

IFB C4DNCS19  
Data Networks and Communications Services

CATEGORY 24 – FLAT RATE INTERNET SERVICES

**Zayo Group, LLC**

**CATALOG B**

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TABLE OF CONTENTS

24.2.5.1.B – INTERNET FLAT RATE SERVICE (INFRA) ..... 3  
    Table 24.2.5.1.b – Internet Flat Rate Service (InFRa) ..... 4

24.2.5.2 INTERNET FLAT RATE WITH MANAGED ROUTER SERVICE (INFRAM) ..... 26  
    Table 24.2.5.2.a – Internet Flat Rate with Managed Router Service ....27

24.2.7 ADDITIONAL INTERNET SERVICES ..... 58  
    Table 24.2.7 – Additional Internet Services .....58

24.4.4 DDOS DETECTION AND MITIGATION SERVICE ..... 59  
    Table 24.4.4.a – DDoS Detection and Mitigation Service ..... 60

24.5.2.1 EXTENDED DEMARCATION WIRING SERVICES ..... 70  
    Table 24.5.2.1 – Extended Demarcation Wiring Services .....71

24.5.3 SERVICES RELATED HOURLY SUPPORT ..... 80  
    Table 24.5.3 – Services Related Hourly Support .....81

## CATEGORY 24 – Flat Rate Internet Services

### 24.2.5.1.b – Internet Flat Rate Service (InFRa)

#### **Contractor’s Description of Service:**

Zayo’s internet network is extensive and while nationwide it is focused on commercial and government customers in the Western United States. The entire network functions as a purpose built IP network with all elements interconnected and under one singular support and maintenance organization. This ensures that all elements are designed to provide the best possible performance. There are no third party networks within the core backbone.

The backbone is totally redundant and fully peered as single autonomous system. The backbone capacity is 4 times larger than the traffic load that is placed on it. This provides performance levels that are some of the best in the industry.

We offer internet services via many access types. Typically we provide 10/100/1000-base-T Ethernet RJ-48 jacks for all products up to 1 Gig. We can also provide fiber optic hand-offs for high bandwidth services for 100 meg and over and all 10 gig UNI interfaces.

We also provide other Internet services and features such as: Distributed Denial of Service (DDoS) Mitigation, and IP V6 support.

#### **Geographic Availability:**

Alhambra, Anaheim, Arcadia, Bakersfield, Belmont, Berkeley, Beverly Hills, Bishop, Brisbane, Burbank, Burlingame, Campbell, Carlsbad, Chico, Chino, Citrus Heights, Concord, Costa Mesa, Cotati, Daly City, Dublin, East Palo Alto, El Segundo, Elk Grove, Escondido, Fairfield, Folsom, Foster City, Fremont, Fresno, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hayward, Hermosa Beach, Hillsborough, Huntington Park, Inglewood, Irvine, Lafayette, Larkspur, Lawndale, Livermore, Los Alamitos, Los Altos, Los Angeles, Los Banos, Los Gatos, Manhattan Beach, Menlo Park, Millbrae, Milpitas, Modesto, Monte Sereno, Morro Bay, Mountain View, Newark, Norwalk, Oakland, Ontario, Orinda, Palo Alto, Pasadena, Petaluma, Pleasanton, Rancho Cordova, Redondo Beach, Redwood City, Sacramento, Salinas, San Anselmo, San Bruno, San Carlos, San Diego, San Francisco, San Jose, San Leandro, San Luis Obispo, San Marcos, San Mateo, San Rafael, Santa Ana, Santa Barbara, Santa Clara, Santa Monica, Santa Rosa, Saratoga, Sausalito, Selma, Signal Hill, South Pasadena, South San Francisco, Stanton, Stockton, Suisun City, Sunnyvale, Torrance, Turlock, Union City, Vacaville, Vallejo, Vernon, Walnut Creek, Watsonville, West Hollywood, West Los Angeles, West Sacramento, Westminster.

