMBHCA24	IMBHCA11	149813TH ST	IMPERIAL BEACH	CA	760311	760111	T-1	$116.79	$159.24
EDWRCABA	EDWRCABA	EDWRCA01	15 E YEAGER BLVD & BLDG 830A	EDWARDS	CA	760312	760112	PRI	$116.79	$360.60
ABRDMDAB	ABRDMDAB	ABRDMDAB	15 S LAW ST	ABERDEEN	MD	760311	760111	T-1	$116.79	$85.46
BRSWCA46	BRSWCA46	BRSWCAXH	15 USMC DPT NEBO SPLY	BARSTOW	CA	760312	760112	PRI	$116.79	$130.38
EDAFCA15	EDAFCA15	EDWRCA01	15 YEAGER BLVD	EDWARDS AFB	CA	760312	760112	PRI	$116.79	$360.60
RBABGAAT	RBABGAAT	WRRBGAMA	1502ND ST	ROBINS AFB	GA	760312	760112	PRI	$116.79	$211.39
WRRBGA43	WRRBGA43	WRRBGAMA	150 RICHARD RAY BLVD	WARNER ROBINS	GA	760312	760112	PRI	$116.79	$211.39

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
WHBHNYAM	WHBHNYAM	WHBHNYWB	150 RIVERHEAD RD	WESTHAMPTON BEACH	NY	760311	760111	T-1	$116.79	$140.40
ARTNVA91	ARTNVA91	ARTNVAAR	1501 WILSON BLVD	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
STTLWA05	STTLWA05	STTLWA05	15033RD AVE W	SEATTLE	WA	760311	760111	T-1	$116.79	$85.63
AHVLNCPA	AHVLNCPA	AHVLNCOH	151 PATTON AVE	ASHEVILLE	NC	760312	760112	PRI	$116.79	$116.77
MRTUGASN	MRTUGASN	MRTTGAMA	1519 REFUELING RD	MARIETTA	GA	760312	760112	PRI	$116.79	$159.45
HNVIALBE	HNVIALBE	HNVIALUN	1525 PERIMETER PKWY NW	HUNTSVILLE	AL	760312	760112	PRI	$116.79	$165.82
KSCYMO4O	KSCZMOKH	KSCYMO40	15303 ANDREWS RD	KANSAS CITY	MO	760312	760112	PRI	$116.79	$189.14
KSCZMOKH	KSCZMOKH	KSCYMO40	15303 ANDREWS RD	KANSAS CITY	MO	760312	760112	PRI	$116.79	$189.14
STTMWAQU	STTMWAQU	STTLWA06	1531 UTAH AVE S	SEATTLE	WA	760312	760112	PRI	$116.79	$94.05
ANABMDAL	ANABMDAL	STLDMDSL	1539 D ST	ANDREWS AFB	MD	760312	760112	PRI	$116.79	$111.90
PLSBWAXX	PLSBWAXX	PLSBWAXX	1545 SHERMAN HILL RD NW	POULSBO	WA	760312	760112	PRI	$116.79	$304.68
ARTNVA05	ARTNVA05	ARTNVACY	1550 CRYSTAL DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
MCLNVAPD	MCLNVAPD	MCLNVALV	1550 TYSONS MCLEAN DR	MCLEAN	VA	760312	760112	PRI	$116.79	$116.26
OANGMA02	OANGMA02	MSHPMAGN	156 REILLY ST	OTIS AIR NATIONAL GUARD BASE	MA	760311	760111	T-1	$116.79	$335.40
NRFLVADD	NRFLVADD	NRFLVABS	1562 MITSCHER AVE & BLDG NH-6W	NORFOLK	VA	760312	760112	PRI	$116.79	$121.16
SPRTWI08	LFYTWI02	SPRTWIXA	1564 S11TH AVE	SPARTA	WI	760312	760112	PRI	$116.79	$302.34
FTMCWIAI	FTMCWIAI	SPRTWIXA	1565 S11TH AVE	FORT MCCOY	WI	760312	760112	PRI	$116.79	$302.34
TBD	BUFTSCAK	HLHDSCXC	159 PARRIS ISLAND	PARRIS ISLAND	SC	760312	760112	PRI	$116.79	$250.43
ALXNVA70	ALXNVA70	ALXNVABA	1600 N BEAUREGARD ST	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$130.16
FTKNKY27	FTKNKY27	RSTRKYES	1600 SPEARHEAD DIVISION AVE	FORT KNOX	KY	760312	760112	PRI	$116.79	$252.36

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
RNTNWAAW	RNTNWAAW	RNTNWA01	1601 LIND AVE SW	RENTON	WA	760312	760112	PRI	$116.79	$157.75
COCYFL13	COCYFL13	NDADFLBR	16120 NW13TH AVE	CAROL CITY	FL	760311	760111	T-1	$116.79	$72.00
NRFLVAWC	NRFLVAWC	NRFLVAWC	1624 W LITTLE CREEK RD	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
NRFLVAWC	NRFLVAWC	NRFLVAWC	1624 W LITTLE CREEK RD	NORFOLK	VA	760311	760111	T-1	$116.79	$96.50
TBD	VRBHVARC	VRBHVARC	1630 PLEASURE HOUSE RD	VIRGINIA BCH	VA	760312	760112	PRI	$116.79	$133.25
VRBHVARC	VRBHVARC	VRBHVARC	1630 PLEASURE HOUSE RD	VIRGINIA BEACH	VA	760311	760111	T-1	$116.79	$88.48
RLGLNCJA	RLGLNCJA	RLGHNCMO	1636 GOLD STAR DR	RALEIGH	NC	760311	760111	T-1	$116.79	$121.06
LWTNOKET	LWTOOKAG	LWTNOKTB	1645 RANDOLPH RD	LAWTON	OK	760312	760112	PRI	$116.79	$117.38
TULSOKIT	TULSOKIT	TULSOKNA	1645 S101ST EAST AVE	TULSA	OK	760312	760112	PRI	$116.79	$119.70
TCSQAZYW	TCSMAZHW	TCSNAZSO	1650 E PERIMETER WAY @ (BLDG1)	TUCSON	AZ	760311	760111	T-1	$116.79	$80.89
STLSMOWV	STLSMOWV	STLSMO21	1655 WOODSON RD	ST LOUIS	MO	760312	760112	PRI	$116.79	$112.63
FTBRNCFK	FTBRNCFK	FYVLNCXD	166 MALVESTI ST @3-1549	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
HSTNTXCC	HSTNTXCC	HSTNTXWE	16600 JOHN F KENNEDY BLVD	HOUSTON	TX	760311	760111	T-1	$116.79	$95.28
LAMRCADE	LAMRCADE	BNPKCA11	16700 VALLEY VIEW AVE	LA MIRADA	CA	760311	760111	T-1	$116.79	$100.03
FTDTMDER	FTDTMDER	FRDRMDFR	1671 NELSON ST	FORT DETRICK	MD	760312	760112	PRI	$116.79	$113.23
CHTOWVDA	CHTOWVDA	CHTNWVLE	1679 COONSKIN DR	CHARLESTON	WV	760311	760111	T-1	$116.79	$69.98
OKTRIL14	OKTRIL14	EMHRILET	17 BUTTERFIELD RD	OAKBROOK TERRACE	IL	760312	760112	PRI	$116.79	$287.48
ARTNVA18	ARTNVA18	ARTNVAAR	1700 N MOORE ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
MCLNVALV	MCLNVALV	MCLNVALV	1701 CHAIN BRIDGE RD	MCLEAN	VA	760312	760112	PRI	$116.79	$116.26
CLPKGABC	CLPKGABC	ATLNGAEP	1701 COLUMBIA AVE	COLLEGE PARK	GA	760312	760112	PRI	$116.79	$169.88

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
RCTPNJ92	RCTPNJ92	DOVRNJDO	173 BUFFINGTON RD	ROCKAWAY	NJ	760312	760112	PRI	$116.79	$104.30
MTGNALUZ	MTGNALUZ	MTGMALDA	1730 CONG W L DICKINSON DR	MONTGOMERY	AL	760312	760112	PRI	$116.79	$116.68
FTWYTX19	FTWYTX19	FTWOTXPE	1730 HULK DR	FORT WORTH	TX	760312	760112	PRI	$116.79	$141.72
DHLGVADX	DHLGVADX	DHLGVAXA	17320 DAHLGREN RD @ SUBSTATION	DAHLGREN	VA	760312	760112	PRI	$116.79	$277.12
CHTNWVHD	CHTNWVHD	CHTNWVLE	1740 COONSKIN DR	CHARLESTON	WV	760312	760112	PRI	$116.79	$114.75
WSFDMADS	WSFDMADS	WSFDMAWA	175 FALCON DR	WESTFIELD	MA	760311	760111	T-1	$116.79	$83.87
CTLRME01	CTLRME01	CTLRMEYA	175 RIDGE RD	CUTLER	ME	760311	760111	T-1	$116.79	$307.58
RENONVNG	RENONVNG	RENONV02	1776 NATIONAL GUARD WAY	RENO	NV	760311	760111	T-1	$116.79	$57.74
SNANTXKQ	SNANTXKQ	SNANTXTA	1777 NE LOOP410	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$137.80
ARTOVASM	ARTOVASM	ARTNVAAR	1801 N GEORGE MASON DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
AURTCOBV	AURTCOBV	AURRCOMA	18365 E BRECKENRIDGE AVE	AURORA	CO	760312	760112	PRI	$116.79	$137.87
IPLSIN40	IPLSIN40	IPLSIN08	1850 S SIGSBEE ST	INDIANAPOLIS	IN	760311	760111	T-1	$116.79	$90.37
AURSCO12	AURSCO12	AURRCOMA	18500 E 6TH AVE	AURORA	CO	760312	760112	PRI	$116.79	$137.87
ARTNVA54	ARTNVA54	ARTNVACY	1851 S BELL ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
HILHFLCV	HILHFLCV	NDADFLBR	18650 NW 62ND AVE	HIALEAH	FL	760312	760112	PRI	$116.79	$116.77
FTWYTXON	FTWYTXON	FTWOTXPE	1880 CARSWELL AVE	FORT WORTH	TX	760312	760112	PRI	$116.79	$141.72
BLTNCAAD	BLTNCAAD	RILTCA11	18850 ORANGE ST	BLOOMINGTON	CA	760312	760112	PRI	$116.79	$131.79
AURRCODP	AURRCODP	AURRCOMA	18865 E BRECKENRIDGE AVE & BLDG 850	AURORA	CO	760312	760112	PRI	$116.79	$137.87
CRSNCAIX	CRSNCAIX	CMTNCA01	18901 WILMINGTON AVE	CARSON	CA	760311	760111	T-1	$116.79	$61.31
CLPKGABE	CLPKGABE	RVDLGAMA	1895 PHOENIX BLVD	COLLEGE PARK	GA	760311	760111	T-1	$116.79	$159.64

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
MRTTGAPA	MRTTGAPA	SMYRGAPF	1899 POWERS FERRY RD SE	MARIETTA	GA	760312	760112	PRI	$116.79	$112.89
HLNAMTHV	HLNAMTHV	HLNAMTMA	1900 WILLIAMS ST	HELENA	MT	760312	760112	PRI	$116.79	$94.58
MILXWITH	MILXWITH	MILWWI42	1919 E GRANGE AVE @ (BLDG 512)	MILWAUKEE	WI	760311	760111	T-1	$116.79	$89.19
HSTXTX38	HSTXTX38	HSTNTXCL	1919 SMITH ST	HOUSTON	TX	760312	760112	PRI	$116.79	$118.22
AGSTME09	AGSTME09	AGSTMEST	194 WINTHROP ST	AUGUSTA	ME	760312	760112	PRI	$116.79	$200.27
MNFDOHCK	MNFDOHCK	MNFDOHXA	1947 HARRINGTON MEMORIAL RD @ BLDG100	MANSFIELD	OH	760312	760112	PRI	$116.79	$110.53
EDWRCAAN	EDWRCAA N	EDWRCA01	195 E POPSON AVE @ BLDG2750	EDWARDS	CA	760312	760112	PRI	$116.79	$360.60
FTWBFLGM	FTWBFLGM	FTWBFLXB	1984 LEWIS TURNER BLVD	FORT WALTON BEACH	FL	760312	760112	PRI	$116.79	$208.26
TWPBCAAD	TWPBCAAD	TWPLCAXG	198610TH ST	TWENTYNINE PALMS BASE	CA	760312	760112	PRI	$116.79	$125.60
NORCCA11	NORCCA11	CORNCA11	19994TH ST @ BUILDING 513	NORCO	CA	760312	760112	PRI	$116.79	$185.14
QNTCVAXA	QNTCVAXA	QNTCVAXA	1999 HILL AVE	QUANTICO	VA	760312	760112	PRI	$116.79	$253.07
LXTNMA28	LXTNMA28	LXTNMAWA	2 RANDOLPH RD & (BLDG1505)	LEXINGTON	MA	760312	760112	PRI	$116.79	$121.37
STPLMNIS	STPLMNIS	STPLMNMK	2012TH ST W	ST PAUL	MN	760312	760112	PRI	$116.79	$173.68
TBD	KYWSFLQY	KYWSFLMA	20 TRUMAN ANNEX, BLDG1279	NAS KEY WEST TRUMAN ANEX	FL	760311	760111	T-1	$116.79	$704.15
ARTNVAAV	ARTNVAAV	ARTNVACY	20012TH ST S	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
FTLWMOFL	FTLWMOFL	FTLWMOXA	200 FREEDOM DR @ BLDG404	FORT LEONARD WOOD	MO	760311	760111	T-1	$116.79	$616.38
NRFLVABD	NRFLVABD	NRFLVABS	200 GRANBY ST	NORFOLK	VA	760312	760112	PRI	$116.79	$121.16
MRDNMSHY	MRDNMSH Y	MNASMSMA	200 ROSENBAUM AVE	MERIDIAN	MS	760312	760112	PRI	$116.79	$571.25
NYCTNYJU	NYCTNYJU	NYCQNYBA	200 TOTTEN AVE	QUEENS	NY	760312	760112	PRI	$116.79	$123.26
TBD	BTCLMIDJ	BTCKMIBC	2000 VLUG STREET	AUGUSTA	MI	760312	760112	PRI	$116.79	$167.88

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
EVRTWAKJ	EVRUWAOF	EVRTWAXF	2000 W MARINE VIEW DR	EVERETT	WA	760312	760112	PRI	$116.79	$149.67
WASHDCRY	WASHDCRY	WASHDCLC	2001 E CAPITOL ST SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$199.29
WASHDCRY	WASHDCRY	WASHDCLC	2001 E CAPITOL ST SE	WASHINGTON	DC	760311	760111	T-1	$116.79	$154.53
DYTNOHFQ	DYTNOHFQ	DYTNOH25	20015 B ST @ BLDG15	DAYTON	OH	760311	760111	T-1	$116.79	$90.33
IPLPINAM	IPLPINAM	IPLSIN08	2002 S HOLT RD @ BLDG1	INDIANAPOLIS	IN	760312	760112	PRI	$116.79	$135.13
KNBYGA06	KNBYGA06	STMYGAXA	2005 USS CASIMIR PULASKI DR	KINGS BAY	GA	760312	760112	PRI	$116.79	$715.05
ARTNVABD	ARTNVABD	ARTNVACY	20112TH ST S	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
KLABTXSW	KLABTXSW	SNANTXWA	201 PAUL WAGNER DR @ BLDG1674	KELLY AIR FORCE BASE	TX	760312	760112	PRI	$116.79	$145.65
PNMGCABI	PNMGCABI	MUGUCAXF	201 POL RD	POINT MUGU NAWC	CA	760312	760112	PRI	$116.79	$119.51
CLNCNJ15	CLNCNJ15	FRHDNJFH	201 RT34	COLTS NECK	NJ	760312	760112	PRI	$116.79	$92.94
SCABILBF	SCABILBF	BLVLILPX	203 W WINTERS ST @ BLDG1980	SCOTT AIR FORCE BASE	IL	760312	760112	PRI	$116.79	$316.87
FTPSLAAF	FTPSLAAF	LEVLLAFP	204014TH ST	FORT POLK SOUTH	LA	760312	760112	PRI	$116.79	$507.49
KAFBNM01	KAFBNM01	ALBQNMCS	20449 E KIRTLAND AFB	KIRTLAND AFB	NM	760312	760112	PRI	$116.79	$91.62
KAFBNMAU	ALBQNMTG	ALBQNMEA	2051 WYOMING BLVD SE @ #20449	KIRTLAND AFB	NM	760312	760112	PRI	$116.79	$122.12
WASHDCMT	WASHDCMT	WASHDCMT	2055 L ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$110.56
FTHMNYAE	FTHMNYAE	NYCKNY77	206 SHERIDAN LOOP	FORT HAMILTON	NY	760312	760112	PRI	$116.79	$124.60
CLSQCO46	CLSQCO46	CLSPCOPV	2060 BRIARGATE PKWY	COLORADO SPRINGS	CO	760312	760112	PRI	$116.79	$107.84
EGLNFLAQ	EGLNFLAQ	VLPRFLXA	207 W D AVE @ BLDG349	EGLIN AFB	FL	760312	760112	PRI	$116.79	$245.34

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
RCMDKY80	RCMDKY80	RCMDKYMA	2091 KINGSTON HWY @ (BLDG219)	RICHMOND	KY	760312	760112	PRI	$116.79	$225.05
RCMDKY80	RCMDKY80	RCMDKYMA	2091 KINGSTON HWY @ (BLDG219)	RICHMOND	KY	760311	760111	T-1	$116.79	$180.28
MSABMTAG	MSABMTAG	GRFLMTMA	21 77TH ST N	MALMSTROM AFB	MT	760312	760112	PRI	$116.79	$399.09
KLFLORIH	KLFLORIH	KLFLOR54	210 GENTILE ST	KLAMATH FALLS	OR	760311	760111	T-1	$116.79	$313.89
WASHDCGZ	WASHDCGZ	WASHDCSW	21002ND ST SW	WASHINGTON	DC	760312	760112	PRI	$116.79	$122.60
SCABILBM	SCABILBM	BLVLILPX	2101 GOLF COURSE RD	SCOTT AFB	IL	760311	760111	T-1	$116.79	$272.10
OMAJNEEB	OMAJNEEB	OMAHNENW	2101 WOOLWORTH AVE	OMAHA	NE	760311	760111	T-1	$116.79	$46.21
WDHLCAAG	WDHLCAAG	CNPKCA01	21041 BURBANK BLVD	WOODLAND HILLS	CA	760312	760112	PRI	$116.79	$106.08
WDHLCAAG	WDHLCAAG	CNPKCA01	21041 BURBANK BLVD	WOODLAND HILLS	CA	760311	760111	T-1	$116.79	$61.31
MNOTNDAD	MNOTNDAD	MNABNDXA	211 SUMMIT DR @ BUILDING121	MINOT	ND	760312	760112	PRI	$116.79	$679.12
JNCYKSXC	JNCYKSXC	JNCYKSXB	213 CUSTER AVE	JUNCTION CITY	KS	760312	760112	PRI	$116.79	$283.76
JNCYKSXC	JNCYKSXC	JNCYKSXB	213 CUSTER AVE	JUNCTION CITY	KS	760311	760111	T-1	$116.79	$238.99
SRVSAZ65	SRVSAZ65	SRVSAZMA	2133 CUSHING ST	SIERRA VISTA	AZ	760312	760112	PRI	$116.79	$367.98
CPHLPASH	CPHLPASH	CPHLPACH	214 SENATE AVE	CAMP HILL	PA	760312	760112	PRI	$116.79	$113.05
LCABTXAU	LCABTXAU	SNANTXLA	2141 KELLY DR	LACKLAND AFB	TX	760312	760112	PRI	$116.79	$165.28
LCABTXBR	LCABTXAU	SNANTXLA	2141 KELLY DR @ BLDG1050	JBSA LACKLAND	TX	760312	760112	PRI	$116.79	$165.28
CMPDCACF	CMPDCACF	OCSDCA11	21448 B ST	CAMP PENDLETON	CA	760312	760112	PRI	$116.79	$113.52
BEALCABG	BEALCABG	BEALCA11	2145 N BEALE RD	BEALE AFB	CA	760312	760112	PRI	$116.79	$273.57
OKCYOK78	OKCYOK78	OKCYOKCE	215 DEAN A MCGEE AVE	OKLAHOMA CITY	OK	760312	760112	PRI	$116.79	$114.58
BEALCAAA	BEALCAAA	BEALCA11	2159 WARREN SHINGLE RD	BEALE AFB	CA	760311	760111	T-1	$116.79	$228.81

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
CHYNWY32	CHYNWY32	CHYNWYMA	217 DELL RANGE BLVD	CHEYENNE	WY	760311	760111	T-1	$116.79	$47.16
FTBRNC31	FTBRNC31	FYVLNCXD	2175 REILLY ST	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
FCABWA10	FCABWA10	SPKNWACH	220 W BONG ST	FAIRCHILD AIR FORCE BASE	WA	760312	760112	PRI	$116.79	$205.13
AUSETXFF	AUSETXFF	AUSTTXHO	2200 W35TH ST @ BLDG12	AUSTIN	TX	760312	760112	PRI	$116.79	$137.80
ARTNTXDB	ARTNTXDB	FTWOTXCR	2201 N COLLINS ST	ARLINGTON	TX	760312	760112	PRI	$116.79	$169.20
HRFDFL13	HRFDFL13	FTWBFLXC	222 LUKASIK AVE	HURLBURT FIELD	FL	760312	760112	PRI	$116.79	$294.23
MRBGWVDA	MRBGWVDA	MRBGWVBU	222 SABRE JET BLVD	MARTINSBURG	WV	760311	760111	T-1	$116.79	$86.48
GTLKILEE	GTLKILEE	NCHCILNC	2223 LUCE BLVD	GREAT LAKES	IL	760312	760112	PRI	$116.79	$233.87
FTSHTX01	SNAWTXNZ	SNANTXCA	2225 STANLEY RD	FORT SAM HOUSTON	TX	760312	760112	PRI	$116.79	$108.23
PTRVMDAJ	PTRVMDAJ	LXPKMDLX	22268 CEDAR POINT RD	PATUXENT RIVER	MD	760312	760112	PRI	$116.79	$176.64
PTRVMDAJ	PTRVMDAJ	LXPKMDLX	22268 CEDAR POINT RD	PATUXENT RIVER	MD	760311	760111	T-1	$116.79	$131.88
SMYRGAAT	SMYRGAAT	SMYRGAPF	2233 LK PARK DR SE	SMYRNA	GA	760312	760112	PRI	$116.79	$112.89
HRNDVARV	HRNDVARV	HRNDVAHE	2235 MONROE ST	HERNDON	VA	760312	760112	PRI	$116.79	$115.93
IRNJTXSD	IRNJTXSD	DLLSTXNO	2250 W JOHN CARPENTER FWY	IRVING	TX	760312	760112	PRI	$116.79	$141.72
PTHNCABO	PTHNCABO	OXNRCAXG	2251 PACIFIC RD @ BLDG225	PORT HUENEME	CA	760312	760112	PRI	$116.79	$118.64
DSPLILDV	DSPLILDV	DSPLILXL	2300 E DEVON AVE	DES PLAINES	IL	760311	760111	T-1	$116.79	$120.28
SCABILAJ	SCABILAJ	BLVLILPX	2300 EAST DR & BLDG3178	SCOTT AFB	IL	760312	760112	PRI	$116.79	$316.87
SMYRGA21	SMYRGALP	SMYRGAMA	2300 LK PARK DR SE	SMYRNA	GA	760312	760112	PRI	$116.79	$112.89
CMTNCABA	CMTNCABA	CMTNCA01	2300 S CENTRAL AVE	COMPTON	CA	760312	760112	PRI	$116.79	$106.08
STAGFLAX	STAGFLAX	STAGFLMA	2305 STRD207	ST AUGUSTINE	FL	760312	760112	PRI	$116.79	$116.77
TAMZFLIW	TAMZFLIW	BYSHFLXA	2308 FLORIDA KEYS AVE @ (BLDG261)	TAMPA	FL	760311	760111	T-1	$116.79	$84.99

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
KSCYMONP	KSCYMONP	KSCYMO02	2312 E BANNISTER RD	KANSASCITY	MO	760312	760112	PRI	$116.79	$146.81
KSCYMONP	KSCYMONP	KSCYMO02	2312 E BANNISTER RD	KANSAS CITY	MO	760311	760111	T-1	$116.79	$102.05
TBD	GSCKSCBR	CHTNSCDP	2316 RED BANK RD	GOOSE CREEK RD	SC	760311	760111	T-1	$116.79	$139.27
GSCKSCAO	GSCKSCAO	CHTNSCDP	2316 RED BANK RD @ BLDG31	GOOSE CREEK	SC	760312	760112	PRI	$116.79	$184.04
HSTXTXBI	HSTXTXBI	HSTNTXCL	2320 LA BRANCH ST	HOUSTON	TX	760312	760112	PRI	$116.79	$118.22
CLFRMDAP	CLFRMDAP	LXPKMDLX	23330 COTTONWOOD PKWY	CALIFORNIA	MD	760312	760112	PRI	$116.79	$176.64
ARTNVA36	ARTNVA36	ARTNVACY	2345 CRYSTAL DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
ELSGCAQG	ELSGCAQG	ELSGCA12	2350 E EL SEGUNDO BLVD @ (BLDG A2)	EL SEGUNDO	CA	760311	760111	T-1	$116.79	$61.31
FTMYVAFW	FTMYVAFW	ARTNVAAR	238 JACKSON AVE	FORT MYER	VA	760312	760112	PRI	$116.79	$116.92
NGFLNYWW	NGFLNYWW	SNBRNYXA	2395 KIRKBRIDGE DR @ BLDG317	NIAGARA FALLS	NY	760311	760111	T-1	$116.79	$296.34
NSVMTNIC	NSVMTNIC	NSVLTNAP	240 KNAPP BLVD	NASHVILLE	TN	760311	760111	T-1	$116.79	$102.71
CRCKTXPF	CRCKTXPF	CRCHTXFB	240 TARAWA ST @ (BLDG10)	CORPUS CHRISTI	TX	760312	760112	PRI	$116.79	$165.28
TBD	CRCKTXSA	CRCHTXFB	240 TARAWA ST, BLDG112	CORPUS CRISTI	TX	760312	760112	PRI	$116.79	$165.28
TBD	DSPLILAQ	DSPLILXL	2400 DEVON AVENUE	DES PLAINES	IL	760312	760112	PRI	$116.79	$165.05
DFIATXBL	DFIATXBL	DFIATXXA	2400 INTERNATIONAL PKWY	DALLAS FORT WORTH INT'L A	TX	760311	760111	T-1	$116.79	$74.20
SMYRGAFC	SMYRGAFC	SMYRGAMA	2400 LAKE PARK DR SE	SMYRNA	GA	760312	760112	PRI	$116.79	$112.89
MDSNWINX	MDSNWINX	MDSNWI12	2400 WRIGHT ST	MADISON	WI	760311	760111	T-1	$116.79	$83.55
ARTNVA39	ARTNVA39	ARTNVACY	24118TH ST S	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
BNVLILAP	BNVLILAP	BNVLILBN	2416 S FALCON BLVD @ BLDG 628	BARTONVILLE	IL	760311	760111	T-1	$116.79	$109.72
LNCLNEUY	LNCLNEUY	LNCLNEXL	2420 W BUTLER AVE	LINCOLN	NE	760312	760112	PRI	$116.79	$100.83
LNCMNECB	LNCMNECB	LNCLNEXL	2433 NW24TH ST	LINCOLN	NE	760312	760112	PRI	$116.79	$100.83

