

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 21 – Standalone VoIP Services

Contractor Name

CATALOG B

April 1, 2021

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide
Procurement

PO Box 1810

Rancho Cordova, CA 95741

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Category 21 – STANDALONE VOIP

21.2 Voice Over Internet Protocol (VoIP)

21.2.5 Standalone VoIP Service

21.2.5.4 Standalone VoIP Services

Contractor’s Description of Service:

Granite’s Standalone Voice over Internet Protocol (VoIP) service provides a modern VoIP network in a Standalone configuration that includes the Local Area Network (LAN) and Private Internet Protocol (IP) Wide Area Network (WAN).

Geographic Availability:

Statewide

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

Table 21.2.5.4.a – Standalone VoIP Handset Service Packages

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Standard Standalone VoIP Handset Service Package Without Station Cabling	SV_HS_GRT_1	Service Package with Standard Standalone VoIP Handset where station cabling is provided by the Customer.		\$33.50	\$14.41	Seat	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Standard Standalone VoIP Handset Service Package With Station Cabling	SV_HS_GRT_2	Service Package with Standard Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		\$314.00	\$18.41	Seat	Yes	No	Required
3	Midrange Standalone VoIP Handset Service Package Without Station Cabling	SV_HS_GRT_3	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		\$33.50	\$15.62	Seat	Yes	No	Required
4	Midrange Standalone VoIP Handset Service Package With Station Cabling	SV_HS_GRT_4	Service Package with Midrange Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		\$314.00	\$20.62	Seat	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Attendant Standalone VoIP Handset Service Package Without Station Cabling	SV_HS_GRT_5	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is provided by the Customer.		\$33.50	\$22.69	Seat	Yes	No	Required
6	Attendant Standalone VoIP Handset Service Package With Station Cabling	SV_HS_GRT_6	Service Package with Attendant Standalone VoIP Handset Service Package where station cabling is installed by the Contractor.		\$314.00	\$26.69	Seat	Yes	No	Required
7	Standalone VoIP Standard Conference Room Speakerphone Service Package without Station Cabling	SV_HS_GRT_7	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Contractor.		\$33.50	\$35.88	Seat	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Standalone VoIP Standard Conference Room Speakerphone Service Package with Station Cabling	SV_HS_GRT_8	Service Package with Standalone VoIP conference phone with no external speakers where station cabling is provided by the Customer.		\$314.00	\$39.88	Seat	Yes	No	Required
9	Standalone VoIP Executive Conference Room Speakerphone Service Package without Station Cabling	SV_HS_GRT_9	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Contractor.		\$33.50	\$35.88	Seat	Yes	No	Required
10	Standalone VoIP Executive Conference Room Speakerphone Service Package with Station Cabling	SV_HS_GRT_10	Service Package with Standalone VoIP conference phone with two external speakers where station cabling is provided by the Customer.		\$314.00	\$39.88	Seat	Yes	No	Required

21.2.6 Additional Standalone VoIP Services and Features

Contractor's Description of Service:

Additional features of Granite's Standalone Voice over Internet Protocol (VoIP) service include: Standalone VoIP Site Survivability, Customer Station Cabling Retest, Block of 20 Additional Direct Inward Dialing Number Reservation, Web Based Attendant Console, Additional Line Appearance, Analog Support, and Equipment Rack.

Geographic Availability:

Statewide

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

Table 21.2.6.a Standalone VoIP Service Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Standalone VoIP Small Site Survivability Network Failure	SV_SF_GRT_1	Site Survivability option for a site with 100 Desktop Handsets and 15 concurrent calls to outside lines.		\$0.00	\$42.47	Each	Yes	No	Required
2	Standalone VoIP Medium Site Survivability Network Failure	SV_SF_GRT_2	Site Survivability option for a site with 500 Desktop Handsets and 75 concurrent calls to outside lines.		\$0.00	\$42.47	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Standalone VoIP Large Site Survivability Network Failure	SV_SF_GRT_3	Site Survivability option for a site with 1000 Desktop Handsets and 150 concurrent calls to outside lines.		\$0.00	\$42.47	Each	Yes	No	Required
4	Standalone VoIP Customer Station Cabling Retest	SV_SF_GRT_4	Additional test beyond the initial cabling test as identified in the Standalone VoIP Customer Station Cabling Retest Section.		\$101.50	N/A	Seat	Yes	No	Required
5	Standalone VoIP block of 20 Additional Direct Inward Dialing Number Reservation	SV_SF_GRT_5	Block of 20 DID numbers held in reservation.		N/A	\$7.00	Block	Yes	No	Required
6	Standalone VoIP Web-Based Attendant Console	SV_SF_GRT_6	Enables an End-User (e.g., receptionist) to monitor a configurable set of End-Users.		N/A	\$20.99	Each	Yes	No	Required
7	Standalone VoIP Additional Line Appearance	SV_SF_GRT_7	Additional line appearances for multi-line handsets.		N/A	\$2.00	Appearance	Yes	No	Required
8	Standalone VoIP Analog Support	SV_SF_GRT_8	Analog device support.		N/A	\$25.00	Each	Yes	No	Required
9	Standalone VoIP Equipment Rack	SV_SF_GRT_9	Standard 19" 2-post equipment rack and installation.		\$415.00	N/A	Each	Yes	No	Required

21.2.7 Standalone VoIP Calling Features and Functionality

21.2.7.3 Standalone VoIP Off-Net Toll-Free Services

Contractor's Description of Service:

Granite's Standalone VoIP Off-Net Toll-Free service allows CALNET Customers to make and receive off-net toll-free calls from the 50 United States, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico.

Geographic Availability:

Statewide

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

Table 21.2.7.3.a – Standalone VoIP Off-Net Toll-Free Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Standalone VoIP Off-Net Toll-Free	SV_TFS_GRT_1	Allows Customers to make and receive off-net toll-free calls from the United States, District of Columbia, U.S. Virgin Islands and Puerto Rico.		\$0.07	N/A	Minute	Yes	No	Required

21.2.7.4 Standalone International Off-Net Calling

Contractor's Description of Service:

Granite's Standalone VoIP International provides Standalone VoIP users Off-Net Calling to the countries listed in Table 21.2.7.4.a of the CALNET contract.

Geographic Availability:

Statewide

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

Table 21.2.7.4.a – Standalone VoIP International Peak Time Off-Net Calling

#	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	SV_IP_GRT_1	\$0.1445	Minute	Yes	No	Required
2	Canada	SV_IP_GRT_2	\$0.099	Minute	Yes	No	Required
3	China	SV_IP_GRT_3	\$0.520	Minute	Yes	No	Required
4	France	SV_IP_GRT_4	\$0.0348	Minute	Yes	No	Required
5	Germany	SV_IP_GRT_5	\$0.0565	Minute	Yes	No	Required
6	Israel	SV_IP_GRT_6	\$0.0478	Minute	Yes	No	Required
7	Italy	SV_IP_GRT_7	\$0.0653	Minute	Yes	No	Required
8	Japan	SV_IP_GRT_8	\$0.1073	Minute	Yes	No	Required
9	Korea	SV_IP_GRT_9	\$2.481	Minute	Yes	No	Required
10	Mexico	SV_IP_GRT_10	\$0.2975	Minute	Yes	No	Required
11	Spain	SV_IP_GRT_11	\$0.0495	Minute	Yes	No	Required
12	Switzerland	SV_IP_GRT_12	\$0.1968	Minute	Yes	No	Required
13	United Kingdom	SV_IP_GRT_13	\$0.168	Minute	Yes	No	Required