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

**Table 24.2.5.1.b – Internet Flat Rate Service (InFRa)**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	InFRa @ 1.544 Mbps	24251001	Internet Flat Rate Service (InFRa) at 1.544 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 2 Mbps Protocol: IPv4/v6 Upload Speed: 1.544 Mbps Product Description: Delivery of a T1 (with 1.544Mbps upload speeds) using HDSL2 or special access or its equivalent. T1 access to the dedicated domain (VRF) is very typical for this product. The electronics may change based on the specific access method on which the product is offered.	\$0.00	\$400.00	Each	Yes	Yes	Required
2	InFRa @ 5 Mbps	24251002	Internet Flat Rate Service (InFRa) at 5 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 5 Mbps Protocol: IPv4/v6 Upload Speed: 5 Mbps	\$0.00	\$400.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Product Description: Delivery of Ethernet or NxT1 via HDSL2 or special access or its equivalent is provided to deliver 5Mbps upload speeds. T1 access to the dedicated domain (VRF) is very typical for this product. The electronics may change based on the specific access method on which the product is offered.						
3	InFRa @ 10 Mbps	24251003	Internet Flat Rate Service (InFRa) at 10 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 10 Mbps Protocol: IPv4/v6 Upload Speed: 10 Mbps Product Description:	\$0.00	\$400.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of NxT1 via Ethernet or HDSL2 or special access or its equivalent is provided to deliver 10Mbps upload speeds. We also provide direct 10/100base-T connections where fiber optic access is available. The electronics may change based on the specific access method on which the product is offered.						
4	InFRa @ 15 Mbps	24251004	Internet Flat Rate Service (InFRa) at 15 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 15 Mbps Protocol: IPv4/v6 Upload Speed: 15 Mbps	\$ 500.00	\$595.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Product Description: Delivery of 15 Mbps upload speed is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.						
5	InFRa @ 20 Mbps	24251005	Internet Flat Rate Service (InFRa) at 20 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 20 Mbps Protocol: IPv4/v6 Upload Speed: 20 Mbps Product Description:	\$ 500.00	\$655.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 20 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.						
6	InFRa @ 25 Mbps	24251006	Internet Flat Rate Service (InFRa) at 25 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 25 Mbps Protocol: IPv4/v6 Upload Speed: 25 Mbps Product Description: Delivery of 25 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$665.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	InFRa @ 30 Mbps	24251007	Internet Flat Rate Service (InFRa) at 30 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 30 Mbps Protocol: IPv4/v6 Upload Speed: 30 Mbps Product Description: Delivery of 30 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$680.00	Each	Yes	Yes	Required
8	InFRa @ 35 Mbps	24251008	Internet Flat Rate Service (InFRa) at 35 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 35 Mbps Protocol: IPv4/v6 Upload Speed: 35 Mbps Product Description:	\$ 500.00	\$690.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 35 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.						
9	InFRa @ 40 Mbps	24251009	Internet Flat Rate Service (InFRa) at 40 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 40 Mbps Protocol: IPv4/v6 Upload Speed: 40 Mbps Product Description: Delivery of 40 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$700.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
10	InFRa @ 45 Mbps	24251010	Internet Flat Rate Service (InFRa) at 45 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 45 Mbps Protocol: IPv4/v6 Upload Speed: 45 Mbps Product Description: Delivery of 45 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$715.00	Each	Yes	Yes	Required
11	InFRa @ 50 Mbps	24251011	Internet Flat Rate Service (InFRa) at 50 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 50 Mbps Protocol: IPv4/v6 Upload Speed: 50 Mbps Product Description:	\$ 500.00	\$725.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 50 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.						
12	InFRa @ 55 Mbps	24251012	Internet Flat Rate Service (InFRa) at 55 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 55 Mbps Protocol: IPv4/v6 Upload Speed: 55 Mbps Product Description: Delivery of 55 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$765.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
13	InFRa @ 60 Mbps	24251013	Internet Flat Rate Service (InFRa) at 60 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 60 Mbps Protocol: IPv4/v6 Upload Speed: 60 Mbps Product Description: Delivery of 60 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$785.00	Each	Yes	Yes	Required
14	InFRa @ 100 Mbps	24251014	Internet Flat Rate Service (InFRa) at 100 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 100 Mbps Protocol: IPv4/v6 Upload Speed: 100 Mbps Product Description:	\$ 500.00	\$800.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 100 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
15	InFRa @ 150 Mbps	24251015	Internet Flat Rate Service (InFRa) at 150 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 150 Mbps Protocol: IPv4/v6 Upload Speed: 150 Mbps Product Description: Delivery of 150 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$950.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