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
FTGRGABO	FTGRGACH	AGSTGAFL	245 O'CLUB DR	FORT GORDON	GA	760312	760112	PRI	$116.79	$174.92
LSAHCA43	LSAHCA43	LSANCA07	245 WORLD WAY	LOS ANGELES	CA	760312	760112	PRI	$116.79	$113.26
FTGRGA15	FTGRGACH	AGSTGAFL	2450 CLUB DR	FORT GORDON	GA	760312	760112	PRI	$116.79	$174.92
ARTNVA17	ARTNVA17	ARTNVACY	2450 CRYSTAL DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
CMPDCA31	CMPDCA31	CMPDCA01	2459 POWDER MAGAZINE RD	CAMP PENDLETON	CA	760312	760112	PRI	$116.79	$214.72
CMPDCAAB	CMPDCAAB	CMPDCA01	2459 VANDEGRIFT BLVD @ COMM BLDG	CAMP PENDLETON	CA	760312	760112	PRI	$116.79	$214.72
ENIDOK23	ENIDOK23	ENIDOKMA	246 BROWN PKWY	ENID	OK	760312	760112	PRI	$116.79	$117.38
CRCYNVJU	CRCYNVJU	CRCYNV01	2460 FAIRVIEW DR	CARSON CITY	NV	760312	760112	PRI	$116.79	$224.01
SLSQMD07	SLSQMD07	SLSPMDSS	2460 LINDEN LN @ BLDG161	SILVER SPRING	MD	760312	760112	PRI	$116.79	$106.64
SLSPMDJL	SLSPMDJL	SLSPMDSS	2461 LINDEN LN	SILVER SPRING	MD	760312	760112	PRI	$116.79	$106.64
SVNIGAJK	SVNIGAJK	SVNHGADE	248 LEONARD NEAL ST @ (BLDG 935)	SAVANNAH	GA	760312	760112	PRI	$116.79	$156.71
BSTNMAJK	BSTNMAJK	BSTNMABO	25 NEW SUDBURY ST	BOSTON	MA	760312	760112	PRI	$116.79	$118.33
NWCSDEYE	NWCSDEYE	NWCSDENC	250 AIRPORT RD	NEW CASTLE	DE	760312	760112	PRI	$116.79	$131.24
MCTPNJ13	MCTPNJ13	LKHRNJ01	2501 COHWY 547	MANCHESTER	NJ	760312	760112	PRI	$116.79	$110.87
LKHRNJ15	LKHRNJ15	LKHRNJ01	2501 COHWY 547 @ HANGAR #1	LAKEHURST	NJ	760312	760112	PRI	$116.79	$110.87
NRFLVABP	NRFLVABP	NRFLVASP	2510 WALMER AVE	NORFOLK	VA	760312	760112	PRI	$116.79	$129.95
ARTNVAAX	ARTNVAAX	ARTNVACY	2511 JEFFERSON DAVIS HWY	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
LNNHMIJG	LNNHMIJG	LNNGMINW	2511 N LOGAN ST	LANSING	MI	760312	760112	PRI	$116.79	$139.95
EGLNFLBO	EGLNFLBO	VLPRFLXA	252 W D AVE	EGLIN AFB	FL	760312	760112	PRI	$116.79	$245.34
ARTNVAAT	ARTNVAAT	ARTNVACY	2521 S CLARK ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
ARTNVAJF	ARTNVAJF	ARTNVACY	2530 CRYSTAL DR @ BLDG3	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
SNTLCASI	SNTLCASI	NHLLCA01	25350 MAGIC MOUNTAIN PKWY	SANTA CLARITA	CA	760312	760112	PRI	$116.79	$211.15

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
BRHMALKG	BRHMALKG	BRHMALOX	255 W OXMOOR RD	BIRMINGHAM	AL	760312	760112	PRI	$116.79	$170.38
HRNDVADU	HRNDVADU	HRNDVADU	2550 DULLES VIEW DR	HERNDON	VA	760311	760111	T-1	$116.79	$85.46
VRBJVATS	VRBJVATS	VRBHVARC	2555 AMPHIBIOUS DR	VIRGINIA BEACH	VA	760312	760112	PRI	$116.79	$133.25
SNDJCALY	SNDJCALY	SNDGCA14	2555 SPORTS ARENA BLVD	SAN DIEGO	CA	760312	760112	PRI	$116.79	$140.22
TRACCAJI	TRACCAJI	TRACCA11	25600 S CHRISMAN RD	TRACY	CA	760312	760112	PRI	$116.79	$183.42
EAFBAK11	EAFBAK11	ELSNAKXA	2561 WABASH AVE	EIELSON AFB	AK	760311	760111	T-1	$1,257.68	$404.21
PRLHHICI	PRLHHICI	PLOAHICO	258 MAKALAPA DR	PEARL HARBOR	HI	760312	760112	PRI	$116.79	$90.18
WXFRPAAT	WXFRPAAT	WXFRPAXW	2591 WEXFORD BAYNE RD	WEXFORD	PA	760312	760112	PRI	$116.79	$229.84
NSCRCA11	NSCRCA11	NSCRCA11	2594 RIO LINDA BLVD	NORTH SACRAMENTO	CA	760311	760111	T-1	$116.79	$64.87
ROMENYCU	ROMENYCU	ROMENYRM	26 ELECTRONICS PKWY	ROME	NY	760312	760112	PRI	$116.79	$135.37
VRBIVAYZ	VRBIVAYZ	VRBHVARC	2600 TARAWA CT	VIRGINIA BEACH	VA	760312	760112	PRI	$116.79	$133.25
FTWOTXYZ	FTWOTXYZ	FTWOTXTE	2601 MEACHAM BLVD	FORT WORTH	TX	760312	760112	PRI	$116.79	$133.87
NWCSDECB	NWCSDECB	NWCSDENC	2602 SPRUANCE DR @ AFB	NEW CASTLE	DE	760311	760111	T-1	$116.79	$86.48
GDFRNDBL	GDFRNDBL	GFABNDBC	264 STEEN AVE @ BLDG102	GRAND FORKS	ND	760312	760112	PRI	$116.79	$192.83
TBD	BRAROKPI	COWTOKXB	26401 EAST101ST STREET	BROKEN ARROW	OK	760311	760111	T-1	$116.79	$224.65
NWHNCTSC	NWHNCTSC	NWHNCT03	265 CHURCH ST	NEW HAVEN	CT	760312	760112	PRI	$116.79	$115.94
DNVRCOZK	DNVRCOZK	AURRCOMB	26705 E 68TH AVE	DENVER	CO	760312	760112	PRI	$116.79	$223.24
MSVJCAAL	MSVJCAAL	MSVJCAAT	26722 PLAZA	MISSION VIEJO	CA	760312	760112	PRI	$116.79	$152.62
MSVJCAAL	MSVJCAAL	MSVJCAAT	26722 PLAZA	MISSION VIEJO	CA	760311	760111	T-1	$116.79	$107.86
RIARILAD	RIARILAD	RCISILRI	2695 RODMAN AVE	ROCK ISLAND ARSENAL	IL	760312	760112	PRI	$116.79	$121.72
LMSTMEAD	LMSTMEAD	LMSTMEYA	27 ARKANSAS RD	LIMESTONE	ME	760312	760112	PRI	$116.79	$474.79

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
JCVRFL16	JCVRFL16	JCVLFLWC	27 ENTERPRISE AVE	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$134.98
NWORLAGD	NWORLAGD	NWORLAAR	2700 BELLE CHASSE HWY & BLDG151	NEW ORLEANS	LA	760311	760111	T-1	$116.79	$121.06
HSTKTXGK	HSTKTXGK	HSTNTXWE	2700 N TERMINAL RD	HOUSTON	TX	760311	760111	T-1	$116.79	$95.28
FTLEVABK	FTLEVABK	PTBGVAPB	2701 C AVE	FORT LEE	VA	760312	760112	PRI	$116.79	$148.40
BLTMMDGH	BLTMMDGH	ESSXMDEX	2701 EASTERN BLVD	BALTIMORE	MD	760311	760111	T-1	$116.79	$88.48
MNTPOHBI	MNTPOHBI	HLLDOH11	2707 S EBER RD	MONCLOVA	OH	760312	760112	PRI	$116.79	$169.05
RLGHNCQM	RLGHNCQM	RLGHNCMO	2725 WESTERN BLVD @ NMCRC BLDG	RALEIGH	NC	760312	760112	PRI	$116.79	$165.82
TBD	KGVLTXBC	KGVLTXKV	2740 MCCAIN ST	KINGSVILLE NAS	TX	760312	760112	PRI	$116.79	$259.46
ELWOSDAK	ELWOSDAK	WRWKSDCO	2742 SPAATZ DR	ELLSWORTH	SD	760312	760112	PRI	$116.79	$1,341.42
SALMORBR	SALMORBR	SALMOR58	2776 MILITIA WAY SE	SALEM	OR	760312	760112	PRI	$116.79	$268.54
PNSDFLZK	PNSDFLZK	PNSCFLWA	280 TAYLOR RD	PENSACOLA	FL	760312	760112	PRI	$116.79	$161.28
GRFLMTIS	GRFLMTIS	GRFLMTMA	2800 AIRPORT AVENUE B @ (BLDG 63)	GREAT FALLS	MT	760311	760111	T-1	$116.79	$354.34
HYVLMDLW	ADLPMD28	BTVLMDBV	2800 POWDER MILL RD	HYATTSVILLE	MD	760312	760112	PRI	$116.79	$133.25
TPKAKSFE	TPKAKSFE	TPKAKS37	2800 SW TOPEKA BLVD	TOPEKA	KS	760312	760112	PRI	$116.79	$151.46
PNPKFLOX	PNPKFLOX	GNDYFLXA	2801 GRAND AVE	PINELLAS PARK	FL	760312	760112	PRI	$116.79	$126.83
PSCGMSMA	PSCGMSMA	PSCGMSMA	2802 MARKET ST	PASCAGOULA	MS	760311	760111	T-1	$116.79	$248.60
RPCYSDBC	RPCYSDBC	RPCYSDCO	2823 W MAIN ST	RAPID CITY	SD	760312	760112	PRI	$116.79	$1,328.20
CLMBOHPO	CLMBOHPO	DBLNOH89	2825 W DUBLIN GRANVILLE RD	COLUMBUS	OH	760312	760112	PRI	$116.79	$178.75
TBD	PRISSCAM	BUFTSCXA	283 BOULEVARD DE FRANCE	BEAUFORT	SC	760312	760112	PRI	$116.79	$136.61
OKCYOKMU	OKCYOKMU	OKCYOKMU	2845 SW43RD ST	OKLAHOMA CITY	OK	760311	760111	T-1	$116.79	$69.82
FTKNKY26	FTKNKY26	RSTRKYES	289 IRELAND AVE	FORT KNOX	KY	760312	760112	PRI	$116.79	$252.36
FTIRCAAN	FTIRCAXJ	FTIRCAXF	29 BARSTOW RD	FORT IRWIN	CA	760312	760112	PRI	$116.79	$136.89

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
ANNPMDBU	ANNPMDBU	ANNPMDAN	290 BUCHANAN RD @ (WARD HALL)	ANNAPOLIS	MD	760312	760112	PRI	$116.79	$114.75
MCABNJAR	MCABNJAR	WRTWNJFD	2907 TUSKEGEE AIRMEN AVE	MC GUIRE AIR FORCE BASE	NJ	760312	760112	PRI	$116.79	$108.90
KYWSFLJT	KYWSFLTA	KYWSFLMA	291 COVINGTON AVE	KEY WEST	FL	760311	760111	T-1	$116.79	$704.15
KYWSFLFM	KYWSFLTA	KYWSFLMA	291 TRUMAN AVE @ (UNDETERMINED BLDG)	KEY WEST	FL	760312	760112	PRI	$116.79	$748.92
TLHSFLDW	TLHSFLDW	TLHSFLXC	2910 ROBERTS AVE @ CAPITAL CIRCLE HWAY	TALLAHASSEE	FL	760312	760112	PRI	$116.79	$125.09
BLNGMTSX	BLNGMTSX	BLNGMTWE	2917 GABEL RD	BILLINGS	MT	760312	760112	PRI	$116.79	$149.23
SXCYIAEW	SXCYIAEW	SXCYIADT	2920 HEADQUARTERS AVE	SIOUX CITY	IA	760311	760111	T-1	$116.79	$63.07
TBD	HSBSFL05	HMSTFLNA	29350 CORAL SEA BLVD	HOMESTEAD	FL	760312	760112	PRI	$116.79	$252.36
HSBSFL05	HSBSFL05	HMSTFLNA	29350 SW127TH AVE	HOMESTEAD BASE	FL	760311	760111	T-1	$116.79	$207.60
WPABOH11	WPABOH11	DYTNOH25	2950 Q ST	WRIGHT-PATTERSON AFB	OH	760312	760112	PRI	$116.79	$135.09
FRBNOHEE	FRBNOHEE	ZMMNOH42	2970 PRESIDENTIAL DR	FAIRBORN	OH	760312	760112	PRI	$116.79	$301.25
WLISVA05	WLISVA05	TMVLVATV	30 BATTLE GROUP WAY	WALLOPS ISLAND	VA	760312	760112	PRI	$116.79	$201.87
STTRWAVS	STTRWAVS	STTLWA06	300 5TH AVE	SEATTLE	WA	760312	760112	PRI	$116.79	$94.05
HNLLHIPK	HNLLHIPK	HNLLHIMN	300 ALA MOANA BLVD	HONOLULU	HI	760312	760112	PRI	$116.79	$80.09
SNANTX48	SNANTX48	SNANTXCA	300 CONVENT ST	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$108.23
CRANINAJ	CRANINAJ	CRANINXA	300 HWY361	CRANE	IN	760312	760112	PRI	$116.79	$383.58
HNLMHINI	HNLMHINI	PRLCHICO	300 LEXINGTON BLVD	HONOLULU	HI	760312	760112	PRI	$116.79	$100.27
DOVRDE38	DOVRDE38	DOVRDEDV	300 MAIN GATE WAY	DOVER	DE	760312	760112	PRI	$116.79	$102.67
MTRYCATJ	MTRYCATJ	MTRYCA01	300 PATTON AVE	MONTEREY	CA	760312	760112	PRI	$116.79	$178.81
CRPLPADC	CRPLPADC	CRPLPACO	300 TANKER RD	CORAOPOLIS	PA	760312	760112	PRI	$116.79	$135.27

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
TCSNAZGM	TCSNAZGM	TCSNAZMA	300 W CONGRESS ST	TUCSON	AZ	760312	760112	PRI	$116.79	$87.86
MMPNTNRI	MMPNTNRI	MMPHTNST	3001 HARBOR AVE	MEMPHIS	TN	760312	760112	PRI	$116.79	$138.46
TNKROK01	OKCIOK34	OKCYOKPE	3001 STAFF DR	TINKER	OK	760312	760112	PRI	$116.79	$153.04
ARTOVAUC	ARTOVADW	ARTNVAAR	3003 WASHINGTON BLVD	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
FTWYINKD	FTWYINKD	FTWYINXE	3005 FERGUSON RD	FORT WAYNE	IN	760312	760112	PRI	$116.79	$210.50
BLLVWAAL	BLLVWAAL	KRLDWAXX	3009112TH AVE NE	BELLEVUE	WA	760311	760111	T-1	$116.79	$108.22
YUMAAZMU	YUMAAZMU	WLTNAZMA	301 C ST	YUMA	AZ	760312	760112	PRI	$116.79	$753.96
NWNTNHLJ	NWNTNHLJ	PTMONHIS	302 NEWMARKET ST @ (BLDG145)	NEWINGTON	NH	760312	760112	PRI	$116.79	$177.50
SCABILAT	SCABILAT	BLVLILPX	302 W LOSEY @ BLDG P5	SCOTT AFB	IL	760312	760112	PRI	$116.79	$316.87
SNAATX41	SNAATX41	SNANTXCA	3027 PATCH RD @ BLDG 913	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$108.23
CYTPILAV	CYTPILAV	OFLNILMQ	303 FOUNTAINS PKWY	CASEYVILLE	IL	760312	760112	PRI	$116.79	$159.35
LWTNOKMS	LWTNOKMS	LWTNOKTB	3040 AUSTIN RD	LAWTON	OK	760312	760112	PRI	$116.79	$117.38
NSVOTNKS	NSVOTNKS	NSVLTNMT	3041 SIDCO DR	NASHVILLE	TN	760312	760112	PRI	$116.79	$94.95
HRFDFLAP	HRFDFLAP	FTWBFLXC	306 CODY AVE	HURLBURT FIELD	FL	760312	760112	PRI	$116.79	$294.23
CRCHTXKN	CRCHTXKN	CRCHTXFB	308 CRECY ST	CORPUS CHRISTI	TX	760312	760112	PRI	$116.79	$165.28
ALTSOKGJ	ALTSOKGJ	ALTSOKMA	308 N1ST ST @ (BLDG 52)	ALTUS	OK	760312	760112	PRI	$116.79	$365.29
ARTNVACA	ARTNVACA	ARTNVAAR	3100 CLARENDON BLVD	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
DESMIAPN	DESMIAPN	DESMIASO	3100 MCKINLEY	DES MOINES	IA	760311	760111	T-1	$116.79	$96.51
KTNGOHEB	KTNGOHEB	DYTNOH25	3100 RESEARCH BLVD	KETTERING	OH	760312	760112	PRI	$116.79	$135.09
ALXNVABR	ALXNVABR	ALXNVABR	3101 BURGUNDY RD	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$132.24
SPFDILCC	SPFDILCC	SPFDILES	3101 J DAVID JONES PKWY	SPRINGFIELD	IL	760311	760111	T-1	$116.79	$54.87
SPFDOR57	SPFDOR57	SPFDOR01	3106 PIERCE PKWY	SPRINGFIELD	OR	760312	760112	PRI	$116.79	$145.27

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
ABPGMD07	ABPGMDPS	ABRDMDAB	311 LONGS CORNER RD	ABERDEEN PROVING GROUND	MD	760312	760112	PRI	$116.79	$130.23
MDSNWIGK	MDSNWIGK	MDSNWI12	3110 MITCHELL BLDG 500	MADISON	WI	760311	760111	T-1	$116.79	$83.55
WCHUKSRX	WCHUKSRX	WCHTKSOL	3130 S GEORGE WASHINGTON BLVD	WICHITA	KS	760312	760112	PRI	$116.79	$115.34
WCHUKSRX	WCHUKSRX	WCHTKSOL	3130 S GEORGE WASHINGTON BLVD	WICHITA	KS	760311	760111	T-1	$116.79	$70.57
LNNGMIDT	LNNGMIDT	LNNGMIMN	315 W ALLEGAN ST	LANSING	MI	760312	760112	PRI	$116.79	$103.16
RCISIL24	RCISIL24	RCISILRI	3154 RODMAN AVE	ROCK ISLAND	IL	760312	760112	PRI	$116.79	$121.72
JHTWPAHV	JHTWPAAC	JHTWPAXJ	319 WASHINGTON ST	JOHNSTOWN	PA	760311	760111	T-1	$116.79	$118.18
RLGJNC72	RLGHNCEI	RLGHNCHO	3200 BEECHLEAF CT	RALEIGH	NC	760312	760112	PRI	$116.79	$116.77
PHNAAZQR	PHNAAZQR	PHNXAZEA	3200 E OLD TOWER RD @ BLDG10	PHOENIX	AZ	760311	760111	T-1	$116.79	$86.44
MARNCACI	MARNCACI	MARNCA11	3200 IMJIN RD	MARINA	CA	760312	760112	PRI	$116.79	$209.78
MARNCACI	MARNCACI	MARNCA11	3200 IMJIN RD	MARINA	CA	760311	760111	T-1	$116.79	$165.02
STLSMOGG	STLSMOGG	STLSMO08	3200 S2ND ST	ST LOUIS	MO	760312	760112	PRI	$116.79	$142.04
STLSMOGG	STLSMOGG	STLSMO08	3200 S2ND ST	ST LOUIS	MO	760311	760111	T-1	$116.79	$97.28
FRDRMDXE	FRDRMDXE	FRDRMDFR	321 BALLENGER CENTER DR	FREDERICK	MD	760312	760112	PRI	$116.79	$113.23
LVWOKSEK	LVWOKSEK	LVWOKSSH	321 KEARNY AVE	LEAVENWORTH	KS	760312	760112	PRI	$116.79	$241.86
NMDTPAAA	CRLSPAAG	CRLSPAXC	322 PRATT AVE @ CARLISLE BARRACKS	NORTH MIDDLETON	PA	760312	760112	PRI	$116.79	$99.61
GLPTMSCF	GLPUMSDG	GLPTMSTS	3243RD ST	GULFPORT	MS	760312	760112	PRI	$116.79	$116.77
SNDJCA22	SNDJCA22	SNDGCA14	32444 ECHO LN	SAN DIEGO	CA	760311	760111	T-1	$116.79	$95.46
ROMENYDV	ROMENYDV	ROMENYRM	325 BROOKS RD	ROME	NY	760312	760112	PRI	$116.79	$135.37
MTGMALLO	MTGMALLO	MTGMALDA	325 E MOORE DR @ BUILDING 859	MONTGOMERY	AL	760312	760112	PRI	$116.79	$116.68
RBABGA20	WRRBGA86	WRRBGAMA	325 E PEACH AVE	ROBINS AFB	GA	760312	760112	PRI	$116.79	$211.39
QNTCVACI	QNTCVACI	QNTCVAXA	3250 CATLIN AVE	QUANTICO	VA	760312	760112	PRI	$116.79	$253.07

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
OBRLOHEA	OBRLOHEA	OBRLOHXA	326 E LORAIN ST	OBERLIN	OH	760311	760111	T-1	$116.79	$181.30
SNDRCAVZ	SNDRCAVZ	SNDGCA03	32ND STREET NAVAL STA & BUILDING3108	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
SNDRCAVZ	SNDRCAVZ	SNDGCA03	32ND STREET NAVAL STA & BUILDING3108	SAN DIEGO	CA	760311	760111	T-1	$116.79	$68.77
STLSMO20	STLSMO20	STLSMO20	330 N FLORISSANT RD	ST LOUIS	MO	760312	760112	PRI	$116.79	$152.44
LTHMNYAM	LTHMNYAM	LTHMNYTS	330 OLD NISKAYUNA RD	LATHAM	NY	760312	760112	PRI	$116.79	$125.95
LDVRMD20	LDVRMD20	LDVRMDLO	3300 75TH AVE	LANDOVER	MD	760312	760112	PRI	$116.79	$133.25
SNDSCAOB	SNDSCAOB	CRNDCA11	3322 GUADALCANAL RD	SAN DIEGO	CA	760311	760111	T-1	$116.79	$97.92
TBD	SNVACAED	SNVACA01	333 W. EL CAMINO REAL, STE280	SUNNYVALE	CA	760312	760112	PRI	$116.79	$124.24
TBD	SNVACAED	SNVACA01	333 W. EL CAMINO REAL, STE280	SUNNYVALE	CA	760311	760111	T-1	$116.79	$79.48
FTBRNCBM	FTBRNCBM	FYVLNCXD	3338 SCOTT ST	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
HNLLHIEL	HNLLHIEL	MLUAHICO	3375 KOAPAKA ST @ AIP PHASE2	HONOLULU	HI	760312	760112	PRI	$116.79	$90.18
BYVWIDAD	BYVWIDAD	BYVWIDXX	33964 N MAIN ST	BAYVIEW	ID	760312	760112	PRI	$116.79	$326.28
RSVLMINR	RSVLMINR	RSVLMINR	34100 S GRATIOT AVE	ROSEVILLE	MI	760311	760111	T-1	$116.79	$148.52
LNNIMI48	LNNIMI48	LNNGMISO	3423 MARTIN LUTHER KING BLVD	LANSING	MI	760312	760112	PRI	$116.79	$139.95
MTRYCAAO	MTRYCAAO	MTRYCA01	343 STILLWELL AVE	MONTEREY	CA	760312	760112	PRI	$116.79	$178.81
CLBGWVEN	CLBGWVEN	CLBGWVMA	347 W MAIN ST	CLARKSBURG	WV	760312	760112	PRI	$116.79	$156.47
CLBGWVEN	CLBGWVEN	CLBGWVMA	347 W MAIN ST	CLARKSBURG	WV	760311	760111	T-1	$116.79	$111.71
SNDRCACZ	SNDRCACZ	SNDGCA01	34800 BOB WILSON DR	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
SNDRCACZ	SNDRCACZ	SNDGCA01	34800 BOB WILSON DR	SAN DIEGO	CA	760311	760111	T-1	$116.79	$68.77
TBD	SNDRCAVZ	SNDGCA03	3498 DAVID PORTER RD, BLDG LIFT STATI	NAS KEY WEST SIGSBEE PARK	FL	760311	760111	T-1	$116.79	$68.77
OKCYOKBK	OKCZOKGD	OKCYOKGA	3501 NE MILITARY CIR	OKLAHOMA CITY	OK	760312	760112	PRI	$116.79	$137.28