Table 21.2.7.4.c – Standalone VoIP International Off-Peak Off-Net Calling

#	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	SV_IOP_GRT_1	\$0.1445	Minute	Yes	No	Required
2	Canada	SV_IOP_GRT_2	\$0.099	Minute	Yes	No	Required
3	China	SV_IOP_GRT_3	\$0.52	Minute	Yes	No	Required
4	France	SV_IOP_GRT_4	\$0.0348	Minute	Yes	No	Required
5	Germany	SV_IOP_GRT_5	\$0.0565	Minute	Yes	No	Required
6	Israel	SV_IOP_GRT_6	\$0.0478	Minute	Yes	No	Required
7	Italy	SV_IOP_GRT_7	\$0.0653	Minute	Yes	No	Required
8	Japan	SV_IOP_GRT_8	\$0.1073	Minute	Yes	No	Required
9	Korea	SV_IOP_GRT_9	\$2.481	Minute	Yes	No	Required
10	Mexico	SV_IOP_GRT_10	\$0.2975	Minute	Yes	No	Required
11	Spain	SV_IOP_GRT_11	\$0.0495	Minute	Yes	No	Required
12	Switzerland	SV_IOP_GRT_12	\$0.1968	Minute	Yes	No	Required
13	United Kingdom	SV_IOP_GRT_13	\$0.168	Minute	Yes	No	Required

Table 21.2.7.4.e – Standalone VoIP International IMTC Off-Net Calling

#	Country	Contractor's Product ID	Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	SV_IMTC_GRT_1	\$1.1798	Minute	Yes	No	Required
2	Canada	SV_IMTC_GRT_2	\$0.099	Minute	Yes	No	Required
3	China	SV_IMTC_GRT_3	\$0.52	Minute	Yes	No	Required
4	France	SV_IMTC_GRT_4	\$1.54	Minute	Yes	No	Required
5	Germany	SV_IMTC_GRT_5	\$0.8038	Minute	Yes	No	Required
6	Israel	SV_IMTC_GRT_6	\$0.4283	Minute	Yes	No	Required
7	Italy	SV_IMTC_GRT_7	\$1.9255	Minute	Yes	No	Required
8	Japan	SV_IMTC_GRT_8	\$0.713	Minute	Yes	No	Required
9	Korea	SV_IMTC_GRT_9	\$2.481	Minute	Yes	No	Required
10	Mexico	SV_IMTC_GRT_10	\$0.7385	Minute	Yes	No	Required
11	Spain	SV_IMTC_GRT_11	\$0.913	Minute	Yes	No	Required
12	Switzerland	SV_IMTC_GRT_12	\$2.8568	Minute	Yes	No	Required
13	United Kingdom	SV_IMTC_GRT_13	\$1.2998	Minute	Yes	No	Required

21.2.8 Standalone VoIP Voice Mail Services

Contractor's Description of Service:

Granite's Standalone VoIP Voice Mail services allows callers to leave a message for End-Users to retrieve later.

Geographic Availability:

Statewide

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

Table 21.2.8.a – Standalone VoIP Voice Mail Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Standalone VoIP Voice Mail	SV_VM_GRT_1	Standalone VoIP Voice Mail Service with the minimum feature requirements.		\$0.00	5.99	Each	Yes	No	Required

21.3 OTHER SERVICES

21.3.2 Services Related Infrastructure (SRI)

21.3.2.1 Extended Demarcation Wiring Services

Contractor's Description of Service:

Granite's Extended Demarcation (Extended Demarc) wiring supports Standalone VoIP services for all of the Customer occupied buildings where Standalone VoIP services are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Granite's Minimum Point of Entry (MPOE).

Geographic Availability:

Statewide

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

Table 21.3.2.1 – Extended Demarcation Wiring Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Extended Demarcation - Copper – Regular Hours	NI_GRT_1	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$358.17	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Extended Demarcation - Copper – Overtime Hours	NI_GRT_2	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$448.17	N/A	Installation	No	No	Required
3	Extended Demarcation - Copper – Sunday and Holiday Hours	NI_GRT_3	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet of four-pair cable and an RJ48 or equivalent jack.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$782.74	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Extended Demarcation - Copper 25 Pair – Regular Hours	NI_GRT_4	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$2232.91	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Extended Demarcation - Copper 25 Pair – Overtime Hours	NI_GRT_5	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$2520.91	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	Extended Demarcation - Copper 25 Pair – Sunday and Holiday Hours	NI_GRT_6	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment. Includes 300 feet or less of Category 5 25-pair CMP cable, one patch panel and mounting hardware. Ten Category 5e, three meter jumpers; one 24-port patch panel to be provided in the MPOE and Intermediate Distribution Frame (IDF) for all circuits being extended. Includes associated troubleshooting, testing, and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$2837.48	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	Extended Demarcation - Optical Fiber Link – Regular Hours	NI_GRT_7	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$2615.11	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Extended Demarcation - Optical Fiber Link – Overtime Hours	NI_GRT_8	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$3083.11	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	NI_GRT_9	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment, Strand count required to provision one/each service only. Includes up to 1,000 feet of 62.5/125 – or 50/125 – micron, two-strand CMP fiber drop cable with adapters, enclosures, connectors, and two SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$3579.67	N/A	Installation	No	No	Required

21.3.3 Services Related Hourly Support

Contractor’s Description of Service:

Granite’s Services Related Hourly Support provides labor for the diagnosis and/or repair of Standalone VoIP services **when** it is specifically determined that the cause of service failure is outside the scope of the Granite’s responsibilities.

Geographic Availability:

Statewide

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

Table 21.3.3 –Services Related Hourly Support

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	NI_GRT_10	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$72.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Field Service Repair Technician Overtime Hours	NI_GRT_11	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$108.00	N/A	Hour	Yes	No	Required
3	Field Service Repair Technician Sunday and Holiday Hours	NI_GRT_12	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	To provide this service, Granite assumes customer has adequate pathways. Programming of electronic equipment is not included.	\$144.00	N/A	Hour	Yes	No	Required

21.3.4 Migration Professional Services

Contractor’s Description of Service:

Granite Professional Services supports the migration of Customer telephone services. This service is limited to efforts related to the migration from one CALNET service to another CALNET service. Some examples are assistance with Customer telephone data, number porting, site surveys, site audits, inventory, and record management.

Geographic Availability:

Statewide

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

Table 21.3.4.a – Migration Professional Services

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Migration Technical Services Support I - Standard Regular Hours	MTS_GRT_1	Technical Services Support I for Central Office Exchange Migration only – Regular Hours		\$74.47	N/A	Hour	Yes	No	Required
2	Migration Technical Services Support I - Overtime Hours	MTS_GRT_2	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours		\$110.47	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Migration Technical Services Support I – Sunday and Holiday Hours	MTS_GRT_3	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours		\$146.47	N/A	Hour	Yes	No	Required
4	Migration Technical Services Support II - Regular Hours	MTS_GRT_4	Technical Services Support II for Central Office Exchange Migration only – Regular Hours		\$83.33	N/A	Hour	Yes	No	Required
5	Migration Technical Services Support II - Overtime Hours	MTS_GRT_5	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours		\$119.33	N/A	Hour	Yes	No	Required
6	Migration Technical Services Support II – Sunday and Holiday Hours	MTS_GRT_6	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours		\$155.33	N/A	Hour	Yes	No	Required
7	Migration Network Engineer – Regular Hours	MTS_GRT_7	Network Engineer for Central Office Exchange Migration only – Regular Hours		\$87.09	N/A	Hour	Yes	No	Required
8	Migration Network Engineer – Overtime Hours	MTS_GRT_8	Network Engineer for Central Office Exchange Migration only – Overtime Hours		\$123.09	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	Migration Network Engineer – Sunday and Holiday Hours	MTS_GRT_9	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours		\$159.09	N/A	Hour	Yes	No	Required
10	Migration Professional Services - Senior Engineer – Regular Hours	MTS_GRT_10	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours		\$90.86	N/A	Hour	Yes	No	Required
11	Migration Professional Services Principal Architect I – Regular Hours	MTS_GRT_11	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours		\$109.41	N/A	Hour	Yes	No	Required
12	Migration Professional Services - Principal Architect II – Regular Hours	MTS_GRT_12	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours		\$154.85	N/A	Hour	Yes	No	Required