16	InFRa @ 200 Mbps	24251016	Internet Flat Rate Service (InFRa) at 200 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 200 Mbps Protocol: IPv4/v6 Upload Speed: 200 Mbps Product Description: Delivery of 200 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$ 1,145.00	Each	Yes	Yes	Required
17	InFRa @ 500 Mbps	24251017	Internet Flat Rate Service (InFRa) at 500 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 500 Mbps Protocol: IPv4/v6 Upload Speed: 500 Mbps Product Description:	\$ 500.00	\$ 1,295.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 500 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
18	InFRa @ 1 Gbps	24251018	Internet Flat Rate Service (InFRa) at 1 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 1 Gbps Protocol: IPv4/v6 Upload Speed: 1 Gbps Product Description: Delivery of 1 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 500.00	\$ 1,600.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	InFRa @ 10 Gbps	24251019	Internet Flat Rate Service (InFRa) at 10 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 10 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 10 Gbps Product Description: Delivery of 10 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$500.00	\$4,000.00	Each	Yes	Yes	Required
20	InFRa @ 250 Mbps	24251020	Internet Flat Rate Service (InFRa) at 250 Mbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 250 Mbps Protocol: IPv4/v6 Upload Speed: 250 Mbps Product Description:	\$ 2,000.00	\$ 1,220.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 250 Mbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
21	InFRa @ 2 Gbps	24251021	Internet Flat Rate Service (InFRa) at 2 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 2 Gbps Protocol: IPv4/v6 Upload Speed: 2 Gbps Product Description: Delivery of 2 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 2,000.00	\$ 2,510.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
22	InFRa @ 5 Gbps	24251022	Internet Flat Rate Service (InFRa) at 5 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet Network-side Interface: 5 Gbps Protocol: IPv4/v6 Upload Speed: 5 Gbps Product Description: Delivery of 5 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 2,000.00	\$ 4,550.00	Each	Yes	Yes	Required
23	InFRa @ 20 Gbps	24251023	Internet Flat Rate Service (InFRa) at 20 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 20 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 20 Gbps Product Description:	\$ 3,000.00	\$ 8,270.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 20 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
24	InFRa @ 30 Gbps	24251024	Internet Flat Rate Service (InFRa) at 30 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 30 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 30 Gbps Product Description: Delivery of 30 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 3,000.00	\$ 9,490.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
25	InFRa @ 40 Gbps	24251025	Internet Flat Rate Service (InFRa) at 40 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 40 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 40 Gbps Product Description: Delivery of 40 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 3,000.00	\$10,700.00	Each	Yes	Yes	Required
26	InFRa @ 50 Gbps	24251026	Internet Flat Rate Service (InFRa) at 50 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 50 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 50 Gbps Product Description:	\$ 4,000.00	\$11,920.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 50 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
27	InFRa @ 60 Gbps	24251027	Internet Flat Rate Service (InFRa) at 60 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 60 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 60 Gbps Product Description: Delivery of 60 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 4,000.00	\$13,200.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
28	InFRa @ 70 Gbps	24251028	Internet Flat Rate Service (InFRa) at 70 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 70 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 70 Gbps Product Description: Delivery of 70 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$4,000.00	\$14,700.00	Each	Yes	Yes	Required
29	InFRa @ 80 Gbps	24251029	Internet Flat Rate Service (InFRa) at 80 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 80 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 80 Gbps Product Description:	\$ 5,000.00	\$ 16,000.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Delivery of 80 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.						
30	InFRa @ 90 Gbps	24251030	Internet Flat Rate Service (InFRa) at 90 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 90 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 90 Gbps Product Description: Delivery of 90 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 5,000.00	\$ 17,100.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
31	InFRa @ 100 Gbps	24251031	Internet Flat Rate Service (InFRa) at 100 Gbps. Includes dedicated Internet port and transport.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 100 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 100 Gbps Product Description: Delivery of 100 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered.	\$ 5,000.00	\$ 18,000.00	Each	Yes	Yes	Required