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
HMSTFLAF	HMSTFLAF	HMSTFLHM	354 S HOMESTEAD BLVD	HOMESTEAD	FL	760312	760112	PRI	$116.79	$270.61
SNACTXLG	SNACTXLG	SNANTXCA	3551 ROGER BROOKE DR	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$108.23
ORLFFLGI	ORLFFLGI	ORLDFLCL	3555 MAGUIRE BLVD	ORLANDO	FL	760312	760112	PRI	$116.79	$143.78
ALFDWA04	ALFDWA04	OKHRWAXX	3565 N LANGLEY BLVD	AULT FIELD	WA	760312	760112	PRI	$116.79	$235.95
HRFDFL01	HRFDFL01	FTWBFLXC	357 TULLY ST	HURLBURT FIELD	FL	760312	760112	PRI	$116.79	$294.23
SGHUMI21	SGHUMI21	WRRNMIMN	35803 MOUND RD	STERLING HEIGHTS	MI	760312	760112	PRI	$116.79	$186.33
HRFRCTBG	HRFRCTBG	HRFRCT03	360 BROAD ST	HARTFORD	CT	760312	760112	PRI	$116.79	$117.81
FTHDTXXB	FTHDTXXB	FTHDTXXA	36000 DARNALL LOOP	FORT HOOD	TX	760312	760112	PRI	$116.79	$156.09
JCVPFLEV	MYPTFLAF	JCBHFLMA	3604 MAYPORT RD	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$151.15
WLMHNCFE	WLMHNCFE	WLMGNCWI	3623 CAROLINA BEACH RD	WILMINGTON	NC	760312	760112	PRI	$116.79	$161.28
MAFBID13	MAFBID13	MTHOIDSO	365 GUNFIGHTER AVE	MOUNTAIN HOME AFB	ID	760312	760112	PRI	$116.79	$294.61
SPTUNJAA	SPTBNJ00	WRTWNJFD	3650 SAYLORS POND RD	SPRINGFIELD	NJ	760312	760112	PRI	$116.79	$108.90
SMNRWAFS	SMNRWAFS	SMNRWA01	3700150TH AVENUE CT E	SUMNER	WA	760312	760112	PRI	$116.79	$209.70
SNDGCA14	SNDGCA14	SNDGCA14	3704 TENNYSON ST	SAN DIEGO	CA	760311	760111	T-1	$116.79	$95.46
CHTNSCNO	CHTNSCNO	CHTNSCNO	3801 RIVERS AVE	CHARLESTON	SC	760311	760111	T-1	$116.79	$72.00
YRTWVA28	YRTWVA28	NWNWVAYK	381 MAIN RD	YORKTOWN	VA	760312	760112	PRI	$116.79	$139.31
YRTWVA36	YRTWVA36	NWNWVAJF	381 MAIN ST	YORKTOWN	VA	760312	760112	PRI	$116.79	$134.27
FRBNAK59	FRBNAK59	FRBNAKXA	3811 S UNIVERSITY AVE	FAIRBANKS	AK	760311	760111	T-1	$1,257.68	$304.56
SGHUMIOI	SGHUMIOI	WRRNMIMN	38219 MOUND RD	STERLING HEIGHTS	MI	760312	760112	PRI	$116.79	$186.33
FTSHTXBF	FTSHTXBF	SNANTXCA	3851 ROGER BROOKE DR @ BLDG3600	JBSA FORT SAM HOUSTON	TX	760312	760112	PRI	$116.79	$108.23

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
CMLJNC12	CMLJNC12	JCVLNCXA	3895 WILMINGTON HWY	CAMP LEJEUNE	NC	760312	760112	PRI	$116.79	$419.18
ORLDFLAC	ORLDFLAC	ORLDFLMA	390 N ORANGE AVE	ORLANDO	FL	760312	760112	PRI	$116.79	$112.89
FTLEVA21	FTLEVA21	PTBGVAPB	3901 A AVE	FORT LEE	VA	760312	760112	PRI	$116.79	$148.40
DMHDHIBB	DMHDHIBB	KAIMHICO	3949 DIAMOND HEAD RD	DIAMOND HEAD	HI	760312	760112	PRI	$116.79	$90.18
LKWDCAAD	LKWDCAAD	LNBHCAXS	3960 PARAMOUNT BLVD	LAKEWOOD	CA	760311	760111	T-1	$116.79	$74.10
SNDHCANM	SNDHCANM	SNDGCA01	3975 NORMAN SCOTT RD @ MAIN ST	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
VINNOHBB	VINNOHBB	WRRNOHXF	3976 KING GRAVES RD	VIENNA CENTER	OH	760312	760112	PRI	$116.79	$327.31
CLMDOHNQ	CLMDOHNQ	CLMBOH23	3990 E BROAD ST	COLUMBUS	OH	760312	760112	PRI	$116.79	$119.82
WHTHOHCO	WHTHOHCO	CLMBOH23	3990 E BROAD ST @ BLDG100	WHITEHALL	OH	760312	760112	PRI	$116.79	$119.82
NYCXNYJR	NYCXNYJR	NYCXNYTR	4 PENNYFIELD AVE & FT SCHUYLER	BRONX	NY	760312	760112	PRI	$116.79	$258.73
RNABTXSW	RNABTXSW	SNANTXUC	40 C ST E @ BLDG379	JBSA RANDOLPH	TX	760312	760112	PRI	$116.79	$180.97
PHNXAZRJ	PHNXAZRJ	PHNXAZMA	40 N CENTRAL AVE	PHOENIX	AZ	760312	760112	PRI	$116.79	$119.69
SNARTXEY	SNANTXIY	SNANTXDI	40 N.E LOOP410 BLVD	SAN ANTONIO	TX	760312	760112	PRI	$116.79	$149.57
ARTNVACY	ARTNVACY	ARTNVACY	40011TH ST S	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
SESDCAEN	FTORCAAL	SESDCA11	400 GIGLING RD	SEASIDE	CA	760312	760112	PRI	$116.79	$174.53
EHTPNJAO	PSVLNJAD	PSVLNJPL	400 LANGLEY AVE	EGG HARBOR TOWNSHIP	NJ	760311	760111	T-1	$116.79	$48.17
RCMDVAAY	RCMDVAAY	RCMDVAGR	400 N 8TH ST	RICHMOND	VA	760312	760112	PRI	$116.79	$104.90
ELSGCANR	ELSGCANR	ELSGCA12	400 N DOUGLAS ST	EL SEGUNDO	CA	760312	760112	PRI	$116.79	$106.08
TBD	TAMQFLTA	TAMPFLXX	400 N TAMPA ST	TAMPA	FL	760312	760112	PRI	$116.79	$117.61
SCHRCOAA	SCHRCOAA	ELPSCOXC	400 OMALLEY AVE @ (BLDG400)	SCHRIEVER AIR FORCE BASE	CO	760312	760112	PRI	$116.79	$252.21
BLCSLACQ	BLCSLACQ	NWORLAAR	400 RUSSELL AVE	BELLE CHASSE	LA	760312	760112	PRI	$116.79	$165.82
MTRYCA01	MTRYCA01	MTRYCA01	401 FRANKLIN ST	MONTEREY	CA	760312	760112	PRI	$116.79	$178.81

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
BVCKOHAF	BVCKOHAF	ZMMNOH42	4027 COLONEL GLENN HWY	BEAVERCREEK	OH	760312	760112	PRI	$116.79	$301.25
VRBJVAYC	VRBJVAYC	VRBHVAVB	403 COAST ARTILLERY RD	VIRGINIA BEACH	VA	760312	760112	PRI	$116.79	$148.93
PIVLLA20	PIVLLA20	ALXNLATG	407 F ST	PINEVILLE	LA	760312	760112	PRI	$116.79	$644.15
TBD	JCVMFLCG	JCVLFLSM	4070 BLVD CTR DR	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$117.59
FTLVKSAG	FTLVKSAG	LVWOKSSH	410 KEARNEY AVE & BLDG45	FORT LEAVENWORTH	KS	760312	760112	PRI	$116.79	$241.86
RCMDVAKN	RCMDVAKN	RCMDVAGR	411 E FRANKLIN ST	RICHMOND	VA	760312	760112	PRI	$116.79	$104.90
SCABILCQ	SCABILCQ	BLVLILPX	411B POW MIA DR	SCOTT AIR FORCE BASE	IL	760312	760112	PRI	$116.79	$316.87
PTHNCAFG	PTHNCAFG	OXNRCAXF	4120 PACIFIC RD	PORT HUENEME	CA	760312	760112	PRI	$116.79	$118.64
WAFBMOAF	WAFBMOAF	KNNSMOLO	4134TH ST @ (BLDG149)	WHITEMAN AFB	MO	760311	760111	T-1	$116.79	$316.28
MNMTCOBF	MNMTCOBF	AFACCOMA	4199 ACADEMY DR	MONUMENT	CO	760312	760112	PRI	$116.79	$154.40
VLDSGAPY	MDFDGAAI	VLDSGAMA	4210 BRADLEY CIR	VALDOSTA	GA	760312	760112	PRI	$116.79	$116.77
DLLCTXIX	DLLCTXIX	DLLSTXLA	4211 CEDAR SPRINGS RD	DALLAS	TX	760312	760112	PRI	$116.79	$133.87
TBD	TBD	KYWSFLMA	4215 MIDWAY AVE	BOCA CHICA	FL	760311	760111	T-1	$116.79	$704.15
ALXNVACN	ALXNVACN	ALXNVACN	4242 DUKE ST	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$132.24
ROMENYGD	ROMENYGD	ROMENYRM	425 BROOKS RD	ROME	NY	760312	760112	PRI	$116.79	$135.37
STLDMDAF	STLDMDAF	STLDMDSL	4251 SUITLAND RD	SUITLAND-SILVER HILL	MD	760312	760112	PRI	$116.79	$111.90
WASHDCWL	WASHDCWL	WASHDCWL	4268 WISCONSIN AVE NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$126.82
BSTNMACL	BSTNMACL	BSTNMABO	427 COMMERCIAL ST @ BLDG1	BOSTON	MA	760311	760111	T-1	$116.79	$73.56
INHDMD07	INHDMD07	INHDMDIN	4278 STEVE'S WAY	INDIAN HEAD	MD	760312	760112	PRI	$116.79	$132.24
CLMASCHZ	CLMASCHZ	CLMASCSU	4282 JACKSON BLVD	COLUMBIA	SC	760312	760112	PRI	$116.79	$161.28

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
STLSMO30	STLSMO30	STLSMO02	4300 GOODFELLOW BLVD	ST LOUIS	MO	760312	760112	PRI	$116.79	$149.07
STLTMOEX	STLTMOEX	STLSMO02	4301 GOODFELLOW BLVD	ST LOUIS	MO	760311	760111	T-1	$116.79	$104.30
BTHSMDBY	BTHSMDBY	CHCHMDBE	4301 JONES BRIDGE RD @ BLDG A	BETHESDA	MD	760312	760112	PRI	$116.79	$111.51
SNDGCAGH	SNDGCAGH	SNDGCA02	4301 PACIFIC HWY @ (BLDG OT1)	SAN DIEGO	CA	760312	760112	PRI	$116.79	$105.98
SNDGCAGH	SNDGCAGH	SNDGCA02	4301 PACIFIC HWY @ (BLDG OT1)	SAN DIEGO	CA	760311	760111	T-1	$116.79	$61.22
STLDMDAU	STLDMDAU	STLDMDSL	4301 SUITLAND RD @ FEDERAL COMPLEX BLDG2	SUITLAND	MD	760312	760112	PRI	$116.79	$111.90
TULYOK37	TULYOK37	TULSOKTE	4305 N CORSAIR AVE	TULSA	OK	760311	760111	T-1	$116.79	$74.93
BSMRNDIA	BSMRNDIA	BSMRNDBC	432 FRAINE BARRACKS RD	BISMARCK	ND	760311	760111	T-1	$116.79	$47.24
ARTNVABT	ARTNVABT	ARTNVAAR	4350 N FAIRFAX DR	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
PTHNCAAZ	PTHNCAAZ	OXNRCAXG	4363 MISSILE WAY	PORT HUENEME	CA	760312	760112	PRI	$116.79	$118.64
WPABOHDH	WPABOHDH	FRBNOH87	4375 CHIDLAW RD @ (BLDG20262A)	WRIGHT-PATTERSON AFB	OH	760312	760112	PRI	$116.79	$314.53
CHPNNC03	CHPNNC03	HVLCNCXA	4397 E ST	CHERRY POINT	NC	760312	760112	PRI	$116.79	$305.13
WASHDCOD	WASHDCOD	WASHDCWL	4401 MASSACHUSETTS AVE NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$126.82
FTGMMDAI	FTGMMDAI	ODTNMDON	4407 LLEWELLYN AVE	FORT GEORGE G MEADE	MD	760312	760112	PRI	$116.79	$108.60
WASHDCGO	WASHDCGO	WASHDCMO	441 G ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.41
CLMFOHJV	CLMFOHJV	CLMBOH47	4449 EASTON WAY	COLUMBUS	OH	760312	760112	PRI	$116.79	$294.61
NLLSNVAH	NLLSNVAH	NLVGNVXG	4450 GRISSOM @ BLDG P-6 AVE	NELLIS AFB	NV	760312	760112	PRI	$116.79	$132.61
SYRCNYTG	SYRCNYTG	SYRCNYSU	447 S SALINA ST	SYRACUSE	NY	760312	760112	PRI	$116.79	$94.59

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
OPLCFLAM	OPLCFLAM	MIAMFLOL	4480 NW128TH ST	OPA-LOCKA	FL	760311	760111	T-1	$116.79	$111.94
PTLDMEFO	PTLDMEFO	PTLDMEFO	45 FOREST AVE	PORTLAND	ME	760312	760112	PRI	$116.79	$125.93
RDFRVAAJ	RDFRVAAJ	RDFRVARA	450 CONSTITUTION RD	RADFORD	VA	760312	760112	PRI	$116.79	$170.20
WASIDC39	WASIDC39	WASHDCDN	450 E ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.41
BLRSPAAF	BLRSPAAF	BLRSPAXB	450 HARBAUGH VALLEY RD	BLUE RIDGE SUMMIT	PA	760312	760112	PRI	$116.79	$193.65
CCBHFLMA	CCBHFLMA	CCBHFLMA	450 W COCOA BEACH CSWY	COCOA BEACH	FL	760312	760112	PRI	$116.79	$179.50
MCLSOKCL	MCLSOKCL	MCLSOKMA	4516 C TREE RD	MCALESTER	OK	760312	760112	PRI	$116.79	$463.22
WASMDCDE	WASMDCDE	WASHDCCH	4518 MALCOLM X AVE SE	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.29
FTRCALBZ	FTRCALBZ	DLVLALXA	453 S NOVASEL ST	FORT RUCKER	AL	760312	760112	PRI	$116.79	$276.48
SNDACAQL	SNDACAQL	SNDGCA03	4542 RUFFNER	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
WASKDCRV	WASKDCRV	WASHDCCH	4555 OVERLOOK AVE SW	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.29
WASHDCWO	WASHDCWO	WASHDCCH	4555 OVERLOOK AVE SW @ BLDG259	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.29
STTOWAWI	STTOWAWI	STTLWA05	4570 TEXAS WAY W	SEATTLE	WA	760312	760112	PRI	$116.79	$130.40
SLKDUTQK	SLKDUTQK	SLKCUTMA	46 W BROADWAY	SALT LAKE CITY	UT	760312	760112	PRI	$116.79	$84.47
BTHSMDDA	BTHSMDDA	BTHSMDWA	4600 SANGAMORE RD	BETHESDA	MD	760312	760112	PRI	$116.79	$130.23
MMPOTNDF	MMPOTNDF	MMPHTNSL	4625 GALAXY DR	MEMPHIS	TN	760312	760112	PRI	$116.79	$145.16
FTPLLABJ	FTPLLABJ	LEVLLAFP	4639 ENTRANCE RD N. FORT BLDG	FORT POLK	LA	760312	760112	PRI	$116.79	$507.49
DLTHMN93	DLTHMN93	DLTHMNME	4687 VIPER ST @ (BLDG4255)	DULUTH	MN	760311	760111	T-1	$116.79	$46.85
SNFENMDB	SNFENMDB	SNFENMSW	47 BATAAN BLVD	SANTA FE	NM	760312	760112	PRI	$116.79	$148.37
KENAAKAB	KENAAKAB	KENAAKXA	470 N WILLOW	KENAI	AK	760311	760111	T-1	$1,257.68	$189.48
FRPKGAFA	FRPKGAFA	ATLNGAFP	4705 WHEELER DR	FOREST PARK	GA	760312	760112	PRI	$116.79	$180.33
GLPTMSAV	GLPTMSAV	GLPTMSTS	4715 HEWES AVE	GULFPORT	MS	760311	760111	T-1	$116.79	$72.00

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
FTBNGACM	FTBNGACM	CLMBGABV	479 UPTON AVE @ BLDG479	FORT BENNING	GA	760312	760112	PRI	$116.79	$161.28
FTBNGAAX	FTBNGAAX	CLMBGABV	479 UPTON AVE @ BUILDING2610	FORT BENNING	GA	760312	760112	PRI	$116.79	$161.28
ALXOVA75	ALXOVA75	ALXNVABA	4800 MARK CENTER DR	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$130.16
ALXNVABA	ALXNVABA	ALXNVABA	4805 KING ST	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$130.16
BTHSMDNW	BTHSMDNW	CHCHMDBE	4814 RUGBY AVE	BETHESDA	MD	760312	760112	PRI	$116.79	$111.51
BFGVILMA	BFGVILMA	LNSRILAB	485 E HALF DAY RD	BUFFALO GROVE	IL	760312	760112	PRI	$116.79	$528.22
FTSMARBM	FTSMARBM	FTSMARMI	4850 LEIGH AVE @ BLDG102	FORT SMITH	AR	760312	760112	PRI	$116.79	$151.46
MGTNTNXA	MGTNTNXA	MGTNTNXA	4870 NAVY RD	MILLINGTON	TN	760311	760111	T-1	$116.79	$202.68
CHRANCTE	CHRANCTE	CHRLNCOD	4930 MINUTEMAN WAY	CHARLOTTE	NC	760311	760111	T-1	$116.79	$177.59
FLLNNVXA	FLLNNVXA	FLLNNVXA	50 W WILLIAMS AVE	FALLON	NV	760311	760111	T-1	$116.79	$304.29
KSCYKSNH	KSCYKSNH	KSCYKS10	500 STATE AVE	KANSAS CITY	KS	760312	760112	PRI	$116.79	$145.86
HNVIALAF	HNVIALAF	HNVIALUN	5000 BRADFORD DR NW	HUNTSVILLE	AL	760312	760112	PRI	$116.79	$165.82
TBD	RLGHNCOM	RLGHNCHO	5000 FALLS OF NEUSE RD	RALEIGH	NC	760312	760112	PRI	$116.79	$116.77
PHLIPA24	PHLIPA24	PHLAPADE	5001 S BROAD ST	PHILADELPHIA	PA	760312	760112	PRI	$116.79	$101.02
GLPTMSJC	GLPTMSBC	GLPTMSTS	50033RD ST @ BLDG324	GULFPORT	MS	760312	760112	PRI	$116.79	$116.77
FTGRAK04	FTGRAK04	DLJTAKXA	501 BIG DELTA AVE	FORT GREELY	AK	760312	760112	PRI	$1,257.68	$528.22
CRMLIN69	CRMLIN69	CRMLIN01	501 PENNSYLVANIA PKWY	CARMEL	IN	760312	760112	PRI	$116.79	$155.58
LNBHCAEA	LNBHCAEA	LNBHCAXF	501 W OCEAN BLVD	LONG BEACH	CA	760312	760112	PRI	$116.79	$103.24
CLMASCSU	CLMASCSU	CLMASCSU	5010 TRENHOLM RD	COLUMBIA	SC	760311	760111	T-1	$116.79	$116.51
NKTWRICB	NKTWRICB	NKTWRIPH	502 RHODE WARRIOR WAY	NORTH KINGSTOWN	RI	760311	760111	T-1	$116.79	$290.66

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
PUBLCO04	PUBLCO04	PUBLCOMA	503 N MAIN/THATCHER BLDG	PUEBLO	CO	760311	760111	T-1	$116.79	$49.81
SLSPMDKQ	SLSPMDKQ	SLSPMDSS	503 RESEARCH DR	SILVER SPRING	MD	760312	760112	PRI	$116.79	$106.64
EBSTMAPM	EBSTMAPM	EBSTMASA	51 LOVELL ST	EAST BOSTON	MA	760312	760112	PRI	$116.79	$121.91
EDWDMDCX	EDWDMDCX	EDWDMDEG	5103 BOND RD	EDGEWOOD	MD	760312	760112	PRI	$116.79	$134.27
EDWDMD27	EDWDMD27	EDWDMDEG	5103 BOND RD @ (BLDG E2413TA)	EDGEWOOD	MD	760312	760112	PRI	$116.79	$134.27
FLCHVAAN	FLCHVAAN	ALXNVABA	5109 LEESBURG PIKE	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$130.16
FLCHVAAR	FLCHVAAR	ALXNVABA	5113 LEESBURG PIKE	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$130.16
FRTNMNTC	FRTNMNTC	FRTNMNXF	512 DIVISION ST	FARMINGTON	MN	760311	760111	T-1	$116.79	$215.97
FRMTCATC	FRMTCAFA	FRMTCA11	5125 CENTRAL AVE	FREMONT	CA	760311	760111	T-1	$116.79	$79.48
HMPNVAEZ	HMPNVAEZ	HMPNVADC	514 BUTLER FARM RD	HAMPTON	VA	760312	760112	PRI	$116.79	$129.22
PNSCFLWA	PNSCFLWA	PNSCFLWA	515 S OLD CORRY FIELD RD	PENSACOLA	FL	760311	760111	T-1	$116.79	$116.51
DMAFAZAE	DMAFAZAE	TCSNAZCR	5150 E IRONWOOD ST @ BLDG5010	DAVIS MONTHAN AFB	AZ	760312	760112	PRI	$116.79	$133.49
SMTRSCEL	SMTRSCEL	SHHGSCXB	516 SHARP ST	SUMTER	SC	760312	760112	PRI	$116.79	$232.83
MTGNALLS	MTGNALLS	MTGMALNO	5187 SELMA HWY	MONTGOMERY	AL	760311	760111	T-1	$116.79	$121.06
HLMNNMAD	HLMNNMAD	ALMGNMWE	520 NEW MEXICO AVE & BLDG221	HOLLOMAN AFB	NM	760312	760112	PRI	$116.79	$340.14
FLCHVA22	FLCHVA22	ALXNVABA	5205 LEESBURG PIKE	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$130.16
FRFDCAJT	FRFDCAJT	CORDCA12	5251 BUSINESS CENTER DR	FAIRFIELD	CA	760312	760112	PRI	$116.79	$214.72
FRFDCALU	FRFDCALU	CORDCA12	5253 BUSINESS CENTER DR	FAIRFIELD	CA	760312	760112	PRI	$116.79	$214.72
WCHYKS37	WCHYKS37	WCHTKSOL	52960 JAYHAWK DR	WICHITA	KS	760312	760112	PRI	$116.79	$115.34
RDARAL23	HNVIAL99	HNVIALPW	5298 MARTIN RD	REDSTONE ARSENAL	AL	760312	760112	PRI	$116.79	$165.82
HNVJALYP	HNVIAL99	HNVIALPW	5298 MARTIN RD	HUNTSVILLE	AL	760311	760111	T-1	$116.79	$121.06

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
MDLTVAAG	MDLTVAAG	BTHIVABT	5309 COMMONWEALTH CENTER PKWY	MIDLOTHIAN	VA	760312	760112	PRI	$116.79	$275.42
OKCYOKMS	OKCYOKMS	OKCYOKPE	5316 S DOUGLAS BLVD	OKLAHOMA CITY	OK	760312	760112	PRI	$116.79	$153.04
NHTPNJ92	NHTPNJ92	WRTWNJFD	5321 DELAWARE AVE	NEW HANOVER	NJ	760312	760112	PRI	$116.79	$108.90
FRSMCABC	FRSMCABC	FRSNCA12	5323 E MCKINLEY AVE	FRESNO	CA	760311	760111	T-1	$116.79	$84.02
ALBQNMVU	ALBQNMVU	ALBQNMSM	5338 MONTGOMERY BLVD NE	ALBUQUERQUE	NM	760312	760112	PRI	$116.79	$101.52
RONLVAOA	RONLVAOA	RONKVABK	5354 AVIATION DR NW	ROANOKE	VA	760312	760112	PRI	$116.79	$127.18
BRHNALCI	BRHNALCI	BRHMALTA	5401 E LAKE BLVD	BIRMINGHAM	AL	760311	760111	T-1	$116.79	$121.06
LSVPKY88	LSVPKY88	LSVLKYBE	5401 SOUTHSIDE DR @ (BLDG5401)	LOUISVILLE	KY	760312	760112	PRI	$116.79	$126.11
MCLVNCAE	MCLVNCAE	GNBONCHO	5420 MILLSTREAM RD	MCLEANSVILLE	NC	760312	760112	PRI	$116.79	$229.76
DGWYUTAF	DGWYUTAF	DGWYUTMA	5444 DOOLITTLE AVE @ (BLDG105)	DUGWAY	UT	760312	760112	PRI	$116.79	$344.12
MBRGPABQ	MBRGPABQ	MBRGPAME	5450 CARLISLE PIKE @ BLDG214	MECHANICSBURG	PA	760312	760112	PRI	$116.79	$108.09
RNABTX07	RNABTX07	SNANTXUC	550 C ST W	RANDOLPH A F B	TX	760312	760112	PRI	$116.79	$180.97
KIHEHIAF	KIHEHIAF	KIHEHICO	550 LIPOA PKWY	KIHEI	HI	760312	760112	PRI	$116.79	$431.54
CHRLNCRN	CHRLNCRN	CHRLNCOD	5507 JOSH BIRMINGHAM PKWY	CHARLOTTE	NC	760311	760111	T-1	$116.79	$177.59
MTRYCAVV	MTRYCAVV	MTRYCA01	555 DYER RD	MONTEREY	CA	760312	760112	PRI	$116.79	$178.81
BRTHOHAA	BRTHOHAA	CLEVOH45	555 E 88TH ST	BRATENAHL	OH	760312	760112	PRI	$116.79	$149.65
CBFBMS03	CBFBMS03	CAFBMSMA	555 SEVENTH ST @ (BLDG724)	COLUMBUS AFB	MS	760312	760112	PRI	$116.79	$762.59
PNCYFLQK	PNCYFLQK	TAFBFLXA	555 SUWANNEE RD	PANAMA CITY	FL	760312	760112	PRI	$116.79	$217.12
FTBLTXAM	FTBLTXAM	ELPSTXEA	56 CHAFFEE RD	FORT BLISS	TX	760312	760112	PRI	$116.79	$146.44
CHCEILWI	CHCEILWI	DSPLILXL	5600 N MANHEIM OHARE INTL AIRPORT @ BLDG516	CHICAGO	IL	760311	760111	T-1	$116.79	$120.28
LAFBTXAH	LAFBTXAH	DLRITXXB	561 LIBERTY DR	LAUGHLIN AFB	TX	760312	760112	PRI	$116.79	$143.94