## **24.2.5.2 Internet Flat Rate with Managed Router Service (InFRaM)**

### **Contractor's Description of Service:**

Zayo's internet network is extensive and while nationwide it is focused on commercial and government customers in the Western United States. The entire network functions as a purpose built IP network with all elements interconnected and under one singular support and maintenance organization. This ensures that all elements are designed to provide the best possible performance. There are no third party networks within the core backbone.

The backbone is totally redundant and fully peered as single autonomous system. The backbone capacity is 4 times larger than the traffic load that is placed on it. This provides performance levels that are some of the best in the industry.

We offer internet services via many access types. Typically we provide 10/100/1000-base-T Ethernet RJ-48 jacks for all products up to 1 Gig. We can also provide fiber optic hand-offs for high bandwidth services for 100 meg and over and all 10 gig UNI interfaces.

We also provide other Internet services and features such as: Distributed Denial of Service (DDoS) Mitigation, and IP V6 support.

### **Geographic Availability:**

Alhambra, Anaheim, Arcadia, Bakersfield, Belmont, Berkeley, Beverly Hills, Bishop, Brisbane, Burbank, Burlingame, Campbell, Carlsbad, Chico, Chino, Citrus Heights, Concord, Costa Mesa, Cotati, Daly City, Dublin, East Palo Alto, El Segundo, Elk Grove, Escondido, Fairfield, Folsom, Foster City, Fremont, Fresno, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hayward, Hermosa Beach, Hillsborough, Huntington Park, Inglewood, Irvine, Lafayette, Larkspur, Lawndale, Livermore, Los Alamitos, Los Altos, Los Angeles, Los Banos, Los Gatos, Manhattan Beach, Menlo Park, Millbrae, Milpitas, Modesto, Monte Sereno, Morro Bay, Mountain View, Newark, Norwalk, Oakland, Ontario, Orinda, Palo Alto, Pasadena, Petaluma, Pleasanton, Rancho Cordova, Redondo Beach, Redwood City, Sacramento, Salinas, San Anselmo, San Bruno, San Carlos, San Diego, San Francisco, San Jose, San Leandro, San Luis Obispo, San Marcos, San Mateo, San Rafael, Santa Ana, Santa Barbara, Santa Clara, Santa Monica, Santa Rosa, Saratoga, Sausalito, Selma, Signal Hill, South Pasadena, South San Francisco, Stanton, Stockton, Suisun City, Sunnyvale, Torrance, Turlock, Union City, Vacaville, Vallejo, Vernon, Walnut Creek, Watsonville, West Hollywood, West Los Angeles, West Sacramento, Westminster