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
FLCHVAAA	FLCHVAAA	ALXNVABA	5611 COLUMBIA PIKE	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$130.16
KGLKFLAA	KGLKFLAA	MDBGFLPM	5629 STRD16 W	KINGSLEY LAKE	FL	760312	760112	PRI	$116.79	$238.72
TAFBFL03	TAFBFL03	TAFBFLXA	563 SUWANNEE RD	TYNDALL AFB	FL	760312	760112	PRI	$116.79	$217.12
PHNGAZZA	PHNGAZZA	PHNXAZEA	5636 E MCDOWELL RD @ BLDG M5101	PHOENIX	AZ	760312	760112	PRI	$116.79	$131.20
CMCYCO85	CMCYCO85	DNVRCOMB	5650 HAVANA ST	COMMERCE CITY	CO	760311	760111	T-1	$116.79	$95.80
BTHSMDWW	BTHSMDWW	BTHSMDWW	5704 GROSVENOR LN	BETHESDA	MD	760312	760112	PRI	$116.79	$119.25
MGTNTN12	MGTNTN12	MGTNTNXA	5722 INTEGRITY DR	MILLINGTON	TN	760312	760112	PRI	$116.79	$247.44
MPLSMNKR	MPLSMNKR	MPLSMNFS	580040TH AVE S	MINNEAPOLIS	MN	760312	760112	PRI	$116.79	$134.39
CHYNWYUG	CHYNWYUG	CHYNWYMA	5800 CENTRAL AVE	CHEYENNE	WY	760312	760112	PRI	$116.79	$91.93
JCVLFLPJ	JCVLFLPJ	JCVLFLOW	5880 CHANNEL VIEW BLVD	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$137.93
ALPEMIBM	ALPEMIBM	ALPEMIXG	5884 A ST	ALPENA	MI	760312	760112	PRI	$116.79	$594.44
TPKCKS03	TPKCKS03	TPKAKS37	5920 SW COYOTE DR	TOPEKA	KS	760311	760111	T-1	$116.79	$106.69
GNTSOH18	GNTSOH18	NCTNOH49	5986 W AIRPORT DR	GREEN	OH	760312	760112	PRI	$116.79	$287.48
BUFTSCDV	BUFTSCMC	BUFTSCXA	599 GEIGER BLVD	BEAUFORT	SC	760312	760112	PRI	$116.79	$136.61
TAMPFLPE	TAMPFLPE	WSSDFLXA	6 TAMPA INTERNATIONAL RD @6 TAMPA INT'L AIRPORT	TAMPA	FL	760311	760111	T-1	$116.79	$81.34
CHVLVAAD	CHVLVAAD	CHVLVAXA	600 MASSIE RD	CHARLOTTESVILLE	VA	760312	760112	PRI	$116.79	$136.61
WSPNNYDC	WSPNNYDC	HHFLNYHF	600 THAYER RD	WEST POINT	NY	760312	760112	PRI	$116.79	$143.44
BTHSMDKR	BTHSMDKR	BTHSMDWA	6000 MACARTHUR BLVD	BETHESDA	MD	760312	760112	PRI	$116.79	$130.23
RCHDVABR	RCHDVABR	RCMDVACG	6000 STRATHMORE RD	RICHMOND	VA	760312	760112	PRI	$116.79	$131.44
MDSQWIZM	MDSQWIZM	MDSNWI12	6001 MANUFACTURERS DR	MADISON	WI	760312	760112	PRI	$116.79	$128.31

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
ARTNVA80	ARTNVA80	ARTNVACY	60112TH ST S	ARLINGTON	VA	760312	760112	PRI	$116.79	$127.21
ALXNVA26	ALXNVA26	ALXNVAAX	601 N FAIRFAX ST	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$129.91
GRCYNYBH	GRCYNYBH	GRCYNYGC	605 STEWART AVE	GARDEN CITY	NY	760312	760112	PRI	$116.79	$110.81
HLAFUT11	HLAFUT11	CLFDUTMA	6051 GUM LN	HILL AFB	UT	760312	760112	PRI	$116.79	$157.18
RNTNWAPE	RNTNWAPE	RNTNWA01	606 OAKESDALE AVE SW	RENTON	WA	760312	760112	PRI	$116.79	$157.75
JHTNIA12	JHTNIA12	DESMIANW	6100 NW78TH AVE	JOHNSTON	IA	760312	760112	PRI	$116.79	$133.14
BMTNWA01	BMTNWA01	BMTNWA01	6116TH ST	BREMERTON	WA	760312	760112	PRI	$116.79	$174.81
PHLAPACD	PHLAPACD	PHLAPAMK	615 CHESTNUT ST	PHILADELPHIA	PA	760312	760112	PRI	$116.79	$94.70
PHNHAZVA	PHNHAZVA	PHNXAZEA	615 N48TH ST	PHOENIX	AZ	760312	760112	PRI	$116.79	$131.20
FTHCAZTC	FTHCAZTB	SRVSAZMA	61801 ARIZONA ST & MAIN	FORT HUACHUCA	AZ	760312	760112	PRI	$116.79	$367.98
AURRILFA	AURRILFA	AURRILAR	619 INDIAN TRAIL RD	AURORA	IL	760311	760111	T-1	$116.79	$189.69
BOISIDMA	BOISIDMA	BOISIDMA	619 W BANNOCK ST	BOISE	ID	760311	760111	T-1	$116.79	$46.38
PTMOVA78	PTMOVA78	PTMOVAHS	620 JOHN PAUL JONES CIR	PORTSMOUTH	VA	760312	760112	PRI	$116.79	$126.20
PTMOVA78	PTMOVA78	PTMOVAHS	620 JOHN PAUL JONES CIR	PORTSMOUTH	VA	760311	760111	T-1	$116.79	$81.43
PRLHHICG	PRLHHICG	PLOAHICO	620 SAFEGUARD ST @ (BUILDING397)	PEARL HARBOR	HI	760312	760112	PRI	$116.79	$90.18
PRLHHICG	PRLHHICG	PLOAHICO	620 SAFEGUARD ST @ (BUILDING397)	PEARL HARBOR	HI	760311	760111	T-1	$116.79	$45.42
NLRLARGU	NLRLARGU	LTRKARSK	6200 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	760312	760112	PRI	$116.79	$222.19
BTHSMDWA	BTHSMDWA	BTHSMDWA	6200 GOLDSBORO RD	BETHESDA	MD	760312	760112	PRI	$116.79	$130.23
MRDNMS83	MRDNMS83	MRDNMSTL	6225 M ST @ (BLDG6225)	MERIDIAN	MS	760312	760112	PRI	$116.79	$543.92
VNNYCADA	VNNYCADA	VNNYCA02	6230 VAN NUYS BLVD	VAN NUYS	CA	760312	760112	PRI	$116.79	$106.08
VNNYCADA	VNNYCADA	VNNYCA02	6230 VAN NUYS BLVD	VAN NUYS	CA	760311	760111	T-1	$116.79	$61.31
GHNNOHAT	GHNNOHAT	CLMBOH86	630 MORRISON RD	GAHANNA	OH	760312	760112	PRI	$116.79	$164.19

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
ALBQNMNH	ALBQNMNH	ALBQNMSM	6301 INDIAN SCHOOL RD NE	ALBUQUERQUE	NM	760312	760112	PRI	$116.79	$101.52
FTBRNCBR	FTBRNCBR	FYVLNCXD	6321 GRUBER RD	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
SPFDVAKR	SPFDVAKR	ALXNVAFR	6359 WALKER LN	SPRINGFIELD	VA	760312	760112	PRI	$116.79	$134.27
MIAYFLKA	MIAYFLKA	MIAMFLAP	6400 NW22ND ST	MIAMI	FL	760311	760111	T-1	$116.79	$109.46
FTRLKSBM	FTRLKSBM	JNCYKSXB	6421 NORMANDY DR	FORT RILEY	KS	760312	760112	PRI	$116.79	$283.76
ENWDCOPH	ENWDCOPH	DNVRCODC	6430 S FIDDLERS GREEN CIR	ENGLEWOOD	CO	760312	760112	PRI	$116.79	$96.99
CNTNRISR	CNTNRISR	CNTNRIPH	645 NEW LONDON AVE	CRANSTON	RI	760312	760112	PRI	$116.79	$137.04
WRRPMI07	WRRPMI07	WRRNMITL	6501 E11 MILE RD	WARREN	MI	760312	760112	PRI	$116.79	$129.13
WRROMI53	WRROMI53	WRRNMITL	6501 E11 MILE RD @ (BLDG230E)	WARREN	MI	760312	760112	PRI	$116.79	$129.13
WRRNMIWN	WRRNMIWN	WRRNMITL	6501 E11 MILE RD @ BLDG230	WARREN	MI	760312	760112	PRI	$116.79	$129.13
ANCSAK04	ANCSAK04	FTRCAKXA	652 RICHARDSON DR	ANCHORAGE	AK	760312	760112	PRI	$1,257.68	$1,432.19
RVDLMDAO	RVDLMDAO	HYVLMDHY	6601 BALTIMORE AVE	RIVERDALE	MD	760312	760112	PRI	$116.79	$110.07
FTESVA03	NWNWVA50	NWNWVAYK	667 MONROE AVE	FORT EUSTIS	VA	760312	760112	PRI	$116.79	$139.31
GNVLSCOV	GNVLSCOV	GNVLSCCR	669 PERIMETER RD & HWY25 & DONALDSON CT	GREENVILLE	SC	760312	760112	PRI	$116.79	$170.38
MAFBCACH	MAFBCACY	EDMTCAXF	673 MACDILL ST	MARCH AIR RESERVE BASE	CA	760312	760112	PRI	$116.79	$120.16
ARTNVAID	ARTNVAID	ARTNVAAR	675 N RANDOLPH ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
EGLLFLAA	EGLLFLAA	EGLLFLBG	6767 N WICKHAM RD	EAU GALLIE	FL	760312	760112	PRI	$116.79	$161.28
PTLDORWG	PTLDORWG	PTLDOR12	6801 NE CORNFOOT RD	PORTLAND	OR	760311	760111	T-1	$116.79	$83.38
JCVLFLUF	JCVLFLUF	JCVLFLWC	6801 ROOSEVELT BLVD	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$134.98
JCVMFLJX	JCVMFLJX	JCVLFLWC	6801 ROOSEVELT BLVD @ BLDG2090	JACKSONVILLE	FL	760312	760112	PRI	$116.79	$134.98

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
WASHDCLD	WASHDCLD	WASHDCGG	682516TH ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$114.57
ENWDCO75	ENWDCO75	ENWDCOAB	6848 S REVERE PKWY	ENGLEWOOD	CO	760312	760112	PRI	$116.79	$131.20
EBOGALAA	EBOGALAA	ANTNALMT	688 HARRY AYERS DR	EASTABOGA	AL	760312	760112	PRI	$116.79	$123.49
OKHRWAXX	OKHRWAXX	OKHRWAXX	699 SE MIDWAY BLVD	OAK HARBOR	WA	760311	760111	T-1	$116.79	$191.18
FLBKCAAN	FLBKCAAN	FLBKCA12	700 AMMUNITION RD	FALLBROOK	CA	760312	760112	PRI	$116.79	$181.59
ANCRAKAR	ANCRAKAR	ELMNAKXA	700 N BONIFACE PKWY	ANCHORAGE	AK	760312	760112	PRI	$1,257.68	$1,160.31
PHLAPAJZ	PHLAPAJZ	PHLAPAJE	700 ROBBINS AVE @ BLDG4C	PHILADELPHIA	PA	760312	760112	PRI	$116.79	$102.98
PNSCFL98	PNSCFL98	PNSCFLWA	700 S NAVY BLVD @ BLDG3472	PENSACOLA	FL	760311	760111	T-1	$116.79	$116.51
PTCYGA03	PTCYGABS	PTCYGAMA	700 W PARK DR & SEE PTCYGABS	PEACHTREE CITY	GA	760312	760112	PRI	$116.79	$211.39
GRABINAT	GRABINAT	BNHLIN01	7029 TANKER ST	GRISSOM ARB	IN	760312	760112	PRI	$116.79	$202.99
STJSMOFA	STJSMOFA	STJSMOMD	705 MEMORIAL DR	ST JOSEPH	MO	760311	760111	T-1	$116.79	$106.69
WAFBWY03	WAFBWY03	CHYNWYMA	7103 RANDALL AVE	WARREN AFB	WY	760311	760111	T-1	$116.79	$47.16
TAMZFLEG	TAMZFLEG	BYSHFLXA	7115 S BOUNDARY BLVD @ BLDG570	TAMPA	FL	760312	760112	PRI	$116.79	$129.75
BILXMSEE	BILXMSEE	BILXMSMA	712 CHAPPIE JAMES AVE @ BLDG2801	BILOXI	MS	760312	760112	PRI	$116.79	$202.27
CLSPCOYT	CLSPCOYT	ELPSCOXC	720 IRWIN AVE @ FALCON AFB	COLORADO PRINGS	CO	760312	760112	PRI	$116.79	$252.21
WASIDCPV	WASIDCPV	WASHDCDN	72212TH ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.41
TBD	HTPFOHCI	LCKBOH49	72212ND STREET	COLUMBUS	OH	760312	760112	PRI	$116.79	$159.35
PHLAPAPI	PHLAPAPI	PHLAPAPI	7254 RISING SUN AVE	PHILADELPHIA	PA	760312	760112	PRI	$116.79	$105.08
FTCMKYCT	FTCMKYCT	OKGVKYES	7277 NIGHT STALKER WAY	FORT CAMPBELL	KY	760312	760112	PRI	$116.79	$370.81
LXTNMAWA	LXTNMAWA	LXTNMAWA	73 WALTHAM ST	LEXINGTON	MA	760312	760112	PRI	$116.79	$121.37
LXTNMAWA	LXTNMAWA	LXTNMAWA	73 WALTHAM ST	LEXINGTON	MA	760311	760111	T-1	$116.79	$76.60
BNTSMOAB	BNTSMOAB	WDSPMO01	7301 S HWY 94	BOONE	MO	760312	760112	PRI	$116.79	$4,026.27

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
ORLDFLAP	ORLDFLAP	ORLDFLAP	7320 LK UNDERHILL RD	ORLANDO	FL	760311	760111	T-1	$116.79	$119.90
HTPFOHBX	HTPFOHBX	LCKBOH49	7370 MINUTEMAN WAY	HAMILTON	OH	760312	760112	PRI	$116.79	$159.35
HRLNCAAR	HRLNCAAR	HRLNCAXF	74 C ST	HERLONG	CA	760312	760112	PRI	$116.79	$507.46
HRLNCAAR	HRLNCAAR	HRLNCAXF	74 C ST	HERLONG	CA	760311	760111	T-1	$116.79	$462.69
BTCKMICU	BTCKMICU	BTCKMIBC	74 N WASHINGTON AVE	BATTLE CREEK	MI	760312	760112	PRI	$116.79	$167.88
SPFDVACD	SPFDVACD	SPFDVASP	7420 FULLERTON RD	SPRINGFIELD	VA	760312	760112	PRI	$116.79	$133.25
FTKNKY13	FTKNKY13	RSTRKYES	756TH AVE @ BLDG1227	FORT KNOX	KY	760312	760112	PRI	$116.79	$252.36
CLEVOH62	CLEVOH62	CLEVOH62	750 HURON RD E	CLEVELAND	OH	760312	760112	PRI	$116.79	$93.99
SPFDVAXA	SPFDVAXA	SPFDVASP	7500 GEOINT DR	SPRINGFIELD	VA	760312	760112	PRI	$116.79	$133.25
TAFBFL08	TAFBFL08	TAFBFLXA	751 SUWANNEE RD	TYNDALL AFB	FL	760312	760112	PRI	$116.79	$217.12
HNVAMDGP	HNVAMDGP	FPATMDFR	7556 TEAGUE RD	HANOVER	MD	760312	760112	PRI	$116.79	$114.75
MDTNPAAF	MDTNPAAF	MDTNPAMI	76 CONSTELLATION CT	MIDDLETOWN	PA	760312	760112	PRI	$116.79	$123.01
TBD	KYWSFLSA	KYWSFLMA	76 SIGSBEE RD	KEY WEST	FL	760311	760111	T-1	$116.79	$704.15
MDTWRICV	MDTWRICV	NWPTRIBU	76 SIMONPIETRI DR	MIDDLETOWN	RI	760312	760112	PRI	$116.79	$163.96
ELCNCA01	ELCNCA01	ELCNCA01	763 W STATE ST	EL CENTRO	CA	760312	760112	PRI	$116.79	$442.24
SLKCUTNO	SLKCUTNO	SLKCUTMA	765 N2200 W	SALT LAKE CITY	UT	760311	760111	T-1	$116.79	$39.71
ARTNVA26	ARTNVA26	ALXNVABA	7700 ARLINGTON BLVD	ARLINGTON	VA	760312	760112	PRI	$116.79	$130.16
FLCHVAAB	FLCHVAAB	FLCHVAMF	7700 ARLINGTON BLVD @ BLDG ANNEX	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$126.50
ALXOVACZ	ALXOVACZ	ALXNVAFR	7701 TELEGRAPH RD	ALEXANDRIA	VA	760312	760112	PRI	$116.79	$134.27
TRRHINHF	TRRHINHF	TRRHINXE	780 E VANATTI CIR	TERRE HAUTE	IN	760311	760111	T-1	$116.79	$168.34
NRFLVAFU	NRFLVAFU	NRFLVAWC	7800 HAMPTON BLVD	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
CLCHVTCA	CLCHVTCA	WNSKVTWA	789 VERMONT NATIONAL GUARD RD	COLCHESTER	VT	760312	760112	PRI	$116.79	$259.44
NRFLVAMQ	NRFLVAMQ	NRFLVAWC	7920 14TH ST	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
BSTNMAHA	BSTNMAHA	BSTNMAHA	8 HARRISON AVE	BOSTON	MA	760312	760112	PRI	$116.79	$119.22

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
CPDGWIAC	CPDGWIAC	CPDGWIXA	8 MADISON BLVD	CAMP DOUGLAS	WI	760311	760111	T-1	$116.79	$378.31
CHCPMABX	CHCPMABX	CHCPMAWE	800 ELLIPSE DR	CHICOPEE	MA	760311	760111	T-1	$116.79	$198.30
TBD	DRHMNCJB	DRHMNCXE	800 PARK OFFICE DRIVE	DURHAM	NC	760312	760112	PRI	$116.79	$170.38
SLBHCACV	SLBHCACV	SLBHCAXF	800 SEAL BEACH BLVD	SEAL BEACH	CA	760312	760112	PRI	$116.79	$105.32
RCMEVAED	RCMEVAED	RCMDVACG	8000 JEFFERSON DAVIS HWY & BLDG33/BAY G	RICHMOND	VA	760312	760112	PRI	$116.79	$131.44
WPBHFLBU	WPBHFLBU	WPBHFLAN	801 CLEMATIS ST	WEST PALM BEACH	FL	760312	760112	PRI	$116.79	$121.66
WPBHFLBU	WPBHFLBU	WPBHFLAN	801 CLEMATIS ST	WEST PALM BEACH	FL	760311	760111	T-1	$116.79	$76.90
TBD	RLGHNCPQ	RLGHNCMO	801 OBERLIN RD	RALEIGH	NC	760312	760112	PRI	$116.79	$165.82
ALBRNMWO	ALBRNMWO	ALBQNMMA	801 UNIVERSITY BLVD SE	ALBUQUERQUE	NM	760311	760111	T-1	$116.79	$46.85
SHABTX06	SHABTXAB	WCFLTXTF	807 H AVE	SHEPPARD AFB	TX	760312	760112	PRI	$116.79	$137.80
BDFRMAHJ	BDFRMAHJ	LXTNMAWA	81 GRENIER ST	BEDFORD	MA	760312	760112	PRI	$116.79	$121.37
FTSTGA01	FTSTGA01	HNVLGAXA	81 STOCKTON CIR	FORT STEWART	GA	760312	760112	PRI	$116.79	$353.05
VRBJVAXQ	VRBJVAXQ	VRBHVAVB	810 E AVE	VIRGINIA BEACH	VA	760312	760112	PRI	$116.79	$148.93
FTDTMDSS	FTDTMDSS	FRDRMDFR	810 SCHREIDER ST	FORT DETRICK	MD	760312	760112	PRI	$116.79	$113.23
FLCHVABG	FLCHVABG	FLCHVAMF	8111 GATEHOUSE RD	FALLS CHURCH	VA	760312	760112	PRI	$116.79	$126.50
ALBYGACW	ALBYGACW	ALBYGAMA	814 RADFORD BLVD	ALBANY	GA	760312	760112	PRI	$116.79	$116.77
WHMRMD08	WHMRMD08	WHMRMDWM	8140 CORPORATE DR	WHITE MARSH	MD	760312	760112	PRI	$116.79	$249.84
VAFBCABS	VAFBCABS	SURFCAXF	816 13TH ST	VANDENBERG AFB	CA	760312	760112	PRI	$116.79	$120.81
LSBGVA15	LSBGVA15	LSBGVALB	825 E MARKET ST	LEESBURG	VA	760311	760111	T-1	$116.79	$115.74
JCVLAR23	JCVLAR23	JCVLARXB	830 LEADERSHIP DR	JACKSONVILLE	AR	760312	760112	PRI	$116.79	$214.60
SPFDVAAN	SPFDVAAN	SPFDVASP	8320 ALBAN RD	SPRINGFIELD	VA	760312	760112	PRI	$116.79	$133.25
AURRCOXD	AURRCOXD	AURRCOMA	84 N ASPEN ST	AURORA	CO	760312	760112	PRI	$116.79	$137.87

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
NMDTPAAD	NMDTPAAD	CRLSPAXC	851 SUMNER RD	NORTH MIDDLETON	PA	760312	760112	PRI	$116.79	$99.61
FTBLVA04	FTBLVA01	ALXNVAMV	8575 JOHN J KINGMAN RD	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
OKCHOK09	OKCHOK09	OKCYOKPE	8705 INDUSTRIAL BLVD	OKLAHOMA CITY	OK	760312	760112	PRI	$116.79	$153.04
ARTOVAGB	ARTOVAGB	ARTNVAAR	875 N RANDOLPH ST	ARLINGTON	VA	760312	760112	PRI	$116.79	$116.92
FTBHINAG	FTBHINAG	IPLSIN02	8899 E56TH ST @ BLDG1	FORT BENJAMIN ARRISON	IN	760312	760112	PRI	$116.79	$147.12
KBNBGAAR	KBNBGAAR	STMYGAXA	890 USS HUNLEY AVE	KINGS BAY US NAVY SUB SUP BASE	GA	760312	760112	PRI	$116.79	$715.05
BTHSMDGY	BTHSMDGY	BTHSMDWW	8901 ROCKVILLE PIKE	BETHESDA	MD	760312	760112	PRI	$116.79	$119.25
TBD	WPBHFLBU	WPBHFLAN	8959 DR. MARTIN LUTHER KING ST N	ST PETERSBURG	FL	760311	760111	T-1	$116.79	$76.90
KSCAMOXX	KSCAMOXX	KSCYMO55	901 LOCUST ST	KANSAS CITY	MO	760312	760112	PRI	$116.79	$103.64
WASIDCJD	WASIDCJD	WASHDCBK	901 M ST & BLDG183	WASHINGTON	DC	760312	760112	PRI	$116.79	$127.18
WASQDCAB	WASQDCAB	WASHDCSE	901 M ST SE & BUILDING36	WASHINGTON	DC	760312	760112	PRI	$116.79	$118.53
WASJDCEX	WASJDCEX	WASHDCSE	901 M ST SE @ BLDG22	WASHINGTON	DC	760312	760112	PRI	$116.79	$118.53
WASJDCQP	WASJDCQP	WASHDCSE	901 M ST SE @ BLDG33	WASHINGTON	DC	760312	760112	PRI	$116.79	$118.53
SCABIL04	SCABIL04	BLVLILPX	901 SOUTH DR	SCOTT AFB	IL	760312	760112	PRI	$116.79	$316.87
NRFLVADJ	NRFLVADJ	NRFLVAWC	90531ST ST @ (STE100)	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
SNDGCA16	SNDGCA16	SNDGCA16	9059 MIRA MESA BLVD	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
SNDGCA16	SNDGCA16	SNDGCA16	9059 MIRA MESA BLVD	SAN DIEGO	CA	760311	760111	T-1	$116.79	$68.77
OAFBNEAF	OAFBNEAF	OMAHNEBE	906 SAC BLVD @ (BLDG501D, RM U127)	OFFUTT AFB	NE	760312	760112	PRI	$116.79	$140.84
OAFBNEAF	OAFBNEAF	OMAHNEBE	906 SAC BLVD @ (BLDG501D, RM U127)	OFFUTT AFB	NE	760311	760111	T-1	$116.79	$96.07

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
FTCNKY05	FTCNKY05	OKGVKYES	907 BASTOGNE AVE	FORT CAMPBELL NORTH	KY	760312	760112	PRI	$116.79	$370.81
DRALFLHE	DRALFLHE	MIAMFLPL	9090 NW41ST ST	DORAL	FL	760312	760112	PRI	$116.79	$180.33
TBD	PITFPANY	PITBPADT	911 AIR FORCE BASE, BUILDING405	PGH INTL AIRPORT	PA	760312	760112	PRI	$116.79	$114.75
FTBHINAI	FTBHINAI	IPLSIN02	9152 KENT AVE	FORT BENJAMIN HARRISON	IN	760312	760112	PRI	$116.79	$147.12
SNDACAMU	SNDACAMU	SNDGCA16	9175 KEARNY VILLA RD	SAN DIEGO	CA	760312	760112	PRI	$116.79	$113.52
BTRILA53	FTBLVA01	ALXNVAMV	9190 PLANK RD	BATON ROUGE	LA	760311	760111	T-1	$116.79	$70.66
KSCYMOGW	KSCYMOGW	KSCYMO02	9221 WARD PKWY	KANSAS CITY	MO	760312	760112	PRI	$116.79	$146.81
KSCYMOGW	KSCYMOGW	KSCYMO02	9221 WARD PKWY	KANSAS CITY	MO	760311	760111	T-1	$116.79	$102.05
WASHDCGG	WASHDCGG	WASHDCGG	926 GALLATIN ST NW	WASHINGTON	DC	760312	760112	PRI	$116.79	$114.57
DNVRCOMA	DNVRCOMA	DNVRCOMA	93114TH ST	DENVER	CO	760312	760112	PRI	$116.79	$86.44
LNTHMDAD	LNTHMDAD	FPATMDFR	938 ELKRIDGE LANDING RD	LINTHICUM	MD	760312	760112	PRI	$116.79	$114.75
ORLEFLYH	ORLEFLYH	ORLDFLPC	9399 AIRPORT BLVD	ORLANDO	FL	760311	760111	T-1	$116.79	$119.90
FTCMKY03	FTCMKY03	OKGVKYES	95 BASTOGNE AVE @ BLDG T-2900	FORT CAMPBELL	KY	760312	760112	PRI	$116.79	$370.81
BTHSMDAO	BTHSMDAO	BTHSMDBD	9500 MACARTHUR BLVD	BETHESDA	MD	760312	760112	PRI	$116.79	$128.20
NRFLVA55	NRFLVA55	NRFLVAWC	9549 BAINBRIDGE AVE	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
NRFLVAYI	NRFLVAYI	NRFLVAWC	9625 MOFFETT AVE @ (BLDG M-51)	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
LWRNINFK	LWRNINFK	IPLSIN02	9702 E59TH ST	LAWRENCE	IN	760312	760112	PRI	$116.79	$147.12
LWRNINHL	LWRNINHL	IPLSIN02	9704 BEAUMONT RD @ BLDG126	LAWRENCE	IN	760311	760111	T-1	$116.79	$102.36

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
NRFLVAHU	NRFLVAHU	NRFLVAWC	9712 VIRGINIA AVE @ BLDG X132	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
FTBLVACV	FTBLVACV	ALXNVAMV	9800 FLAGLER RD & (BLDG2592)	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
FTBLVACV	FTBLVACV	ALXNVAMV	9800 FLAGLER RD & (BLDG2592)	FORT BELVOIR	VA	760311	760111	T-1	$116.79	$70.66
FTBLVAAF	FTBLVAAF	ALXNVAMV	9800 FLAGLER RD & FORT BELVOIR BLDG193	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
FTBLVA90	FTBLVA90	ALXNVAMV	9800 FLAGLER RD @ BLDG246	FORT BELVOIR	VA	760312	760112	PRI	$116.79	$115.43
SCRMCAUX	SCRMCAUX	SCRMCA12	9800 GOETHE RD	SACRAMENTO	CA	760312	760112	PRI	$116.79	$155.90
CRPLPAEK	CRPLPAEK	CRPLPACO	99 SOLDIERS LN	CORAOPOLIS	PA	760312	760112	PRI	$116.79	$135.27
HTTNTXIK	HTTNTXIK	HSTNTXSU	9990 RICHMOND AVE	HOUSTON	TX	760312	760112	PRI	$116.79	$141.72
TBD	SCABIL04	BLVLILPX	A324 FORRESTAL AVE	BOCA CHICA	FL	760311	760111	T-1	$116.79	$272.10
BLLNDCAI	BLLNDCAI	WASHDCCH	AHN1 @ BOLLING AFB	BOLLING AFB	DC	760312	760112	PRI	$116.79	$121.29
GLVLNYAI	GLVLNYAI	EGLVNYGL	AIR NATIONAL GUARD RD	GLENVILLE	NY	760312	760112	PRI	$116.79	$327.11
TBD	WASHDCRN	WASHDCDN	ATVN ACC LNS	WASHINGTON	DC	760312	760112	PRI	$116.79	$121.41
NLRKARAH	NLRKARAH	LTRKARSK	BLDG1 @8000 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	760312	760112	PRI	$116.79	$222.19
NLRKARAH	NLRKARAH	LTRKARSK	BLDG1 @8000 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	760311	760111	T-1	$116.79	$177.42
TBD	FTKNKY14	RSTRKYES	BLDG13073RD AVE	FT KNOX	KY	760312	760112	PRI	$116.79	$252.36
NRFLVAIE	NRFLVAIE	NRFLVAWC	BLDG200 @91702ND ST	NORFOLK	VA	760312	760112	PRI	$116.79	$141.27
SCHOHIAB	SCHOHIAB	MILNHICO	BLDG225 @ FOOTE ST	SCHOFIELD BARRACKS	HI	760312	760112	PRI	$116.79	$129.84
FTRCALAH	FTRCALAH	DLVLALXA	BLDG5000	FORT RUCKER	AL	760312	760112	PRI	$116.79	$276.48
FTHCAZAO	FTHCAZAO	SRVSAZMA	BLDG80706	FORT HUACHUCA	AZ	760312	760112	PRI	$116.79	$367.98

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
FTBRNCAR	FTBRNCAR	FYVLNCXA	BLDG E-2929 @2929 DESERT STORM RD	FORT BRAGG	NC	760312	760112	PRI	$116.79	$86.64
WTRVNYAI	WTRVNYAI	TROYNY04	BROADWAY ST110 & USAISC WATERVLIET ARSENAL	WATERVLIET	NY	760311	760111	T-1	$116.79	$81.19
DEDOGUAE	DEDOGUAE	DEDOGU03	BUILDING112 BULLARD AVE	DEDEDO	GU	760312	760112	PRI	$233.53	$5,968.63
TBD	FTBRNCBR	FYVLNCXD	C-6321 GRUBER RD	FORT BRAGG	NC	760312	760112	PRI	$116.79	$132.19
CLVSNMAN	CLVSNMAN	CLVSNMWE	CANNON AIR FORCE BASE @ BLDG77	CLOVIS	NM	760312	760112	PRI	$116.79	$800.78
TBD	LKWECOMF	DNVRCOSW	DFC BLDG45	LAKEWOOD	CO	760311	760111	T-1	$116.79	$83.91
TBD	ORLEFLYH	ORLDFLPC	NAS JRB BLDG1513	FT WORTH	TX	760312	760112	PRI	$116.79	$164.66
TBD	NTCKMADM	NTCKMAEC	NBD - B-1, WILKIN AVE	NATICK	MA	760311	760111	T-1	$116.79	$66.05
TBD	TBD	NTCKMAEC	NCC - B-86, RICH AVE	NATICK	MA	760311	760111	T-1	$116.79	$66.05
PNMGCAAF	PNMGCAAF	MUGUCAXF	POINT MUGU & BUILDING351	POINT MUGU NAWC	CA	760312	760112	PRI	$116.79	$119.51
RDFRVAAO	RDFRVAAO	RDFRVARA	RADFORD ARMY AMMUN PLANT	RADFORD	VA	760312	760112	PRI	$116.79	$170.20
TBD	TBD	KYWSFLMA	SPEC MAIN GATE TRUMAN ANX	KEY WEST	FL	760311	760111	T-1	$116.79	$704.15
TBD	CHSKVACA	CHSKVADC	ST. JULIENS CREEK ANNEX, BLDG12	PORTSMOUTH	VA	760312	760112	PRI	$116.79	$131.24
LEMRCA12	LEMRCA12	LEMRCA12	STATE HWY198 & W-O AVENAL CUT-OFF RD951	LEMOORE	CA	760311	760111	T-1	$116.79	$211.08
BRPTCAAP	BRPTCAAP	CEVLCAXF	STHWY108 @ MOUNTAIN WARFARE TRAINING CENTER (MWTC) BLDG40	BRIDGEPORT	CA	760312	760112	PRI	$116.79	$611.72
CMPDCAAK	CMPDCAAK	SNDGCA01	VANDERGRIFF BLVD & BLDG2265	CAMP PENDLETON	CA	760312	760112	PRI	$116.79	$113.52
MILZWILM	MILZWILM	MILWWI38	W LIBERTY DR & W PARK PL	MILWAUKEE	WI	760312	760112	PRI	$116.79	$316.98

Access Pricing										
NSC	Alternate NSC*	SWC	Address	City	State	MRC Part #	NRC Part #	Speed	NRC Price	MRC Price
*Alternate NSCs are active ones										

DESCRIPTION	Part #	Speed	MRC Price
Postalized Rates for T1 MRC Access	760311	T-1	$368.97
Postalized Rates for PRI MRC Access	760312	PRI	$610.43
Postalized Rates for DS3 MRC Access	760317	DS3	$3,933.87

8.5.7 Service Enabling Devices (SEDs) and Maintenance (SIN 54151ECOM)

SEDs Pricing												
Part	Model	Part Description	DNRC_Part #	MMRC_Part #	Install_Part #	NRC Inside Move Part #	NRC Upgrade Part #	DNRC Price	MMRC Price	NRC Install Price	NRC InsideMove Price	NRC Upgrade Price
1203022L1	T1 CSU ACE W/ 12V DC PS 3RD GE	T1 Ace CSU	900080	900084	900085	900086	900081	$364.88	$4.55	$31.70	$31.70	$31.70
AXX224G63	AC Powered EdgeLink 100	AC Pwrd EdgeLink100 0 AXX239G60	928891	928892	928893	928894	928895	$3,458.58	$58.15	$404.47	$404.47	$404.47

APPENDIX 1 JURISDICTIONS IDS

Country/Jurisdiction	Country/Jurisdiction ID*
Afghanistan	120038
Albania	120039
Algeria	120040
Andorra	120042
Angola	120043
Anguilla	120044
Antarctica	120045
Antigua (includes Barbuda)	120046
Argentina	120047
Armenia	120048
Aruba	120049
Ascension Island	120050
Australia	120051
Australian External Territory	120309
Austria	120052
Azerbaijan	120053
Azores	120300
Bahamas	120054
Bahrain	120055
Bangladesh	120056
Barbados	120057
Belarus	120058
Belgium	120059
Belize	120060
Benin	120061
Bermuda	120062
Bhutan	120063
Bolivia	120064
Bosnia - Herzegovina	120065
Botswana	120066
Brazil	120067
British Indian Ocean Territories	120313
British Virgin Islands	120068
Brunei	120069
Bulgaria	120070
Burkina Faso	120071
Burundi	120073

Country/Jurisdiction	Country/Jurisdiction ID*
Cambodia	120074
Cameroon	120075
Canada	120076
Cape Verde Islands	120077
Cayman Islands	120078
Central African Republic	120079
Chad	120080
Chatham Island	120302
Chile	120081
China	120082
Christmas Island	120083
Cocos Islands	120084
Colombia	120085
Comoros	120086
Congo, Dem. Republic Of The	120266
Congo, Republic Of The	120087
Cook Islands	120088
Costa Rica	120089
Cote d'Ivoire	120143
Croatia	120090
Cuba	120091
Cyprus - North	120303
Cyprus - South	120304
Czech Republic	120093
Denmark	120094
Diego Garcia	120095
Djibouti	120096
Domestic: Alaska	120036
Domestic: American Samoa***	179627
Domestic: Commonwealth of Northern Marianas Islands (CNMI)***	120270
Domestic: CONUS	120033
Domestic: Guam***	120269
Domestic: Hawaii	120037
Domestic: Marshall Islands***	120171
Domestic: Micronesia***	120176
Domestic: Midway Island***	120177
Domestic: Palau***	120199
Domestic: Puerto Rico	120316
Domestic: US Virgin Islands (USVI)	120317

Country/Jurisdiction	Country/Jurisdiction ID*
Domestic: Wake Island***	120261
Dominica	120097
Dominican Republic	120098
East Timor	120305
Easter Island	120099
Ecuador	120100
Egypt	120101
El Salvador	120102
Equatorial Guinea	120103
Eritrea	120104
Estonia	120105
Ethiopia	120106
Faeroe Islands	120107
Falkland Islands	120108
Fiji Islands	120109
Finland	120110
France	120111
French Antilles	120112
French Guiana	120113
French Polynesia	120114
French Southern Territory	120314
Gabon	120115
Gambia	120116
Georgia	120117
Germany	120118
Ghana	120119
Gibraltar	120120
Global Sat	180025***
Greece	120121
Greenland	120122
Grenada	120123
Guadeloupe	120124
Guantanamo Bay	120126
Guatemala	120127
Guinea	120129
Guinea - Bissau	120128
Guyana	120130
Haiti	120131
Honduras	120132

Country/Jurisdiction	Country/Jurisdiction ID*
Hong Kong, Special Administrative District	120133
Hungary	120134
Iceland	120135
India	120136
Indonesia	120137
Inmarsat Aero	180029***
Inmarsat Broadband Global Area Network (BGAN) I4-Americas	180041***
Inmarsat Broadband Global Area Network (BGAN) I4-Asia Pacific	180043***
Inmarsat Broadband Global Area Network (BGAN) I4-EMEA (Europe, Middle East, Africa)	180042***
Inmarsat Fleet (Maritime) I4-Americas	180038***
Inmarsat Fleet (Maritime) I4-Asia Pacific	180040***
Inmarsat Fleet (Maritime) I4-EMEA (Europe, Middle East, Africa)	180039***
Inmarsat Global Express (GX) I5-AOR	180047***
Inmarsat Global Express (GX) I5-IOR	180048***
Inmarsat Global Express (GX) I5-POR	180049***
Inmarsat Mini-M	180036***
Inmarsat Swift (Aeronautical) Atlantic (AOR)	180044***
Inmarsat Swift (Aeronautical) Indian (IOR)	180045***
Inmarsat Swift (Aeronautical) Pacific (POR)	180046***
Iran	120138
Iraq	120139
Ireland	120140
Iridium-8816	180026***
Iridium-8817	180027***
Israel	120141
Italy	120142
Jamaica	120144
Japan (includes Okinawa)	120145
Jordan	120146
Kazakhstan	120147
Kenya	120148
Kiribati	120149
Kosovo	120306
Kuwait	120152
Kyrgyzstan	120153
Laos	120154
Latvia	120155
Lebanon	120156

Country/Jurisdiction	Country/Jurisdiction ID*
Lesotho	120157
Liberia	120158
Libya	120159
Liechtenstein	120160
Lithuania	120161
Luxembourg	120162
Macau, Special Administrative District	120163
Macedonia	120164
Madagascar	120165
Malawi	120166
Malaysia	120167
Maldives	120168
Mali	120169
Malta	120170
Martinique	120310
Mauritania	120172
Mauritius	120173
Mayotte Island	120174
Mexico	180020
Moldova	120178
Monaco	120179
Mongolia	120180
Montenegro	120320
Montserrat	120181
Morocco	120182
Mozambique	120183
Myanmar	120072
Namibia	120184
Nauru	120185
Nepal	120186
Netherlands	120187
Netherlands Antilles	120188
Nevis	120032
New Caledonia	120189
New Zealand	120190
Nicaragua	120191
Niger	120192
Nigeria	120193
Niue	120194

Country/Jurisdiction	Country/Jurisdiction ID*
Norfolk Island	120195
North Korea	120150
Norway (includes Svalbard)	120196
Oman	120197
Pakistan	120198
Palestinian Authority	120307
Panama	120200
Papua New Guinea	120201
Paraguay	120202
Peru	120203
Philippines	120204
Pitcairn Island	120205
Poland	120206
Portugal (includes Madeira)	120207
Qatar	120208
Reunion Island	120209
Romania	120210
Russia	120211
Rwanda	120212
Samoa	120264
San Marino	120219
Sao Tome	120220
Saudi Arabia	120221
Senegal	120222
Serbia	120223
Seychelles Islands	120224
Sierra Leone	120225
Singapore	120226
Slovakia	120227
Slovenia	120228
Solomon Islands	120229
Somalia	120230
South Africa	120231
South Korea	120151
South Sudan	120272
Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	120232
Sri Lanka	120233
St. Helena	120213
St. Kitts	120214

Country/Jurisdiction	Country/Jurisdiction ID*
St. Lucia	120215
St. Pierre and Miquelon	120216
St. Vincent and The Grenadines	120217
Sudan	120234
Suriname	120235
Swaziland	120236
Sweden	120237
Switzerland	120238
Syria	120239
Taiwan	120240
Tajikistan	120241
Tanzania	120242
Thailand	120243
Thuraya Sat	180037***
Togo	120244
Tokelau	120308
Tonga Islands	120245
Trinidad and Tobago	120246
Tunisia	120247
Turkey	120248
Turkmenistan	120249
Turks and Caicos Islands	120250
Tuvalu	120251
Uganda	120252
Ukraine	120253
United Arab Emirates	120254
United Kingdom	120255
Uruguay	120256
Uzbekistan	120257
Vanuatu	120258
Vatican City	120312
Venezuela	120259
Vietnam	120260
Wallis and Futuna Islands	120262
Western Sahara	120263
Yemen	120265
Zambia	120267
Zanzibar (Province of Tanzania)	120318
Zimbabwe	120268

APPENDIX 2 DEFINITIONS/ACRONYMS

Terms/Acronyms	Definitions
Acceptable Quality Level (AQL)	The performance level for each Key Performance Indicator (KPI) associated with a service that is guaranteed by the contractor.
Access	The facility-based service arrangements that provide net locations and their associated points of connection with the transport service providers (such points of connection with the transport service providers are called Points of Presence (POPs).
ACS	Audio Conferencing Service
ASR	Automated Speech Recognition
Automatic Call Distributor (ACD)	The device used by many offices to distribute incoming calls among employees; answers calls, determines how to handle the call, alerts the caller to remain on the line and then transfers the call to the first available employee.
Automatic Number Identification (ANI)	A service feature in which the directory number or equipment number of a calling station is automatically obtained.
ASR	Automated Speech Recognition
Availability	Availability is the ratio of the time during which a service is available to the user (e.g., to originate and terminate calls) to the total amount of time in the calendar month. Availability is expressed as a decimal between 0 and 1 and is normally calculated for one calendar month of service.
Availability (Service)	Av(S) is measured end-to-end for each service and calculated as a percentage of the total reporting interval time that a service is operationally available to the customer. Availability is computed by the standard formula: $Availability = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$
AQL	Acceptable Quality Level
CCS	Contact Center Services
CSDS	Circuit Switched Data Service
Class of Service (COS)	A grade of service that is defined by specific service KPIs. For example, for Asynchronous Transfer Mode Service (ATMS), the class of service is defined by the constancy of the cell delivery rate and the amount of bandwidth available for use. ATMS classes of service include Constant Bit Rate and Variable Bit Rate.
Computer Telephony Integration (CTI)	CTI is the integration of computer processing systems with telephone technology. Computer telephony provides PBX functions along with advanced call processing and information access services. These services include, pre-paid telephony access control, interactive voice response (IVR), call center management, and private branch exchanges (PBX).
CONUS	The 48 contiguous United States plus the District of Columbia.
CPAB	Contractor Provided and Agency Based
CPAL	Contractor Provided and Agency Location
CPCB	Contractor Provided and Contractor Based
CPCL	Contractor Provided and Contractor Location

Terms/Acronyms	Definitions
Customer Relationship Management (CRM)	A process or system that coordinates information that is sent and received between contractors and customers. CRM systems are used to order, bill, to schedule activities, allocate resources, and help control the sales activities within a company.
Data Terminal Equipment (DTE)	Equipment that converts user information into data signals for transmission, or reconverts the received data signals into user information.
Dialed Number Identification Service (DNIS)	A call identification service typically provided by a Toll-Free (800 number) network. The DNIS information can be used by the PBX or automatic call delivery (ACD) system to select the menu choices, call routing, and customer service representative information display based on the incoming telephone number.
Domestic	Within the United States, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Marianas, and American Samoa.
DoD	Department of Defense
DTMF	Dual Tone Multi-frequency
EIS	Enterprise Infrastructure Solutions
File Transfer Protocol (FTP)	A Transmission Control Protocol/Internet Protocol (TCP/IP) service that supports bidirectional transfer of binary and ASCII files without loss of data between local and remote computers on the Internet. The FTP command set allows a user to log onto a remote server over the network, list file directories and copy files.
Government Furnished Property (GFP)	Property in the possession of, or directly acquired by the government and subsequently made available to the contractor.
Grade of Service (GOS)	A term associated with telecommunications service indicating the probability of a call being blocked during a call attempt during the busy hour, expressed as a decimal fraction.
GUI	Graphical User Interface
Integrated Services Digital Network (ISDN)	A service that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multi-purpose user network interfaces, as defined in the ITU-TSS I series.
Interactive Voice Response (IVR)	IVR is a process of automatically interacting with a caller through providing audio prompts to request information and store responses from the caller. The responses can be in the form of touch-tone(tm) key presses or voice responses. Voice responses are converted to digital information by voice recognition signal processing. IVR systems are commonly used for automatic call distribution or service activation or changes.
Key Performance Indicator (KPI)	A measurable service attribute that is critical to the proper functioning and delivery of a telecommunications service.
MUX	Multiplexor
Non-Domestic	The worldwide countries and locations other than those defined herein as domestic.
Numbering Plan Area (NPA)	The first three digits of a North American telephone number, often called an area code, in which the first digit cannot be a 1 or a 0 and that the remaining numbers can be 2 through 9.

Terms/Acronyms	Definitions
OCONUS	U.S. territories and possessions outside of the contiguous 48 states. It includes Alaska, Hawaii, Guam, Puerto Rico, US Virgin Islands, American Samoa, and the Northern Marianas Islands.
PCI	Payment Card Industry
Point of Presence (POP)	A contractor-owned or controlled physical location (1) at which contractor-owned or controlled network facilities used to provide services are located and (2) at which access to and/or from on-net user Agency locations is connected to network services.
Private Branch Exchange (PBX)	Telephone switching equipment conforming to the EIA standards RS-464 and RS-464-1, published in December 1977 and August 1982, and meeting Federal Communications Commission (FCC) registration requirements for interconnection to the public switched network.
Public Switched Network (PSN)	Any common carrier network that provides circuit switching among public users, including foreign Postal Telephone and Telegraphs. Note: The term is usually applied to the public switched telephone network, but it could be applied more generally to other switched networks that are available to the public, e.g., packet-switched public data networks.
Public Switched Telephone Network (PSTN)	Common domestic telecommunications network that is accessed by private branch exchange trunks, telephones, Centrex systems, and wireless terminals and handsets.
SBU	Sensitive but Unclassified
Secured FTP Media (SFTP)	Distribution media by which electronic documents, reports, or files are provided or delivered to the Government via File Transfer Protocol (FTP) server in a secured manner (e.g., SFTP, FTP over a Virtual Private Network, and FTP over a private network).
Service Delivery Point (SDP)	The interface point at which a service is delivered by the contractor to the Government or its designated agent. The SDP is the interface point for the physical or logical delivery of a service, the point at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the pricing for services rendered. SDPs may be located on or off Agency premises. Possible SDP locations include but are not limited to: a) Network side of a Private Branch Exchange (PBX), Central Office, Centrex system, or other communications system or network b) User side of contractor-provided access facilities (e.g., gateway router) c) Standard carrier/user demarcation point d) Minimum Point of Penetration (MPOP) [FCC defined demarcation point] e) Desktop (e.g., telephone set, personal computer [PC]) f) Contractor's POP g) Wireless phones and satellite earth stations Services may or may not have a physical SDP, depending on the characteristics of the individual services
Service Level Agreement (SLA)	An agreement between the Government and the contractor that the contractor delivers a specified service at a performance level that meets or exceeds the agreed performance objectives for the service. The SLA also specifies the measurement approach and the type and amount of credits that the Government is entitled to receive.
SFDC	Salesforce.com
STU-III	Secure Telephone Unit III

Terms/Acronyms	Definitions
Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY)	A device that permits individuals with speech and/or hearing impairments to make and receive telephone calls without assistance from others. A TDD or TDD-compatible device will be used by the speech/hearing-impaired user community to access the Federal Relay Service. A TDD generally consists of a keyboard, display screen, and a means (via modem or direct connection) to access a telecommunications network. It is recognized that this function can be performed by a computer with software enhancements. The term TTY may also be used in referring to this type of device.
Time to Restore (TTR)	The elapsed time of a service outage (outage time) minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the restoration of the service cannot be worked due to Government-caused delays. Examples of Government-caused delays include: 1) Customer was not available for required testing or to allow the contractor to access the Service Delivery Point or other customer-controlled space or interface at the scheduled time; 2) Customer gave the contractor an incorrect address for the SDP; 3) Customer failed to inform the contractor that a security clearance was required to access the SDP or customer-controlled space; 4) Government required service at a remote site and agreed that a longer transit time is required.
TFS	Toll-Free Service
TTL	Time to Live
UIFN	Universal International Free Phone Number
VCC	Virtual Contact Center
VS	Voice Services
VOIPTS	Voice over IP Transport service
WLNAA	Wireline Access Arrangement

APPENDIX 3 NETWORK SITE CODES

NSC	Address	CITY	STATE	ZIP
HRLNCAAN	@ BUILDING P-51 CORNER 2ND & E ST	HERLONG	CA	20827
ARTNVA93	0 PENTAGON BLDG	ARLINGTON	VA	22202
CMPDCA32	0 VANDEGRIFT BLVD	CAMP PENDLETON	CA	92055
CHLKCABI	1 ADMINISTRATION CIR	CHINA LAKE	CA	93555
ARTOVAJR	1 AIR FORCE MEMORIAL DR	ARLINGTON	VA	22204
SCOTNYAF	1 AIR NATIONAL GUARD RD @ BLDG 27	SCOTIA	NY	12302
ANABMDCD	1 ANDREWS AIR FORCE BASE	ANDREWS AFB	MD	20762
BMTNWAHN	1 BOONE RD	BREMERTON	WA	98312
MCLSOKMA (SWC)*	1 C TREE RD # 16	MCALESTER	OK	74501
RNABTX12	1 F ST	RANDOLPH A F B	TX	78150
FTSNMNAB	1 FEDERAL DR	FORT SNELLING	MN	55111
FTSNMNAB	1 FEDERAL DR	FORT SNELLING	MN	55111
WLMHDEFM	1 FIRST REGIMENT RD	WILMINGTON	DE	19808
ANVLPA10	1 FT INDIANTOWN GAP @ BLDG 17-15	ANNVILLE	PA	17003
MEVLNYAA	1 HUNTINGTON QUADRANGLE	MELVILLE	NY	11747
HNHNSC11	1 INNOVATION DR	HANAHAN	SC	29410
TRIPHIAC	1 JARRETT WHITE RD	TRIPLER	HI	96859
HNLNHIDC	1 JARRETT WHITE RD @ BLDG 102	HONOLULU	HI	96859
NWBRNYMY	1 MAGUIRE WAY	NEWBURGH	NY	12550
PHNAAZOO	1 N 1ST ST	PHOENIX	AZ	85004
PHNEAZZG	1 N CENTRAL AVE	PHOENIX	AZ	85004
CLMASCFW	1 NATIONAL GUARD RD @ (TAG BLDG)	COLUMBIA	SC	29201
PNCYFLGZ	1 NAVAL COASTAL SYSTEM CTR @ BLDG-484	PANAMA CITY	FL	32408
PCBHFLHL	1 NAVAL STATION CTR	PANAMA CITY BEACH	FL	32408
CLSSCOKO	1 NORAD RD	COLORADO SPRINGS	CO	80914
PTMOVAOV	1 NORFOLK NAVAL SHIPYARD	PORTSMOUTH	VA	23709
GNTFPA10	1 OVERCASH AVE	GREENE	PA	17201
CLSSCOST	1 PETERSON AFB	COLORADO SPRINGS	CO	80914
RDFRVA35	1 RAAP @ RADFORT ARMY AMMUNITION PLANT	RADFORD	VA	24141

NSC	Address	CITY	STATE	ZIP
NWPTRI34	1 RIGGS RD	NEWPORT	RI	02840
CLSSCUST	1 S PETERSON BLVD	COLORADO SPRINGS	CO	80914
PTMOVASP	1 SAINT JULIENS CRK	PORTSMOUTH	VA	26241
PTMOVAPH	1 ST JULIENS RD @ (BLDG 166)	PORTSMOUTH	VA	23702
ANDVMAAO	1 TECH DR	ANDOVER	MA	01810
TOOLUT17	1 TOOELE ARMY DEPOT @ BLDG 10	TOOELE	UT	84074
HMTNORBR	1 UMATILLA ARMY DEPOT @ BLDG 57	HERMISTON	OR	97838
LSTRPAAC	10 INDUSTRIAL HWY @ BLDG G	LESTER	PA	19113
CRHLNJDV	10 MELROSE AVE	CHERRY HILL	NJ	08003
ARTNVAHU	100 BOUNDARY CHANNEL DR	ARLINGTON	VA	22089
SNJNPR67	100 CALLE GEN ESTEVES	SAN JUAN	PR	00901
EDSNNJFH	100 DEY PL	EDISON	NJ	08817
TXRKTXJS	100 MAIN @BLGD S04 DR	TEXARKANA	TX	75501
MCABWAAL	100 MAIN ST	MCCHORD AFB	WA	98438
FCABWA02	100 N FOULOIS AVE	FAIRCHILD AFB	WA	99011
FCABWA02	100 N FOULOIS AVE	FAIRCHILD AFB	WA	99011
EGRNCTAR	100 NICHOLSON RD @ BLDG 1	EAST GRANBY	CT	06026
BLTMMDCD	100 S CHARLES ST	BALTIMORE	MD	21201
PTLJORYS	100 SW MAIN ST	PORTLAND	OR	97204
SVNHGAGN	100 W OGLETHORPE AVE	SAVANNAH	GA	31401
PTHNCAAY	1000 23RD AVE	PORT HUENEME	CA	93043
PTHNCAAY	1000 23RD AVE	PORT HUENEME	CA	93043
MRTVGAOD	1000 HALSEY AVE SE @ BLDG 447	MARIETTA	GA	30060
PITBPAFB	1000 LIBERTY AVE	PITTSBURGH	PA	15222
BSMRALAS	1001 4TH AVE SW	BESSEMER	AL	35023
CLMAMDBW	10025 GOVERNOR WARFIELD PKWY	COLUMBIA	MD	21044
PNBLARAH	10040 KABRICH CIR	PINE BLUFF	AR	71602
PNBLARAH	10040 KABRICH CIR	PINE BLUFF	AR	71602
WLCMMDAA	10050 BLOSSOM POINT RD	WELCOME	MD	20693
TACOWA03	101 41ST DIVISION WAY	TACOMA	WA	98430
TRABCAAY	101 BODIN CIR	TRAVIS AFB	CA	94535
BNGRMEKD	101 MARAN ST @ BLDG 514	BANGOR	ME	04401
BSTNMAZA	101 MERRIMAC ST	BOSTON	MA	02114
INHDMD03	101 STRAUSS AVE @ BLDG 698	INDIAN HEAD	MD	20640
PNCYFLRW	101 VERNON AVE	PANAMA CITY	FL	32408

NSC	Address	CITY	STATE	ZIP
MAFBALAP	101 W KIRKPATRICK AVE	MAXWELL AIR FORCE BASE	AL	36112
MTGNALDO	101 W KIRKPATRICK AVE @ BUILDING 942	MONTGOMERY	AL	36112
BCVLOHAE	10100 BRECKSVILLE RD	BRECKSVILLE	OH	44141
FTBLVABJ	10105 GRIDLEY RD @ BLDG 314	FORT BELVOIR	VA	22060
SNANTX09	10127 MOROCCO ST	SAN ANTONIO	TX	78216
WASNDCND	1014 10TH ST SE	WASHINGTON	DC	20003
FTBRNCBQ	1017 CANOPY LN	FORT BRAGG	NC	28307
FTLWWA26	1017 PENDLETON AVE	FORT LEWIS	WA	98433
PNPKFLMU	10200 49TH ST N	PINELLAS PARK	FL	33760
CLMCSCJF	1021 PINNACLE POINT DR	COLUMBIA	SC	29223
FTBLVACH	10215 FAIRFAX DR	FORT BELVOIR	VA	22060
MEDIPAAK	1023 E BALTIMORE PIKE	MEDIA	PA	19063
ARTNVAAR	1025 N IRVING ST	ARLINGTON	VA	22201
WPABOHDG	10262 DAVIS-MONTHAN RD @ WPAFB	WRIGHT-PATTERSON AFB	OH	45433
WASMDCLQ	103 3RD AVE SW	WASHINGTON	DC	20024
CHTNSCAC	103 S GRAVES AVE @ BLDG 129	CHARLESTON	SC	29404
YUMAAZTC	1030 HART ST	YUMA	AZ	85365
YUMAAZTC	1030 HART ST	YUMA	AZ	85365
TLLHTNMA (SWC)*	10321 WATTENDORF MEMORIAL HWY	ARNOLD AFB	TN	37389
TLLHTNBX	10321 WATTENDORF MEMORIAL HWY	TULLAHOMA	TN	37388
MDSNALNM (SWC)*	1038 RESEARCH BLVD	MADISON	AL	35758
FTDGUTAC	104 SOLDIERS CIR	FORT DOUGLAS	UT	84113
EGLNFL02	104 W CHOCTAWHATCHE	EGLIN AFB	FL	32542
LRTNVAFQ	10400 FURNACE RD	LORTON	VA	22079
ANCRAKWD	10488 NECRASON AVE	ANCHORAGE	AK	99506
PRISSCAM	1050 BOULEVARD DE FRANCE	PARRIS ISLAND	SC	29902
FTWHMD09	10530 RIVERVIEW RD	FORT WASHINGTON	MD	20744
FRBNAK82	1060 APPLE ST	FAIRBANKS	AK	99703
FTDRNYAA	10690 ENDURING FREEDOM DR	FORT DRUM	NY	13602
FTDRNYDM	10690 S MEMORIAL DR	FORT DRUM	NY	13602
CNASFL05	10781 SAMUEL E PHILLIPS PKWY	CANAVERAL AIR STATION	FL	32925

NSC	Address	CITY	STATE	ZIP
SBTNVTGL	108 NCO DR	SOUTH BURLINGTON	VT	05403
BGTNMOCO	10800 LAMBERT INTERNATIONAL BLVD & BLDG 131 LAMBERT FIELD	BRIDGETON	MO	63044
BGTNMOCO	10800 LAMBERT INTERNATIONAL BLVD & BLDG 131 LAMBERT FIELD	BRIDGETON	MO	63044
CYPRCADN	10801 WALKER ST	CYPRESS	CA	90630
CVTNLASA	109 NEW CAMELLIA BLVD	COVINGTON	LA	70433
DWTTNYCN	1099 E MOLLOY RD	DE WITT	NY	13211
LNCLMAAI	11 BARKSDALE ST @ HANSCOM AFB/BLDG 1614C	LINCOLN	MA	01731
BSTRMADF	11 CHANNEL ST	BOSTON	MA	02210
TBYHPA09	11 HAP ARNOLD BLVD	TOBYHANNA	PA	18466
HRVRMACG	11 SARATOGA BLVD	HARVARD	MA	01434
FRFTKYNT	110 MINUTEMAN PKWY @ NEW EOC BLDG	FRANKFORT	KY	40601
PTHNCAUP	1100 23RD AVE	PORT HUENEME	CA	93041
ELGNILCG	1100 BOWES RD	ELGIN	IL	60123
RMLSMI69	11000 MIDDLEBELT RD @ (BLDG 931)	ROMULUS	MI	48242
LSVMKYMC	1101 GRADE LANE @ BLDG 400 RM 134	LOUISVILLE	KY	40213
YRTWVA13	111 CYBERNETICS WAY	YORKTOWN	VA	23693
ARTNVABY	111 S GEORGE MASON DR	ARLINGTON	VA	22204
HCHSHIAD	1110 SCOTT CIR @ (BUILDING 255)	HICKAM HOUSING	HI	96818
HCHSHIAD	1110 SCOTT CIR @ (BUILDING 255)	HICKAM HOUSING	HI	96818
INDPMOFS	11101 E USHWY 24	INDEPENDENCE	MO	64054
LSLMCABC	11200 LEXINGTON DR	LOS ALAMITOS	CA	90720
FRFXVADO	11212 WAPLES MILL RD	FAIRFAX	VA	22030
PSCGMSBD	1126 JACKSON AVE	PASCAGOULA	MS	39568
PRLHHI35	1130 BOLE LOOP	PEARL HARBOR	HI	96860
HRNDVAHE	1130 ELDEN ST	HERNDON	VA	20170
MTABCAAR	11375 DOUGLAS RD	MATHER AIR FORCE BASE	CA	95655
KGPRPAFA	1150 1ST AVE	KING OF PRUSSIA	PA	19406
EATNNJ09	1150 AVENUE OF MEMORIES	EATONTOWN	NJ	07703
LIMAOHAB	1155 BUCKEYE RD	LIMA	OH	45804
SFFLVAAK	116 LAKE VIEW PKWY	SUFFOLK	VA	23435
BTVLMDBV	11600 MONTGOMERY RD	BELTSVILLE	MD	20705

NSC	Address	CITY	STATE	ZIP
HSTZTXQQ	11700 OLD GALVESTON RD @ BLDG 1377	HOUSTON	TX	77034
NWPTRIIW	1176 HOWELL ST @ (BLDG 111)	NEWPORT	RI	02841
SNDHCAJI	11770 BERNARDO PLAZA CT	SAN DIEGO	CA	92128
SNDHCAJI	11770 BERNARDO PLAZA CT	SAN DIEGO	CA	92128
HMPNVAQA	118 HAMMOND AVE	HAMPTON	VA	23665
LNABVAAJ	118 HAMMOND AVE & USE LNABVAAC	LANGLEY AIR FORCE BASE	VA	23665
SLSPMDGJ	11800 TECH RD	SILVER SPRING	MD	20904
LSVLTN20	1182 W CUMBERLAND DR	LOUISVILLE	TN	37777
HRNDVA87	11820 LEESBURG PIKE	HERNDON	VA	20170
GLBONCPD	1195 JABARRAH AVE @ (F)	GOLDSBORO	NC	27531
BURLMAFV	12 NEW ENGLAND EXECUTIVE PARK	BURLINGTON	MA	01803
KKHAHI06	1200 TARTAR DR	KEKAHA	HI	96752
HSTXTXOP	12000 AEROSPACE AVE	HOUSTON	TX	77034
BLTPMDUQ	1201 HALSEY PL	BALTIMORE	MD	21230
SXFLSDCP	1201 W ALGONQUIN ST @ (BLDG 64)	SIOUX FALLS	SD	57104
SNDACAST	1220 PACIFIC HWY	SAN DIEGO	CA	92101
PTLDOREA	1220 SW 3RD AVE	PORTLAND	OR	97204
STLSMOQK	1222 SPRUCE ST	ST LOUIS	MO	63103
PTABFLAO	1225 PERSHING PL	PATRICK AFB	FL	32925
ARTNVA02	1225 S CLARK ST	ARLINGTON	VA	22202
WPBHFLJL	1227 MARINE DR	WEST PALM BEACH	FL	33409
WHSNNM07	123 CROZIER ST	WHITE SANDS	NM	88002
RSTNVA09	12300 SUNRISE VALLEY DR	RESTON	VA	22091
ARTNVA06	1235 S CLARK ST	ARLINGTON	VA	22202
ORLDFLDY	12350 RESEARCH PKWY	ORLANDO	FL	32826
CLEVOHJP	1240 E 9TH ST	CLEVELAND	OH	44114
CLEVOHJP	1240 E 9TH ST	CLEVELAND	OH	44114
LSCRNMPP	12400 NASA RD @ (BLDG 10)	LAS CRUCES	NM	88011
SPFDOH56	1245 W BLEE RD	SPRINGFIELD	OH	45502
CRPLPA04	1265 SERGEANTS WAY @ BUILDING 405 PITTSBURGH INTL AIRPORT	CORAOPOLIS	PA	15108
DRPRUTAA	12953 S MINUTEMAN DR	DRAPER	UT	84020
FTHDTXCZ	13 52ND ST	FORT HOOD	TX	76544

NSC	Address	CITY	STATE	ZIP
EHRTCTGS	130 DARLIN ST	EAST HARTFORD	CT	06108
PNSCFLDQ	130 WEST AVE	PENSACOLA	FL	32508
PNSCFLDQ	130 WEST AVE	PENSACOLA	FL	32508
KYWSFLDX	1300 DOUGLAS CIR @ HOSPITAL	KEY WEST	FL	33040
FTLEVABR	1300 E AVE @ BLDG 11200	FORT LEE	VA	23801
OKLDCALB	1301 CLAY ST	OAKLAND	CA	94612
OKLDCALB	1301 CLAY ST	OAKLAND	CA	94612
HRHMPAMQ	1301 EASTON RD @ BLDG 310	HORSHAM	PA	19044
SPFDILBN	1301 N MACARTHUR BLVD	SPRINGFIELD	IL	62702
BLCSVA14	1307 FT PICKETT	BLACKSTONE	VA	23824
SANGTXIU	131 FLIGHTLINE AVE	SAN ANGELO	TX	76908
SANGTXIU	131 FLIGHTLINE AVE	SAN ANGELO	TX	76908
HCKRVAXA (SWC)*	1317 BALLAHACK RD, SUITE 100 ROOM D22	CHESAPEAKE	VA	23322
WASMDCMF	1322 PATTERSON AVE SE	WASHINGTON	DC	20374
WASHDCSE	1325 GOOD HOPE RD SE	WASHINGTON	DC	20020
EOVRSCAB	1325 S CAROLINA RD	EASTOVER	SC	29044
WASMDCPH	1333 ISAAC HULL AVE SE	WASHINGTON	DC	20376
SLSPMDBD	1335 E WEST HWY	SILVER SPRING	MD	20910
CLSRCOYG	135 DOVER ST @ BLDG 350	COLORADO SPRINGS	CO	80914
IPLSINNP	135 N PENNSYLVANIA ST	INDIANAPOLIS	IN	46204
GRTNCTIC	135 US SUBMARINE BASE BLDG 77	GROTON	CT	06349
BUMUTXVP	1350 LEONARD ST	BEAUMONT	TX	77701
DBABGAAJ	1356 ATLANTIC AVE	DOBBINS AIR FORCE BASE	GA	30069
RSTWMDCK	13616 DESERT STORM LN	REISTERSTOWN	MD	21136
FTWWTX74	13800 FAA BLVD	FORT WORTH	TX	76155
SLMNMD04	13855 SOLOMONS ISLAND RD S	SOLOMONS	MD	20688
NWNWVADG	1387 JACKSON AVE	NEWPORT NEWS	VA	23604
CBFBMS02	139 F ST	COLUMBUS AFB	MS	39710
LKABAZ01	13960 W EAGLE ST	LUKE AFB	AZ	85309
CPNNCAAC	1398 VANDEGRIFT BLVD	CAMP PENDLETON NORTH	CA	92058
NCLDPADA	14 DEDICATION DR @ (BLDG 14)	NEW CUMBERLAND	PA	15108
FARGNDEJ	1400 28TH AVE N	FARGO	ND	58102

NSC	Address	CITY	STATE	ZIP
ARTOVAAJ	1400 SOUTHGATE RD	ARLINGTON	VA	22214
GRCYGATE	1401 ROBERT B MILLER JR DR & BLDG 1905	GARDEN CITY	GA	31408
ARTNVAJP	1401 S CLARK ST	ARLINGTON	VA	22202
ARTNVACO	1401 WILSON BLVD	ARLINGTON	VA	22209
GLPTMS45	14094 CUSTOMS BLVD	GULFPORT	MS	39503
JCSNMSYW	141 MILITARY DR @ BLDG 102	JACKSON	MS	39208
FRMNMAUN	141 UNION AVE	FRAMINGHAM	MA	01702
BWLGVAAW	14116 BURKE RD	BOWLING GREEN	VA	22427
GLDMAZSN	14160 W MARAUDER ST	GLENDALE	AZ	85309
ADSNTXAW	14285 MIDWAY RD	ADDISON	TX	75001
JCVNFLTJ	14300 FANG DR	JACKSONVILLE	FL	32218
JCSNMSAV	144 MILITARY DR	JACKSON	MS	39232
JCVLFLFT	14400 WHIRLWIND AVE	JACKSONVILLE	FL	32218
FTCRCOBQ	1450 SPECKER AVE	FORT CARSON	CO	80913
BTCKMIFS	146 SABER AVE @ BLDG 6900	BATTLE CREEK	MI	49015
CHNTVAVQ	14675 LEE RD	CHANTILLY	VA	20151
BRDLLAAF	147 BARKSDALE BLVD E	BARKSDALE AFB	LA	71110
FTLEFLAY	1475 W CYPRESS CREEK RD	FORT LAUDERDALE	FL	33309
IMBHCA24	1498 13TH ST	IMPERIAL BEACH	CA	91932
EDWRCABA	15 E YEAGER BLVD & BLDG 830A	EDWARDS	CA	93523
ABRDMDAB	15 S LAW ST	ABERDEEN	MD	21001
BRSWCA46	15 USMC DPT NEBO SPLY	BARSTOW	CA	92311
EDAFCA15	15 YEAGER BLVD	EDWARDS AFB	CA	93524
RBABGAAT	150 2ND ST	ROBINS AFB	GA	31098
WRRBGA43	150 RICHARD RAY BLVD	WARNER ROBINS	GA	31098
WHBHNYAM	150 RIVERHEAD RD	WESTHAMPTON BEACH	NY	11978
ARTNVA91	1501 WILSON BLVD	ARLINGTON	VA	22296
STTLWA05	1503 3RD AVE W	SEATTLE	WA	98119
AHVLNCPA	151 PATTON AVE	ASHEVILLE	NC	28801
MRTUGASN	1519 REFUELING RD	MARIETTA	GA	30069
HNVIALBE	1525 PERIMETER PKWY NW	HUNTSVILLE	AL	35806
KSCYMO4O	15303 ANDREWS RD	KANSAS CITY	MO	64147
KSCZMOKH	15303 ANDREWS RD	KANSAS CITY	MO	64147
STTMWAQU	1531 UTAH AVE S	SEATTLE	WA	98134
ANABMDAL	1539 D ST	ANDREWS AFB	MD	20762

NSC	Address	CITY	STATE	ZIP
PLSBWAXX	1545 SHERMAN HILL RD NW	POULSBO	WA	98370
ARTNVA05	1550 CRYSTAL DR	ARLINGTON	VA	22202
MCLNVAPD	1550 TYSONS MCLEAN DR	MCLEAN	VA	22102
OANGMA02	156 REILLY ST	OTIS AIR NATIONAL GUARD BASE	MA	02542
NRFLVADD	1562 MITSCHER AVE & BLDG NH-6W	NORFOLK	VA	23551
SPRTWI08	1564 S 11TH AVE	SPARTA	WI	54656
FTMCWIAI	1565 S 11TH AVE	FORT MCCOY	WI	54656
HLHDSCXC (SWC)*	159 PARRIS ISLAND	PARRIS ISLAND	SC	29905
ALXNVA70	1600 N BEAUREGARD ST	ALEXANDRIA	VA	22370
FTKNKY27	1600 SPEARHEAD DIVISION AVE	FORT KNOX	KY	40122
RNTNWAAW	1601 LIND AVE SW	RENTON	WA	98057
COCYFL13	16120 NW 13TH AVE	CAROL CITY	FL	33169
NRFLVAWC	1624 W LITTLE CREEK RD	NORFOLK	VA	23518
NRFLVAWC	1624 W LITTLE CREEK RD	NORFOLK	VA	23518
VRBHVARC (SWC)*	1630 PLEASURE HOUSE RD	VIRGINIA BCH	VA	23455
VRBHVARC	1630 PLEASURE HOUSE RD	VIRGINIA BEACH	VA	23458
RLGLNCJA	1636 GOLD STAR DR	RALEIGH	NC	27607
LWTNOKET	1645 RANDOLPH RD	LAWTON	OK	73502
TULSOKIT	1645 S 101ST EAST AVE	TULSA	OK	74145
TCSQAZYW	1650 E PERIMETER WAY @ (BLDG 1)	TUCSON	AZ	85756
STLSMOWV	1655 WOODSON RD	ST LOUIS	MO	63114
FTBRNCFK	166 MALVESTI ST @ 3-1549	FORT BRAGG	NC	28310
HSTNTXCC	16600 JOHN F KENNEDY BLVD	HOUSTON	TX	77032
LAMRCADE	16700 VALLEY VIEW AVE	LA MIRADA	CA	90638
FTDTMDER	1671 NELSON ST	FORT DETRICK	MD	21702
CHTOWVDA	1679 COONSKIN DR	CHARLESTON	WV	25311
OKTRIL14	17 BUTTERFIELD RD	OAKBROOK TERRACE	IL	60181
ARTNVA18	1700 N MOORE ST	ARLINGTON	VA	22209
MCLNVALV	1701 CHAIN BRIDGE RD	MCLEAN	VA	22101
CLPKGABC	1701 COLUMBIA AVE	COLLEGE PARK	GA	30337
RCTPNJ92	173 BUFFINGTON RD	ROCKAWAY	NJ	07866
MTGNALUZ	1730 CONG W L DICKINSON DR	MONTGOMERY	AL	36109
FTWYTX19	1730 HULK DR	FORT WORTH	TX	76127

NSC	Address	CITY	STATE	ZIP
DHLGVADX	17320 DAHLGREN RD @ SUBSTATION	DAHLGREN	VA	22448
CHTNWVHD	1740 COONSKIN DR	CHARLESTON	WV	25311
WSFDMADS	175 FALCON DR	WESTFIELD	MA	01085
CTLRME01	175 RIDGE RD	CUTLER	ME	04626
RENONVNG	1776 NATIONAL GUARD WAY	RENO	NV	89502
SNANTXKQ	1777 NE LOOP 410	SAN ANTONIO	TX	78217
ARTOVASM	1801 N GEORGE MASON DR	ARLINGTON	VA	22205
AURTCOBV	18365 E BRECKENRIDGE AVE	AURORA	CO	80011
IPLSIN40	1850 S SIGSBEE ST	INDIANAPOLIS	IN	46241
AURSCO12	18500 E 6TH AVE	AURORA	CO	80011
ARTNVA54	1851 S BELL ST	ARLINGTON	VA	22202
HILHFLCV	18650 NW 62ND AVE	HIALEAH	FL	33015
FTWYTXON	1880 CARSWELL AVE	FORT WORTH	TX	76127
BLTNCAAD	18850 ORANGE ST	BLOOMINGTON	CA	92316
AURRCODP	18865 E BRECKENRIDGE AVE & BLDG 850	AURORA	CO	80011
CRSNCAIX	18901 WILMINGTON AVE	CARSON	CA	90746
CLPKGABE	1895 PHOENIX BLVD	COLLEGE PARK	GA	30349
MRTTGAPA	1899 POWERS FERRY RD SE	MARIETTA	GA	30339
HLNAMTHV	1900 WILLIAMS ST	HELENA	MT	59602
MILXWITH	1919 E GRANGE AVE @ (BLDG 512)	MILWAUKEE	WI	53207
HSTXTX38	1919 SMITH ST	HOUSTON	TX	77002
AGSTME09	194 WINTHROP ST	AUGUSTA	ME	04330
MNFDOHCK	1947 HARRINGTON MEMORIAL RD @ BLDG 100	MANSFIELD	OH	44903
EDWRCAAN	195 E POPSON AVE @ BLDG 2750	EDWARDS	CA	93523
FTWBFLGM	1984 LEWIS TURNER BLVD	FORT WALTON BEACH	FL	32547
TWPBCAAD	1986 10TH ST	TWENTYNINE PALMS BASE	CA	92277
NORCCA11	1999 4TH ST @ BUILDING 513	NORCO	CA	92860
QNTCVAXA	1999 HILL AVE	QUANTICO	VA	22134
LXTNMA28	2 RANDOLPH RD & (BLDG 1505)	LEXINGTON	MA	01731
STPLMNIS	20 12TH ST W	ST PAUL	MN	55102
KYWSFLMA (SWC)*	20 TRUMAN ANNEX, BLDG 1279	NAS KEY WEST TRUMAN ANEX	FL	33040
ARTNVAAV	200 12TH ST S	ARLINGTON	VA	22202
FTLWMOFL	200 FREEDOM DR @ BLDG 404	FORT LEONARD WOOD	MO	65473

NSC	Address	CITY	STATE	ZIP
NRFLVABD	200 GRANBY ST	NORFOLK	VA	23510
MRDNMSHY	200 ROSENBAUM AVE	MERIDIAN	MS	39309
NYCTNYJU	200 TOTTEN AVE	QUEENS	NY	11359
BTCKMIBC (SWC)*	2000 VLUG STREET	AUGUSTA	MI	49012
EVRTWAKJ	2000 W MARINE VIEW DR	EVERETT	WA	98201
WASHDCRY	2001 E CAPITOL ST SE	WASHINGTON	DC	20003
WASHDCRY	2001 E CAPITOL ST SE	WASHINGTON	DC	20003
DYTNOHFQ	20015 B ST @ BLDG 15	DAYTON	OH	45433
IPLPINAM	2002 S HOLT RD @ BLDG 1	INDIANAPOLIS	IN	46241
KNBYGA06	2005 USS CASIMIR PULASKI DR	KINGS BAY	GA	31547
ARTNVABD	201 12TH ST S	ARLINGTON	VA	22202
KLABTXSW	201 PAUL WAGNER DR @ BLDG 1674	KELLY AIR FORCE BASE	TX	78221
PNMGCABI	201 POL RD	POINT MUGU NAWC	CA	93041
CLNCNJ15	201 RT 34	COLTS NECK	NJ	07722
SCABILBF	203 W WINTERS ST @ BLDG 1980	SCOTT AIR FORCE BASE	IL	62225
FTPSLAAF	2040 14TH ST	FORT POLK SOUTH	LA	71459
KAFBNM01	20449 E KIRTLAND AFB	KIRTLAND AFB	NM	87116
KAFBNMAU	2051 WYOMING BLVD SE @ #20449	KIRTLAND AFB	NM	87117
WASHDCMT	2055 L ST NW	WASHINGTON	DC	20036
FTHMNYAE	206 SHERIDAN LOOP	FORT HAMILTON	NY	11252
CLSQCO46	2060 BRIARGATE PKWY	COLORADO SPRINGS	CO	80920
EGLNFLAQ	207 W D AVE @ BLDG 349	EGLIN AFB	FL	32542
RCMDKY80	2091 KINGSTON HWY @ (BLDG 219)	RICHMOND	KY	40475
RCMDKY80	2091 KINGSTON HWY @ (BLDG 219)	RICHMOND	KY	40475
MSABMTAG	21 77TH ST N	MALMSTROM AFB	MT	59402
KLFLORIH	210 GENTILE ST	KLAMATH FALLS	OR	97603
WASHDCGZ	2100 2ND ST SW	WASHINGTON	DC	20024
SCABILBM	2101 GOLF COURSE RD	SCOTT AFB	IL	62225
OMAJNEEB	2101 WOOLWORTH AVE	OMAHA	NE	68108
WDHLCAAG	21041 BURBANK BLVD	WOODLAND HILLS	CA	91367
WDHLCAAG	21041 BURBANK BLVD	WOODLAND HILLS	CA	91367
MNOTNDAD	211 SUMMIT DR @ BUILDING 121	MINOT	ND	58704

NSC	Address	CITY	STATE	ZIP
JNCYKSXC	213 CUSTER AVE	JUNCTION CITY	KS	66442
JNCYKSXC	213 CUSTER AVE	JUNCTION CITY	KS	66442
SRVSAZ65	2133 CUSHING ST	SIERRA VISTA	AZ	85613
CPHLPASH	214 SENATE AVE	CAMP HILL	PA	17089
LCABTXAU	2141 KELLY DR	LACKLAND AFB	TX	78236
LCABTXBR	2141 KELLY DR @ BLDG 1050	JBSA LACKLAND	TX	78236
CMPDCACF	21448 B ST	CAMP PENDLETON	CA	92055
BEALCABG	2145 N BEALE RD	BEALE AFB	CA	95903
OKCYOK78	215 DEAN A MCGEE AVE	OKLAHOMA CITY	OK	73102
BEALCAAA	2159 WARREN SHINGLE RD	BEALE AFB	CA	95903
CHYNWY32	217 DELL RANGE BLVD	CHEYENNE	WY	82009
FTBRNC31	2175 REILLY ST	FORT BRAGG	NC	28310
FCABWA10	220 W BONG ST	FAIRCHILD AIR FORCE BASE	WA	99011
AUSETXFF	2200 W 35TH ST @ BLDG 12	AUSTIN	TX	78731
ARTNTXDB	2201 N COLLINS ST	ARLINGTON	TX	76011
HRFDFL13	222 LUKASIK AVE	HURLBURT FIELD	FL	32544
MRBGWVDA	222 SABRE JET BLVD	MARTINSBURG	WV	25401
GTLKILEE	2223 LUCE BLVD	GREAT LAKES	IL	60088
FTSHTX01	2225 STANLEY RD	FORT SAM HOUSTON	TX	78234
PTRVMDAJ	22268 CEDAR POINT RD	PATUXENT RIVER	MD	20670
PTRVMDAJ	22268 CEDAR POINT RD	PATUXENT RIVER	MD	20670
SMYRGAAT	2233 LK PARK DR SE	SMYRNA	GA	30080
HRNDVARV	2235 MONROE ST	HERNDON	VA	20171
IRNJTXSD	2250 W JOHN CARPENTER FWY	IRVING	TX	75063
PTHNCABO	2251 PACIFIC RD @ BLDG 225	PORT HUENEME	CA	93043
DSPLILDV	2300 E DEVON AVE	DES PLAINES	IL	60018
SCABILAJ	2300 EAST DR & BLDG 3178	SCOTT AFB	IL	62225
SMYRGA21	2300 LK PARK DR SE	SMYRNA	GA	30080
CMTNCABA	2300 S CENTRAL AVE	COMPTON	CA	90220
STAGFLAX	2305 STRD 207	ST AUGUSTINE	FL	32086
TAMZFLIW	2308 FLORIDA KEYS AVE @ (BLDG 261)	TAMPA	FL	33621
KSCYMONP	2312 E BANNISTER RD	KANSAS CITY	MO	64131
KSCYMONP	2312 E BANNISTER RD	KANSAS CITY	MO	64131
CHTNSCDP (SWC)*	2316 RED BANK RD	GOOSE CREEK RD	SC	29445

NSC	Address	CITY	STATE	ZIP
GSCKSCAO	2316 RED BANK RD @ BLDG 31	GOOSE CREEK	SC	29445
HSTXTXBI	2320 LA BRANCH ST	HOUSTON	TX	77004
CLFRMDAP	23330 COTTONWOOD PKWY	CALIFORNIA	MD	20619
ARTNVA36	2345 CRYSTAL DR	ARLINGTON	VA	22202
ELSGCAQG	2350 E EL SEGUNDO BLVD @ (BLDG A2)	EL SEGUNDO	CA	90245
FTMYVAFW	238 JACKSON AVE	FORT MYER	VA	22211
NGFLNYWW	2395 KIRKBRIDGE DR @ BLDG 317	NIAGARA FALLS	NY	14304
NSVMTNIC	240 KNAPP BLVD	NASHVILLE	TN	37217
CRCKTXPF	240 TARAWA ST @ (BLDG 10)	CORPUS CHRISTI	TX	78418
CRCHTXFB (SWC)*	240 TARAWA ST, BLDG 112	CORPUS CRISTI	TX	78419
DSPLILXL (SWC)*	2400 DEVON AVENUE	DES PLAINES	IL	60018
DFIATXBL	2400 INTERNATIONAL PKWY	DALLAS FORT WORTH INT'L A	TX	76051
SMYRGAFC	2400 LAKE PARK DR SE	SMYRNA	GA	30080
MDSNWINX	2400 WRIGHT ST	MADISON	WI	53704
ARTNVA39	241 18TH ST S	ARLINGTON	VA	22202
BNVLILAP	2416 S FALCON BLVD @ BLDG 628	BARTONVILLE	IL	61607
LNCLNEUY	2420 W BUTLER AVE	LINCOLN	NE	68524
LNCMNECB	2433 NW 24TH ST	LINCOLN	NE	68524
FTGRGABO	245 O'CLUB DR	FORT GORDON	GA	91350
LSAHCA43	245 WORLD WAY	LOS ANGELES	CA	90045
FTGRGA15	2450 CLUB DR	FORT GORDON	GA	30905
ARTNVA17	2450 CRYSTAL DR	ARLINGTON	VA	22202
CMPDCA31	2459 POWDER MAGAZINE RD	CAMP PENDLETON	CA	92058
CMPDCAAB	2459 VANDEGRIFT BLVD @ COMM BLDG	CAMP PENDLETON	CA	92055
ENIDOK23	246 BROWN PKWY	ENID	OK	73703
CRCYNVJU	2460 FAIRVIEW DR	CARSON CITY	NV	89701
SLSQMD07	2460 LINDEN LN @ BLDG 161	SILVER SPRING	MD	20910
SLSPMDJL	2461 LINDEN LN	SILVER SPRING	MD	20910
SVNIGAJK	248 LEONARD NEAL ST @ (BLDG 935)	SAVANNAH	GA	31409
BSTNMAJK	25 NEW SUDBURY ST	BOSTON	MA	02203
NWCSDEYE	250 AIRPORT RD	NEW CASTLE	DE	19720
MCTPNJ13	2501 COHWY 547	MANCHESTER	NJ	08733
LKHRNJ15	2501 COHWY 547 @ HANGAR #1	LAKEHURST	NJ	08733

NSC	Address	CITY	STATE	ZIP
NRFLVABP	2510 WALMER AVE	NORFOLK	VA	23513
ARTNVAAX	2511 JEFFERSON DAVIS HWY	ARLINGTON	VA	22202
LNNHMIJG	2511 N LOGAN ST	LANSING	MI	48906
EGLNFLBO	252 W D AVE	EGLIN AFB	FL	32542
ARTNVAAT	2521 S CLARK ST	ARLINGTON	VA	22202
ARTNVAJF	2530 CRYSTAL DR @ BLDG 3	ARLINGTON	VA	22202
SNTLCASI	25350 MAGIC MOUNTAIN PKWY	SANTA CLARITA	CA	91355
BRHMALKG	255 W OXMOOR RD	BIRMINGHAM	AL	35244
HRNDVADU	2550 DULLES VIEW DR	HERNDON	VA	20171
VRBJVATS	2555 AMPHIBIOUS DR	VIRGINIA BEACH	VA	23521
SNDJCALY	2555 SPORTS ARENA BLVD	SAN DIEGO	CA	92110
TRACCAJI	25600 S CHRISMAN RD	TRACY	CA	95304
EAFBAK11	2561 WABASH AVE	EIELSON AFB	AK	99702
PRLHHICI	258 MAKALAPA DR	PEARL HARBOR	HI	96860
WXFRPAAT	2591 WEXFORD BAYNE RD	WEXFORD	PA	15143
NSCRCA11	2594 RIO LINDA BLVD	NORTH SACRAMENTO	CA	95815
ROMENYCU	26 ELECTRONICS PKWY	ROME	NY	00000
VRBIVAYZ	2600 TARAWA CT	VIRGINIA BEACH	VA	23521
FTWOTXYZ	2601 MEACHAM BLVD	FORT WORTH	TX	76137
NWCSDECB	2602 SPRUANCE DR @ AFB	NEW CASTLE	DE	19720
GDFRNDBL	264 STEEN AVE @ BLDG 102	GRAND FORKS	ND	58205
COWTOKXB (SWC)*	26401 EAST 101ST STREET	BROKEN ARROW	OK	74014
NWHNCTSC	265 CHURCH ST	NEW HAVEN	CT	06510
DNVRCOZK	26705 E 68TH AVE	DENVER	CO	80466
MSVJCAAL	26722 PLAZA	MISSION VIEJO	CA	92691
MSVJCAAL	26722 PLAZA	MISSION VIEJO	CA	92691
RIARILAD	2695 RODMAN AVE	ROCK ISLAND ARSENAL	IL	61201
LMSTMEAD	27 ARKANSAS RD	LIMESTONE	ME	04751
JCVRFL16	27 ENTERPRISE AVE	JACKSONVILLE	FL	32212
NWORLAGD	2700 BELLE CHASSE HWY & BLDG 151	NEW ORLEANS	LA	70143
HSTKTXGK	2700 N TERMINAL RD	HOUSTON	TX	77032
FTLEVABK	2701 C AVE	FORT LEE	VA	23801
BLTMMDGH	2701 EASTERN BLVD	BALTIMORE	MD	21220
MNTPOHBI	2707 S EBER RD	MONCLOVA	OH	43558
RLGHNCQM	2725 WESTERN BLVD @ NMCRC BLDG	RALEIGH	NC	27606

NSC	Address	CITY	STATE	ZIP
KGVLTXKV (SWC)*	2740 MCCAIN ST	KINGSVILLE NAS	TX	78363
ELWOSDAK	2742 SPAATZ DR	ELLSWORTH	SD	57706
SALMORBR	2776 MILITIA WAY SE	SALEM	OR	97301
PNSDFLZK	280 TAYLOR RD	PENSACOLA	FL	32508
GRFLMTIS	2800 AIRPORT AVENUE B @ (BLDG 63)	GREAT FALLS	MT	59404
HYVLMDLW	2800 POWDER MILL RD	HYATTSVILLE	MD	20783
TPKAKSFE	2800 SW TOPEKA BLVD	TOPEKA	KS	66611
PNPKFLOX	2801 GRAND AVE	PINELLAS PARK	FL	33702
PSCGMSMA	2802 MARKET ST	PASCAGOULA	MS	39567
RPCYSDBC	2823 W MAIN ST	RAPID CITY	SD	57702
CLMBOHPO	2825 W DUBLIN GRANVILLE RD	COLUMBUS	OH	43235
BUFTSCXA (SWC)*	283 BOULEVARD DE FRANCE	BEAUFORT	SC	29902
OKCYOKMU	2845 SW 43RD ST	OKLAHOMA CITY	OK	73119
FTKNKY26	289 IRELAND AVE	FORT KNOX	KY	40121
FTIRCAAN	29 BARSTOW RD	FORT IRWIN	CA	92310
ANNPMDBU	290 BUCHANAN RD @ (WARD HALL)	ANNAPOLIS	MD	21402
MCABNJAR	2907 TUSKEGEE AIRMEN AVE	MC GUIRE AIR FORCE BASE	NJ	08641
KYWSFLJT	291 COVINGTON AVE	KEY WEST	FL	33040
KYWSFLFM	291 TRUMAN AVE @ (UNDETERMINED BLDG)	KEY WEST	FL	33040
TLHSFLDW	2910 ROBERTS AVE @ CAPITAL CIRCLE HWAY	TALLAHASSEE	FL	32310
BLNGMTSX	2917 GABEL RD	BILLINGS	MT	59102
SXCYIAEW	2920 HEADQUARTERS AVE	SIOUX CITY	IA	51111
HMSTFLNA (SWC)*	29350 CORAL SEA BLVD	HOMESTEAD	FL	33039
HSBSFL05	29350 SW 127TH AVE	HOMESTEAD BASE	FL	33033
WPABOH11	2950 Q ST	WRIGHT-PATTERSON AFB	OH	45433
FRBNOHEE	2970 PRESIDENTIAL DR	FAIRBORN	OH	45324
WLISVA05	30 BATTLE GROUP WAY	WALLOPS ISLAND	VA	23337
STTRWAVS	300 5TH AVE	SEATTLE	WA	98104
HNLLHIPK	300 ALA MOANA BLVD	HONOLULU	HI	96850
SNANTX48	300 CONVENT ST	SAN ANTONIO	TX	78205
CRANINAJ	300 HWY 361	CRANE	IN	47522

NSC	Address	CITY	STATE	ZIP
HNLMHINI	300 LEXINGTON BLVD	HONOLULU	HI	96818
DOVRDE38	300 MAIN GATE WAY	DOVER	DE	19902
MTRYCATJ	300 PATTON AVE	MONTEREY	CA	93944
CRPLPADC	300 TANKER RD	CORAOPOLIS	PA	15108
TCSNAZGM	300 W CONGRESS ST	TUCSON	AZ	85701
MMPNTNRI	3001 HARBOR AVE	MEMPHIS	TN	38113
TNKROK01	3001 STAFF DR	TINKER	OK	73145
ARTOVAUC	3003 WASHINGTON BLVD	ARLINGTON	VA	22201
FTWYINKD	3005 FERGUSON RD	FORT WAYNE	IN	46809
BLLVWAAL	3009 112TH AVE NE	BELLEVUE	WA	98004
YUMAAZMU	301 C ST	YUMA	AZ	85365
NWNTNHLJ	302 NEWMARKET ST @ (BLDG 145)	NEWINGTON	NH	03801
SCABILAT	302 W LOSEY @ BLDG P5	SCOTT AFB	IL	62225
SNAATX41	3027 PATCH RD @ BLDG 913	SAN ANTONIO	TX	78234
CYTPILAV	303 FOUNTAINS PKWY	CASEYVILLE	IL	62208
LWTNOKMS	3040 AUSTIN RD	LAWTON	OK	73503
NSVOTNKS	3041 SIDCO DR	NASHVILLE	TN	37204
HRFDFLAP	306 CODY AVE	HURLBURT FIELD	FL	32544
CRCHTXKN	308 CRECY ST	CORPUS CHRISTI	TX	78419
ALTSOKGJ	308 N 1ST ST @ (BLDG 52)	ALTUS	OK	73523
ARTNVACA	3100 CLARENDON BLVD	ARLINGTON	VA	22201
DESMIAPN	3100 MCKINLEY	DES MOINES	IA	50321
KTNGOHEB	3100 RESEARCH BLVD	KETTERING	OH	45420
ALXNVABR	3101 BURGUNDY RD	ALEXANDRIA	VA	22303
SPFDILCC	3101 J DAVID JONES PKWY	SPRINGFIELD	IL	62707
SPFDOR57	3106 PIERCE PKWY	SPRINGFIELD	OR	97477
ABPGMD07	311 LONGS CORNER RD	ABERDEEN PROVING GROUND	MD	21005
MDSNWIGK	3110 MITCHELL BLDG 500	MADISON	WI	53703
WCHUKSRX	3130 S GEORGE WASHINGTON BLVD	WICHITA	KS	67210
WCHUKSRX	3130 S GEORGE WASHINGTON BLVD	WICHITA	KS	67210
LNNGMIDT	315 W ALLEGAN ST	LANSING	MI	48933
RCISIL24	3154 RODMAN AVE	ROCK ISLAND	IL	61201
JHTWPAHV	319 WASHINGTON ST	JOHNSTOWN	PA	15901
RLGJNC72	3200 BEECHLEAF CT	RALEIGH	NC	27604
PHNAAZQR	3200 E OLD TOWER RD @ BLDG 10	PHOENIX	AZ	85034

NSC	Address	CITY	STATE	ZIP
MARNCACI	3200 IMJIN RD	MARINA	CA	93933
MARNCACI	3200 IMJIN RD	MARINA	CA	93933
STLSMOGG	3200 S 2ND ST	ST LOUIS	MO	63118
STLSMOGG	3200 S 2ND ST	ST LOUIS	MO	63118
FRDRMDXE	321 BALLENGER CENTER DR	FREDERICK	MD	21703
LVWOKSEK	321 KEARNY AVE	LEAVENWORTH	KS	66027
NMDTPAAA	322 PRATT AVE @ CARLISLE BARRACKS	NORTH MIDDLETON	PA	17013
GLPTMSCF	324 3RD ST	GULFPORT	MS	39501
SNDJCA22	32444 ECHO LN	SAN DIEGO	CA	92147
ROMENYDV	325 BROOKS RD	ROME	NY	13441
MTGMALLO	325 E MOORE DR @ BUILDING 859	MONTGOMERY	AL	36114
RBABGA20	325 E PEACH AVE	ROBINS AFB	GA	31098
QNTCVACI	3250 CATLIN AVE	QUANTICO	VA	22134
OBRLOHEA	326 E LORAIN ST	OBERLIN	OH	44074
SNDRCAVZ	32ND STREET NAVAL STA & BUILDING 3108	SAN DIEGO	CA	92136
SNDRCAVZ	32ND STREET NAVAL STA & BUILDING 3108	SAN DIEGO	CA	92136
STLSMO20	330 N FLORISSANT RD	ST LOUIS	MO	63135
LTHMNYAM	330 OLD NISKAYUNA RD	LATHAM	NY	12110
LDVRMD20	3300 75TH AVE	LANDOVER	MD	20785
SNDSCAOB	3322 GUADALCANAL RD	SAN DIEGO	CA	92155
SNVACA01 (SWC)*	333 W. EL CAMINO REAL, STE 280	SUNNYVALE	CA	94087
SNVACA01 (SWC)*	333 W. EL CAMINO REAL, STE 280	SUNNYVALE	CA	94087
FTBRNCBM	3338 SCOTT ST	FORT BRAGG	NC	28310
HNLLHIEL	3375 KOAPAKA ST @ AIP PHASE 2	HONOLULU	HI	96819
BYVWIDAD	33964 N MAIN ST	BAYVIEW	ID	83803
RSVLMINR	34100 S GRATIOT AVE	ROSEVILLE	MI	48035
LNNIMI48	3423 MARTIN LUTHER KING BLVD	LANSING	MI	48910
MTRYCAAO	343 STILLWELL AVE	MONTEREY	CA	93940
CLBGWVEN	347 W MAIN ST	CLARKSBURG	WV	26301
CLBGWVEN	347 W MAIN ST	CLARKSBURG	WV	26301
SNDRCACZ	34800 BOB WILSON DR	SAN DIEGO	CA	92134
SNDRCACZ	34800 BOB WILSON DR	SAN DIEGO	CA	92134
SNDGCA03 (SWC)*	3498 DAVID PORTER RD, BLDG LIFT STATI	NAS KEY WEST SIGSBEE PARK	FL	33040

NSC	Address	CITY	STATE	ZIP
OKCYOKBK	3501 NE MILITARY CIR	OKLAHOMA CITY	OK	73111
HMSTFLAF	354 S HOMESTEAD BLVD	HOMESTEAD	FL	33030
SNACTXLG	3551 ROGER BROOKE DR	SAN ANTONIO	TX	78234
ORLFFLGI	3555 MAGUIRE BLVD	ORLANDO	FL	32803
ALFDWA04	3565 N LANGLEY BLVD	AULT FIELD	WA	98278
HRFDFL01	357 TULLY ST	HURLBURT FIELD	FL	32544
SGHUMI21	35803 MOUND RD	STERLING HEIGHTS	MI	48310
HRFRCTBG	360 BROAD ST	HARTFORD	CT	06105
FTHDTXXB	36000 DARNALL LOOP	FORT HOOD	TX	76544
JCVPFLEV	3604 MAYPORT RD	JACKSONVILLE	FL	32228
WLMHNCFE	3623 CAROLINA BEACH RD	WILMINGTON	NC	28412
MAFBID13	365 GUNFIGHTER AVE	MOUNTAIN HOME AFB	ID	83648
SPTUNJAA	3650 SAYLORS POND RD	SPRINGFIELD	NJ	08640
SMNRWAFS	3700 150TH AVENUE CT E	SUMNER	WA	98390
SNDGCA14	3704 TENNYSON ST	SAN DIEGO	CA	92107
CHTNSCNO	3801 RIVERS AVE	CHARLESTON	SC	29405
YRTWVA28	381 MAIN RD	YORKTOWN	VA	23690
YRTWVA36	381 MAIN ST	YORKTOWN	VA	23691
FRBNAK59	3811 S UNIVERSITY AVE	FAIRBANKS	AK	99709
SGHUMIOI	38219 MOUND RD	STERLING HEIGHTS	MI	48310
FTSHTXBF	3851 ROGER BROOKE DR @ BLDG 3600	JBSA FORT SAM HOUSTON	TX	78234
CMLJNC12	3895 WILMINGTON HWY	CAMP LEJEUNE	NC	28540
ORLDFLAC	390 N ORANGE AVE	ORLANDO	FL	32801
FTLEVA21	3901 A AVE	FORT LEE	VA	23801
DMHDHIBB	3949 DIAMOND HEAD RD	DIAMOND HEAD	HI	96816
LKWDCAAD	3960 PARAMOUNT BLVD	LAKEWOOD	CA	90712
SNDHCANM	3975 NORMAN SCOTT RD @ MAIN ST	SAN DIEGO	CA	92136
VINNOHBB	3976 KING GRAVES RD	VIENNA CENTER	OH	44473
CLMDOHNQ	3990 E BROAD ST	COLUMBUS	OH	43213
WHTHOHCO	3990 E BROAD ST @ BLDG 100	WHITEHALL	OH	43213
NYCXNYJR	4 PENNYFIELD AVE & FT SCHUYLER	BRONX	NY	10465
RNABTXSW	40 C ST E @ BLDG 379	JBSA RANDOLPH	TX	78148
PHNXAZRJ	40 N CENTRAL AVE	PHOENIX	AZ	85004
SNARTXEY	40 N.E LOOP 410 BLVD	SAN ANTONIO	TX	78216

NSC	Address	CITY	STATE	ZIP
ARTNVACY	400 11TH ST S	ARLINGTON	VA	22202
SESDCAEN	400 GIGLING RD	SEASIDE	CA	93955
EHTPNJAO	400 LANGLEY AVE	EGG HARBOR TOWNSHIP	NJ	08234
RCMDVAAY	400 N 8TH ST	RICHMOND	VA	23219
ELSGCANR	400 N DOUGLAS ST	EL SEGUNDO	CA	90245
TAMPFLXX (SWC)*	400 N TAMPA ST	TAMPA	FL	33602
SCHRCOAA	400 OMALLEY AVE @ (BLDG 400)	SCHRIEVER AIR FORCE BASE	CO	80912
BLCSLACQ	400 RUSSELL AVE	BELLE CHASSE	LA	70037
MTRYCA01	401 FRANKLIN ST	MONTEREY	CA	93940
BVCKOHAF	4027 COLONEL GLENN HWY	BEAVERCREEK	OH	45431
VRBJVAYC	403 COAST ARTILLERY RD	VIRGINIA BEACH	VA	23459
PIVLLA20	407 F ST	PINEVILLE	LA	71360
JCVLFLSM (SWC)*	4070 BLVD CTR DR	JACKSONVILLE	FL	32207
FTLVKSAG	410 KEARNEY AVE & BLDG 45	FORT LEAVENWORTH	KS	66027
RCMDVAKN	411 E FRANKLIN ST	RICHMOND	VA	23219
SCABILCQ	411B POW MIA DR	SCOTT AIR FORCE BASE	IL	62225
PTHNCAFG	4120 PACIFIC RD	PORT HUENEME	CA	93043
WAFBMOAF	413 4TH ST @ (BLDG 149)	WHITEMAN AFB	MO	65305
MNMTCOBF	4199 ACADEMY DR	MONUMENT	CO	80840
VLDSGAPY	4210 BRADLEY CIR	VALDOSTA	GA	31699
DLLCTXIX	4211 CEDAR SPRINGS RD	DALLAS	TX	75219
KYWSFLMA (SWC)*	4215 MIDWAY AVE	BOCA CHICA	FL	33040
ALXNVACN	4242 DUKE ST	ALEXANDRIA	VA	22304
ROMENYGD	425 BROOKS RD	ROME	NY	13441
STLDMDAF	4251 SUITLAND RD	SUITLAND-SILVER HILL	MD	20746
WASHDCWL	4268 WISCONSIN AVE NW	WASHINGTON	DC	20016
BSTNMACL	427 COMMERCIAL ST @ BLDG 1	BOSTON	MA	02109
INHDMD07	4278 STEVE'S WAY	INDIAN HEAD	MD	20640
CLMASCHZ	4282 JACKSON BLVD	COLUMBIA	SC	29207
STLSMO30	4300 GOODFELLOW BLVD	ST LOUIS	MO	63120
STLTMOEX	4301 GOODFELLOW BLVD	ST LOUIS	MO	63120
BTHSMDBY	4301 JONES BRIDGE RD @ BLDG A	BETHESDA	MD	20815

NSC	Address	CITY	STATE	ZIP
SNDGCAGH	4301 PACIFIC HWY @ (BLDG OT1)	SAN DIEGO	CA	92110
SNDGCAGH	4301 PACIFIC HWY @ (BLDG OT1)	SAN DIEGO	CA	92110
STLDMDAU	4301 SUITLAND RD @ FEDERAL COMPLEX BLDG 2	SUITLAND	MD	20746
TULYOK37	4305 N CORSAIR AVE	TULSA	OK	74115
BSMRNDIA	432 FRAINE BARRACKS RD	BISMARCK	ND	58504
ARTNVABT	4350 N FAIRFAX DR	ARLINGTON	VA	22203
PTHNCAAZ	4363 MISSILE WAY	PORT HUENEME	CA	93043
WPABOHDH	4375 CHIDLAW RD @ (BLDG 20262A)	WRIGHT-PATTERSON AFB	OH	45433
CHPNNC03	4397 E ST	CHERRY POINT	NC	28533
WASHDCOD	4401 MASSACHUSETTS AVE NW	WASHINGTON	DC	20016
FTGMMDAI	4407 LLEWELLYN AVE	FORT GEORGE G MEADE	MD	20755
WASHDCGO	441 G ST NW	WASHINGTON	DC	20226
CLMFOHJV	4449 EASTON WAY	COLUMBUS	OH	43219
NLLSNVAH	4450 GRISSOM @ BLDG P-6 AVE	NELLIS AFB	NV	89191
SYRCNYTG	447 S SALINA ST	SYRACUSE	NY	13202
OPLCFLAM	4480 NW 128TH ST	OPA-LOCKA	FL	33054
PTLDMEFO	45 FOREST AVE	PORTLAND	ME	04101
RDFRVAAJ	450 CONSTITUTION RD	RADFORD	VA	24141
WASIDC39	450 E ST NW	WASHINGTON	DC	20001
BLRSPAAF	450 HARBAUGH VALLEY RD	BLUE RIDGE SUMMIT	PA	17320
CCBHFLMA	450 W COCOA BEACH CSWY	COCOA BEACH	FL	32931
MCLSOKCL	4516 C TREE RD	MCALESTER	OK	74501
WASMDCDE	4518 MALCOLM X AVE SE	WASHINGTON	DC	20032
FTRCALBZ	453 S NOVASEL ST	FORT RUCKER	AL	36362
SNDACAQL	4542 RUFFNER	SAN DIEGO	CA	92111
WASKDCRV	4555 OVERLOOK AVE SW	WASHINGTON	DC	20375
WASHDCWO	4555 OVERLOOK AVE SW @ BLDG 259	WASHINGTON	DC	20032
STTOWAWI	4570 TEXAS WAY W	SEATTLE	WA	98199
SLKDUTQK	46 W BROADWAY	SALT LAKE CITY	UT	84101
BTHSMDDA	4600 SANGAMORE RD	BETHESDA	MD	20816
MMPOTNDF	4625 GALAXY DR	MEMPHIS	TN	38118
FTPLLABJ	4639 ENTRANCE RD N. FORT BLDG	FORT POLK	LA	71459
DLTHMN93	4687 VIPER ST @ (BLDG 4255)	DULUTH	MN	55811
SNFENMDB	47 BATAAN BLVD	SANTA FE	NM	87508

NSC	Address	CITY	STATE	ZIP
KENAAKAB	470 N WILLOW	KENAI	AK	99611
FRPKGAFA	4705 WHEELER DR	FOREST PARK	GA	30297
GLPTMSAV	4715 HEWES AVE	GULFPORT	MS	39507
FTBNGACM	479 UPTON AVE @ BLDG 479	FORT BENNING	GA	31905
FTBNGAAX	479 UPTON AVE @ BUILDING 2610	FORT BENNING	GA	31905
ALXOVA75	4800 MARK CENTER DR	ALEXANDRIA	VA	22311
ALXNVABA	4805 KING ST	ALEXANDRIA	VA	22206
BTHSMDNW	4814 RUGBY AVE	BETHESDA	MD	20814
BFGVILMA	485 E HALF DAY RD	BUFFALO GROVE	IL	60089
FTSMARBM	4850 LEIGH AVE @ BLDG 102	FORT SMITH	AR	72903
MGTNTNXA	4870 NAVY RD	MILLINGTON	TN	38054
CHRANCTE	4930 MINUTEMAN WAY	CHARLOTTE	NC	28208
FLLNNVXA	50 W WILLIAMS AVE	FALLON	NV	89406
KSCYKSNH	500 STATE AVE	KANSAS CITY	KS	66101
HNVIALAF	5000 BRADFORD DR NW	HUNTSVILLE	AL	35805
RLGHNCHO (SWC)*	5000 FALLS OF NEUSE RD	RALEIGH	NC	27609
PHLIPA24	5001 S BROAD ST	PHILADELPHIA	PA	19112
GLPTMSJC	5003 3RD ST @ BLDG 324	GULFPORT	MS	39501
FTGRAK04	501 BIG DELTA AVE	FORT GREELY	AK	99737
CRMLIN69	501 PENNSYLVANIA PKWY	CARMEL	IN	46280
LNBHCAEA	501 W OCEAN BLVD	LONG BEACH	CA	90802
CLMASCSU	5010 TRENHOLM RD	COLUMBIA	SC	29206
NKTWRICB	502 RHODE WARRIOR WAY	NORTH KINGSTOWN	RI	02852
PUBLCO04	503 N MAIN/THATCHER BLDG	PUEBLO	CO	81003
SLSPMDKQ	503 RESEARCH DR	SILVER SPRING	MD	20910
EBSTMAPM	51 LOVELL ST	EAST BOSTON	MA	02128
EDWDMDCX	5103 BOND RD	EDGEWOOD	MD	21010
EDWDMD27	5103 BOND RD @ (BLDG E2413TA)	EDGEWOOD	MD	21010
FLCHVAAN	5109 LEESBURG PIKE	FALLS CHURCH	VA	22041
FLCHVAAR	5113 LEESBURG PIKE	FALLS CHURCH	VA	22041
FRTNMNTC	512 DIVISION ST	FARMINGTON	MN	55024
FRMTCATC	5125 CENTRAL AVE	FREMONT	CA	94536
HMPNVAEZ	514 BUTLER FARM RD	HAMPTON	VA	23666
PNSCFLWA	515 S OLD CORRY FIELD RD	PENSACOLA	FL	32507
DMAFAZAE	5150 E IRONWOOD ST @ BLDG 5010	DAVIS MONTHAN AFB	AZ	85707

NSC	Address	CITY	STATE	ZIP
SMTRSCEL	516 SHARP ST	SUMTER	SC	29152
MTGNALLS	5187 SELMA HWY	MONTGOMERY	AL	36108
HLMNNMAD	520 NEW MEXICO AVE & BLDG 221	HOLLOMAN AFB	NM	88330
FLCHVA22	5205 LEESBURG PIKE	FALLS CHURCH	VA	22041
FRFDCAJT	5251 BUSINESS CENTER DR	FAIRFIELD	CA	94534
FRFDCALU	5253 BUSINESS CENTER DR	FAIRFIELD	CA	94533
WCHYKS37	52960 JAYHAWK DR	WICHITA	KS	67221
RDARAL23	5298 MARTIN RD	REDSTONE ARSENAL	AL	35898
HNVJALYP	5298 MARTIN RD	HUNTSVILLE	AL	35816
MDLTVAAG	5309 COMMONWEALTH CENTER PKWY	MIDLOTHIAN	VA	23112
OKCYOKMS	5316 S DOUGLAS BLVD	OKLAHOMA CITY	OK	73150
NHTPNJ92	5321 DELAWARE AVE	NEW HANOVER	NJ	08640
FRSMCABC	5323 E MCKINLEY AVE	FRESNO	CA	93727
ALBQNMVU	5338 MONTGOMERY BLVD NE	ALBUQUERQUE	NM	87109
RONLVAOA	5354 AVIATION DR NW	ROANOKE	VA	24012
BRHNALCI	5401 E LAKE BLVD	BIRMINGHAM	AL	35217
LSVPKY88	5401 SOUTHSIDE DR @ (BLDG 5401)	LOUISVILLE	KY	40214
MCLVNCAE	5420 MILLSTREAM RD	MCLEANSVILLE	NC	27301
DGWYUTAF	5444 DOOLITTLE AVE @ (BLDG 105)	DUGWAY	UT	84022
MBRGPABQ	5450 CARLISLE PIKE @ BLDG 214	MECHANICSBURG	PA	17055
RNABTX07	550 C ST W	RANDOLPH A F B	TX	78150
KIHEHIAF	550 LIPOA PKWY	KIHEI	HI	96753
CHRLNCRN	5507 JOSH BIRMINGHAM PKWY	CHARLOTTE	NC	28208
MTRYCAVV	555 DYER RD	MONTEREY	CA	93943
BRTHOHAA	555 E 88TH ST	BRATENAHL	OH	44108
CBFBMS03	555 SEVENTH ST @ (BLDG 724)	COLUMBUS AFB	MS	39710
PNCYFLQK	555 SUWANNEE RD	PANAMA CITY	FL	32403
FTBLTXAM	56 CHAFFEE RD	FORT BLISS	TX	79906
CHCEILWI	5600 N MANHEIM OHARE INTL AIRPORT @ BLDG 516	CHICAGO	IL	60666
LAFBTXAH	561 LIBERTY DR	LAUGHLIN AFB	TX	78843
FLCHVAAA	5611 COLUMBIA PIKE	FALLS CHURCH	VA	22041
KGLKFLAA	5629 STRD 16 W	KINGSLEY LAKE	FL	32091
TAFBFL03	563 SUWANNEE RD	TYNDALL AFB	FL	32403
PHNGAZZA	5636 E MCDOWELL RD @ BLDG M5101	PHOENIX	AZ	85008
CMCYCO85	5650 HAVANA ST	COMMERCE CITY	CO	80022

NSC	Address	CITY	STATE	ZIP
BTHSMDWW	5704 GROSVENOR LN	BETHESDA	MD	20814
MGTNTN12	5722 INTEGRITY DR	MILLINGTON	TN	38053
MPLSMNKR	5800 40TH AVE S	MINNEAPOLIS	MN	55450
CHYNWYUG	5800 CENTRAL AVE	CHEYENNE	WY	82005
JCVLFLPJ	5880 CHANNEL VIEW BLVD	JACKSONVILLE	FL	32226
ALPEMIBM	5884 A ST	ALPENA	MI	49707
TPKCKS03	5920 SW COYOTE DR	TOPEKA	KS	66619
GNTSOH18	5986 W AIRPORT DR	GREEN	OH	44720
BUFTSCDV	599 GEIGER BLVD	BEAUFORT	SC	29904
TAMPFLPE	6 TAMPA INTERNATIONAL RD @ 6 TAMPA INT'L AIRPORT	TAMPA	FL	33607
CHVLVAAD	600 MASSIE RD	CHARLOTTESVILLE	VA	22903
WSPNNYDC	600 THAYER RD	WEST POINT	NY	10996
BTHSMDKR	6000 MACARTHUR BLVD	BETHESDA	MD	20816
RCHDVABR	6000 STRATHMORE RD	RICHMOND	VA	23234
MDSQWIZM	6001 MANUFACTURERS DR	MADISON	WI	53704
ARTNVA80	601 12TH ST S	ARLINGTON	VA	22202
ALXNVA26	601 N FAIRFAX ST	ALEXANDRIA	VA	22314
GRCYNYBH	605 STEWART AVE	GARDEN CITY	NY	11530
HLAFUT11	6051 GUM LN	HILL AFB	UT	84056
RNTNWAPE	606 OAKESDALE AVE SW	RENTON	WA	98057
JHTNIA12	6100 NW 78TH AVE	JOHNSTON	IA	50131
BMTNWA01	611 6TH ST	BREMERTON	WA	98337
PHLAPACD	615 CHESTNUT ST	PHILADELPHIA	PA	19106
PHNHAZVA	615 N 48TH ST	PHOENIX	AZ	85008
FTHCAZTC	61801 ARIZONA ST & MAIN	FORT HUACHUCA	AZ	85613
AURRILFA	619 INDIAN TRAIL RD	AURORA	IL	60506
BOISIDMA	619 W BANNOCK ST	BOISE	ID	83702
PTMOVA78	620 JOHN PAUL JONES CIR	PORTSMOUTH	VA	23708
PTMOVA78	620 JOHN PAUL JONES CIR	PORTSMOUTH	VA	23708
PRLHHICG	620 SAFEGUARD ST @ (BUILDING 397)	PEARL HARBOR	HI	96860
PRLHHICG	620 SAFEGUARD ST @ (BUILDING 397)	PEARL HARBOR	HI	96860
NLRLARGU	6200 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	72118
BTHSMDWA	6200 GOLDSBORO RD	BETHESDA	MD	20817
MRDNMS83	6225 M ST @ (BLDG 6225)	MERIDIAN	MS	39307
VNNYCADA	6230 VAN NUYS BLVD	VAN NUYS	CA	91401

NSC	Address	CITY	STATE	ZIP
VNNYCADA	6230 VAN NUYS BLVD	VAN NUYS	CA	91401
GHNNOHAT	630 MORRISON RD	GAHANNA	OH	43004
ALBQNMNH	6301 INDIAN SCHOOL RD NE	ALBUQUERQUE	NM	87110
FTBRNCBR	6321 GRUBER RD	FORT BRAGG	NC	28310
SPFDVAKR	6359 WALKER LN	SPRINGFIELD	VA	22310
MIAYFLKA	6400 NW 22ND ST	MIAMI	FL	33122
FTRLKSBM	6421 NORMANDY DR	FORT RILEY	KS	66442
ENWDCOPH	6430 S FIDDLERS GREEN CIR	ENGLEWOOD	CO	80111
CNTNRISR	645 NEW LONDON AVE	CRANSTON	RI	02920
WRRPMI07	6501 E 11 MILE RD	WARREN	MI	48397
WRROMI53	6501 E 11 MILE RD @ (BLDG 230E)	WARREN	MI	48092
WRRNMIWN	6501 E 11 MILE RD @ BLDG 230	WARREN	MI	48092
ANCSAK04	652 RICHARDSON DR	ANCHORAGE	AK	99505
RVDLMDAO	6601 BALTIMORE AVE	RIVERDALE	MD	20737
FTESVA03	667 MONROE AVE	FORT EUSTIS	VA	23604
GNVLSCOV	669 PERIMETER RD & HWY 25 & DONALDSON CT	GREENVILLE	SC	29605
MAFBCACH	673 MACDILL ST	MARCH AIR RESERVE BASE	CA	92518
ARTNVAID	675 N RANDOLPH ST	ARLINGTON	VA	22203
EGLLFLAA	6767 N WICKHAM RD	EAU GALLIE	FL	32940
PTLDORWG	6801 NE CORNFOOT RD	PORTLAND	OR	97218
JCVLFLUF	6801 ROOSEVELT BLVD	JACKSONVILLE	FL	32212
JCVMFLJX	6801 ROOSEVELT BLVD @ BLDG 2090	JACKSONVILLE	FL	32212
WASHDCLD	6825 16TH ST NW	WASHINGTON	DC	20307
ENWDCO75	6848 S REVERE PKWY	ENGLEWOOD	CO	80112
EBOGALAA	688 HARRY AYERS DR	EASTABOGA	AL	36021
OKHRWAXX	699 SE MIDWAY BLVD	OAK HARBOR	WA	98277
FLBKCAAN	700 AMMUNITION RD	FALLBROOK	CA	92028
ANCRAKAR	700 N BONIFACE PKWY	ANCHORAGE	AK	99506
PHLAPAJZ	700 ROBBINS AVE @ BLDG 4C	PHILADELPHIA	PA	19149
PNSCFL98	700 S NAVY BLVD @ BLDG 3472	PENSACOLA	FL	32508
PTCYGA03	700 W PARK DR & SEE PTCYGABS	PEACHTREE CITY	GA	30269
GRABINAT	7029 TANKER ST	GRISSOM ARB	IN	46970
STJSMOFA	705 MEMORIAL DR	ST JOSEPH	MO	64503
WAFBWY03	7103 RANDALL AVE	WARREN AFB	WY	82005
TAMZFLEG	7115 S BOUNDARY BLVD @ BLDG 570	TAMPA	FL	33621

NSC	Address	CITY	STATE	ZIP
BILXMSEE	712 CHAPPIE JAMES AVE @ BLDG 2801	BILOXI	MS	39534
CLSPCOYT	720 IRWIN AVE @ FALCON AFB	COLORADO SPRINGS	CO	80912
WASIDCPV	722 12TH ST NW	WASHINGTON	DC	20005
LCKBOH49 (SWC)*	7221 2ND STREET	COLUMBUS	OH	43213
PHLAPAPI	7254 RISING SUN AVE	PHILADELPHIA	PA	19108
FTCMKYCT	7277 NIGHT STALKER WAY	FORT CAMPBELL	KY	42223
LXTNMAWA	73 WALTHAM ST	LEXINGTON	MA	02421
LXTNMAWA	73 WALTHAM ST	LEXINGTON	MA	02421
BNTSMOAB	7301 S HWY 94	BOONE	MO	63304
ORLDFLAP	7320 LK UNDERHILL RD	ORLANDO	FL	32822
HTPFOHBX	7370 MINUTEMAN WAY	HAMILTON	OH	43217
HRLNCAAR	74 C ST	HERLONG	CA	96113
HRLNCAAR	74 C ST	HERLONG	CA	96113
BTCKMICU	74 N WASHINGTON AVE	BATTLE CREEK	MI	49037
SPFDVACD	7420 FULLERTON RD	SPRINGFIELD	VA	22153
FTKNKY13	75 6TH AVE @ BLDG 1227	FORT KNOX	KY	40121
CLEVOH62	750 HURON RD E	CLEVELAND	OH	44115
SPFDVAXA	7500 GEOINT DR	SPRINGFIELD	VA	22150
TAFBFL08	751 SUWANNEE RD	TYNDALL AFB	FL	32403
HNVAMDGP	7556 TEAGUE RD	HANOVER	MD	21076
MDTNPAAF	76 CONSTELLATION CT	MIDDLETOWN	PA	17057
KYWSFLMA (SWC)*	76 SIGSBEE RD	KEY WEST	FL	33040
MDTWRICV	76 SIMONPIETRI DR	MIDDLETOWN	RI	02841
ELCNCA01	763 W STATE ST	EL CENTRO	CA	92243
SLKCUTNO	765 N 2200 W	SALT LAKE CITY	UT	84116
ARTNVA26	7700 ARLINGTON BLVD	ARLINGTON	VA	22204
FLCHVAAB	7700 ARLINGTON BLVD @ BLDG ANNEX	FALLS CHURCH	VA	22042
ALXOVACZ	7701 TELEGRAPH RD	ALEXANDRIA	VA	22315
TRRHINHF	780 E VANATTI CIR	TERRE HAUTE	IN	47803
NRFLVAFU	7800 HAMPTON BLVD	NORFOLK	VA	23511
CLCHVTCA	789 VERMONT NATIONAL GUARD RD	COLCHESTER	VT	05446
NRFLVAMQ	7920 14TH ST	NORFOLK	VA	23505
BSTNMAHA	8 HARRISON AVE	BOSTON	MA	02111
CPDGWIAC	8 MADISON BLVD	CAMP DOUGLAS	WI	54618

NSC	Address	CITY	STATE	ZIP
CHCPMABX	800 ELLIPSE DR	CHICOPEE	MA	01022
DRHMNCXE (SWC)*	800 PARK OFFICE DRIVE	DURHAM	NC	27709
SLBHCACV	800 SEAL BEACH BLVD	SEAL BEACH	CA	90740
RCMEVAED	8000 JEFFERSON DAVIS HWY & BLDG 33/BAY G	RICHMOND	VA	23237
WPBHFLBU	801 CLEMATIS ST	WEST PALM BEACH	FL	33401
WPBHFLBU	801 CLEMATIS ST	WEST PALM BEACH	FL	33401
RLGHNCMO (SWC)*	801 OBERLIN RD	RALEIGH	NC	27605
ALBRNMWO	801 UNIVERSITY BLVD SE	ALBUQUERQUE	NM	87106
SHABTX06	807 H AVE	SHEPPARD AFB	TX	76311
BDFRMAHJ	81 GRENIER ST	BEDFORD	MA	01731
FTSTGA01	81 STOCKTON CIR	FORT STEWART	GA	31315
VRBJVAXQ	810 E AVE	VIRGINIA BEACH	VA	23460
FTDTMDSS	810 SCHREIDER ST	FORT DETRICK	MD	21702
FLCHVABG	8111 GATEHOUSE RD	FALLS CHURCH	VA	22042
ALBYGACW	814 RADFORD BLVD	ALBANY	GA	31704
WHMRMD08	8140 CORPORATE DR	WHITE MARSH	MD	21236
VAFBCABS	816 13TH ST	VANDENBERG AFB	CA	93437
LSBGVA15	825 E MARKET ST	LEESBURG	VA	20176
JCVLAR23	830 LEADERSHIP DR	JACKSONVILLE	AR	72099
SPFDVAAN	8320 ALBAN RD	SPRINGFIELD	VA	22150
AURRCOXD	84 N ASPEN ST	AURORA	CO	80011
NMDTPAAD	851 SUMNER RD	NORTH MIDDLETON	PA	17013
FTBLVA04	8575 JOHN J KINGMAN RD	FORT BELVOIR	VA	22060
OKCHOK09	8705 INDUSTRIAL BLVD	OKLAHOMA CITY	OK	73145
ARTOVAGB	875 N RANDOLPH ST	ARLINGTON	VA	22203
FTBHINAG	8899 E 56TH ST @ BLDG 1	FORT BENJAMIN HARRISON	IN	46249
KBNBGAAR	890 USS HUNLEY AVE	KINGS BAY US NAVY SUB SUP BASE	GA	31547
BTHSMDGY	8901 ROCKVILLE PIKE	BETHESDA	MD	20889
WPBHFLAN (SWC)*	8959 DR. MARTIN LUTHER KING ST N	ST PETERSBURG	FL	33702
KSCAMOXX	901 LOCUST ST	KANSAS CITY	MO	64106

NSC	Address	CITY	STATE	ZIP
WASIDCJD	901 M ST & BLDG 183	WASHINGTON	DC	20374
WASQDCAB	901 M ST SE & BUILDING 36	WASHINGTON	DC	20374
WASJDCEX	901 M ST SE @ BLDG 22	WASHINGTON	DC	20374
WASJDCQP	901 M ST SE @ BLDG 33	WASHINGTON	DC	20003
SCABIL04	901 SOUTH DR	SCOTT AFB	IL	62225
NRFLVADJ	9053 1ST ST @ (STE 100)	NORFOLK	VA	23511
SNDGCA16	9059 MIRA MESA BLVD	SAN DIEGO	CA	92126
SNDGCA16	9059 MIRA MESA BLVD	SAN DIEGO	CA	92126
OAFBNEAF	906 SAC BLVD @ (BLDG 501D, RM U127)	OFFUTT AFB	NE	68113
OAFBNEAF	906 SAC BLVD @ (BLDG 501D, RM U127)	OFFUTT AFB	NE	68113
FTCNKY05	907 BASTOGNE AVE	FORT CAMPBELL NORTH	KY	42223
DRALFLHE	9090 NW 41ST ST	DORAL	FL	33178
PITBPADT (SWC)*	911 AIR FORCE BASE, BUILDING 405	PGH INTL AIRPORT	PA	15108
FTBHINAI	9152 KENT AVE	FORT BENJAMIN HARRISON	IN	46216
SNDACAMU	9175 KEARNY VILLA RD	SAN DIEGO	CA	92126
BTRILA53	9190 PLANK RD	BATON ROUGE	LA	70811
KSCYMOGW	9221 WARD PKWY	KANSAS CITY	MO	64114
KSCYMOGW	9221 WARD PKWY	KANSAS CITY	MO	64114
WASHDCGG	926 GALLATIN ST NW	WASHINGTON	DC	20011
DNVRCOMA	931 14TH ST	DENVER	CO	80202
LNTHMDAD	938 ELKRIDGE LANDING RD	LINTHICUM	MD	21090
ORLEFLYH	9399 AIRPORT BLVD	ORLANDO	FL	32827
FTCMKY03	95 BASTOGNE AVE @ BLDG T-2900	FORT CAMPBELL	KY	42223
BTHSMDAO	9500 MACARTHUR BLVD	BETHESDA	MD	20817
NRFLVA55	9549 BAINBRIDGE AVE	NORFOLK	VA	23511
NRFLVAYI	9625 MOFFETT AVE @ (BLDG M-51)	NORFOLK	VA	23511
LWRNINFK	9702 E 59TH ST	LAWRENCE	IN	46216
LWRNINHL	9704 BEAUMONT RD @ BLDG 126	LAWRENCE	IN	46216
NRFLVAHU	9712 VIRGINIA AVE @ BLDG X132	NORFOLK	VA	23511
FTBLVACV	9800 FLAGLER RD & (BLDG 2592)	FORT BELVOIR	VA	22060
FTBLVACV	9800 FLAGLER RD & (BLDG 2592)	FORT BELVOIR	VA	22060
FTBLVAAF	9800 FLAGLER RD & FORT BELVOIR BLDG 193	FORT BELVOIR	VA	22060
FTBLVA90	9800 FLAGLER RD @ BLDG 246	FORT BELVOIR	VA	22060

NSC	Address	CITY	STATE	ZIP
SCRMCAUX	9800 GOETHE RD	SACRAMENTO	CA	95827
CRPLPAEK	99 SOLDIERS LN	CORAOPOLIS	PA	15108
HTTNTXIK	9990 RICHMOND AVE	HOUSTON	TX	77042
BLVLILPX (SWC)*	A324 FORRESTAL AVE	BOCA CHICA	FL	33040
BLLNDCAI	AHN 1 @ BOLLING AFB	BOLLING AFB	DC	20336
GLVLNYAI	AIR NATIONAL GUARD RD	GLENVILLE	NY	12302
WASHDCDN (SWC)*	ATVN ACC LNS	WASHINGTON	DC	20032
NLRKARAH	BLDG 1 @ 8000 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	72118
NLRKARAH	BLDG 1 @ 8000 CAMP ROBINSON RD	NORTH LITTLE ROCK	AR	72118
RSTRKYES (SWC)*	BLDG 1307 3RD AVE	FT KNOX	KY	40121
NRFLVAIE	BLDG 200 @ 9170 2ND ST	NORFOLK	VA	23511
SCHOHIAB	BLDG 225 @ FOOTE ST	SCHOFIELD BARRACKS	HI	96857
FTRCALAH	BLDG 5000	FORT RUCKER	AL	36363
FTHCAZAO	BLDG 80706	FORT HUACHUCA	AZ	85613
FTBRNCAR	BLDG E-2929 @ 2929 DESERT STORM RD	FORT BRAGG	NC	28307
WTRVNYAI	BROADWAY ST 110 & USAISC WATERVLIET ARSENAL	WATERVLIET	NY	12189
DEDOGUAE	BUILDING 112 BULLARD AVE	DEDEDO	GU	
FYVLNCXD (SWC)*	C-6321 GRUBER RD	FORT BRAGG	NC	28310
CLVSNMAN	CANNON AIR FORCE BASE @ BLDG 77	CLOVIS	NM	88101
DNVRCOSW (SWC)*	DFC BLDG 45	LAKEWOOD	CO	80225
ORLDFLPC (SWC)*	NAS JRB BLDG 1513	FT WORTH	TX	76127
NTCKMAEC (SWC)*	NBD - B-1, WILKIN AVE	NATICK	MA	01760
NTCKMAEC (SWC)*	NCC - B-86, RICH AVE	NATICK	MA	01760
PNMGCAAF	POINT MUGU & BUILDING 351	POINT MUGU NAWC	CA	93042
RDFRVAAO	RADFORD ARMY AMMUN PLANT	RADFORD	VA	24141
KYWSFLMA (SWC)*	SPEC MAIN GATE TRUMAN ANX	KEY WEST	FL	33040
CHSKVADC (SWC)*	ST. JULIENS CREEK ANNEX, BLDG 12	PORTSMOUTH	VA	23702

NSC	Address	CITY	STATE	ZIP
LEMRCA12	STATE HWY 198 & W-O AVENAL CUT-OFF RD 951	LEMOORE	CA	93245
BRPTCAAP	STHWY 108 @ MOUNTAIN WARFARE TRAINING CENTER (MWTC) BLDG 40	BRIDGEPORT	CA	93517
CMPDCAAK	VANDERGRIFF BLVD & BLDG 2265	CAMP PENDLETON	CA	92055
MILZWILM	W LIBERTY DR & W PARK PL	MILWAUKEE	WI	53224

*Service Wiring Center (SWC) codes are provided as identifiers if no current NSC code data is available.

APPENDIX 4 CHANGE REQUEST FORM

ORIGINATOR IDENTIFICATION			
Requested By:		**Date:**	
Prepared By:		**Date:**	
SUMMARY OF CHANGE REQUEST			
Type of Change Request (Check all that apply)			
☐ **Investigation**	☐ **Design**	☐ **Other (specify):**	
☐ **Schedule Change**	☐ **Documentation**		
Change Category as defined in Annex 3 (check only one) ☐ **One** ☐ **Two** ☐ **Three** ☐ **Four** ☐ **Informational**			
Description of Change (Attach additional information if necessary)			**Work Estimate**
Firewall Rule Change request			
Date Received by Project Manager:		**Responsible Manager:**	
TECHNICAL EVALUATION			
Evaluation of Change Request:			
Lead Evaluator:	**N/A.**		
SUMMARY OF ESTIMATE			
Actions Taken:	**Details (include. what page(s) were changed):**	**Effort:**	
Templates affected:			
Other code affected:			
Technical Design Specification:			
System Test Script:			
User Documentation:			
Online Help Text:			
Other:			
	Total:		
Price:	**Revised Schedule Dates:**		
Impact of change on capacity, performance and resource requirements:			
SUMMARY OF ACTION TAKEN			
Description of Action:			
Change Order:		**Date:**	
APPROVAL			

Name:		**Date:**	
Title:			
Signature:			