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

**Table 24.2.5.2.a – Internet Flat Rate with Managed Router Service**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	InFRaM @ 1.544 Mbps	24252001	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 1.544 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 2 Mbps Protocol: IPv4/v6 Upload Speed: 1.544 Mbps Product Description: Delivery of a T1 via HDSL2 or special access or its equivalent is provided. T1 access to the dedicated domain (VRF) is very typical for this product. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$ 500.00	\$ 500.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	InFRaM @ 5 Mbps	24252002	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 5 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 5 Mbps Protocol: IPv4/v6 Upload Speed: 5 Mbps Product Description: Delivery of NxT1 via HDSL2 or special access or its equivalent is provided. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$500.00	\$500.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	InFRaM @ 10 Mbps	24252003	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 10 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 10 Mbps Protocol: IPv4/v6 Upload Speed: 10 Mbps Product Description: Delivery of 10 Mbps via Ethernet, HDSL2 or special access or its equivalent is provided. Bonding of T1 access for larger bandwidths up to 12.352 is a standard service for this product. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$500.00	\$500.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	InFRaM @ 15 Mbps	24252004	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 15 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 15 Mbps Protocol: IPv4/v6 Upload Speed: 15 Mbps Product Description: Delivery of 15 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$655.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	InFRaM @ 20 Mbps	24252005	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 20 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 20 Mbps Protocol: IPv4/v6 Upload Speed: 20 Mbps Product Description: Delivery of 20 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$720.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	InFRaM @ 25 Mbps	24252006	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 25 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 25 Mbps Protocol: IPv4/v6 Upload Speed: 25 Mbps Product Description: Delivery of 25 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$730.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	InFRaM @ 30 Mbps	24252007	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 30 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 30 Mbps Protocol: IPv4/v6 Upload Speed: 30 Mbps Product Description: Delivery of 30 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$750.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	InFRaM @ 35 Mbps	24252008	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 35 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 35 Mbps Protocol: IPv4/v6 Upload Speed: 35 Mbps Product Description: Delivery of 35 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$760.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	InFRaM @ 40 Mbps	24252009	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 40 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 40 Mbps Protocol: IPv4/v6 Upload Speed: 40 Mbps Product Description: Delivery of 40 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$770.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
10	InFRaM @ 45 Mbps	24252010	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 45 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 45 Mbps Protocol: IPv4/v6 Upload Speed: 45 Mbps Product Description: Delivery of 45 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. DS-3 (TDM) circuits may be used. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$785.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	InFRaM @ 50 Mbps	24252011	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 50 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 50 Mbps Protocol: IPv4/v6 Upload Speed: 50 Mbps Product Description: Delivery of 50 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$800.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	InFRaM @ 55 Mbps	24252012	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 55 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 55 Mbps Protocol: IPv4/v6 Upload Speed: 55 Mbps Product Description: Delivery of 55 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$840.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
13	InFRaM @ 60 Mbps	24252013	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 60 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 60 Mbps Protocol: IPv4/v6 Upload Speed: 60 Mbps Product Description: Delivery of 60 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$885.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
14	InFRaM @ 100 Mbps	24252014	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 100 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 100 Mbps Protocol: IPv4/v6 Upload Speed: 100 Mbps Product Description: Delivery of 100 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$935.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	InFRaM @ 150 Mbps	24252015	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 150 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 150 Mbps Protocol: IPv4/v6 Upload Speed: 150 Mbps Product Description: Delivery of 150 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$1,165.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
16	InFRaM @ 200 Mbps	24252016	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 200 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 200 Mbps Protocol: IPv4/v6 Upload Speed: 200 Mbps Product Description: Delivery of 200 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$1,260.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
17	InFRaM @ 500 Mbps	24252017	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 500 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 500 Mbps Protocol: IPv4/v6 Upload Speed: 500 Mbps Product Description: Delivery of 500 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$1,425.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
18	InFRaM @ 1 Gbps	24252018	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 1 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 1 Gbps Protocol: IPv4/v6 Upload Speed: 1 Gbps Product Description: Delivery of 1 Gbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$1,000.00	\$1,650.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	InFRaM @ 10 Gbps	24252019	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 10 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 10 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 10 Gbps Product Description: Delivery of 10 Gbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$3,000.00	\$4,050.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
20	InFRaM @ 250 Mbps	24252020	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 250 Mbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 250 Mbps Protocol: IPv4/v6 Upload Speed: 250 Mbps Product Description: Delivery of 250 Mbps is part of the service offering. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A customer edge router with interface sized to the service request will be included.	\$2,000.00	\$1,340.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
21	InFRaM @ 2 Gbps	24252021	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 2 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 2 Gbps Protocol: IPv4/v6 Upload Speed: 2 Gbps Product Description: Delivery of 2 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$10,000.00	\$2,810.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
22	InFRaM @ 5 Gbps	24252022	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 5 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet Network-side Interface: 5 Gbps Protocol: IPv4/v6 Upload Speed: 5 Gbps Product Description: Delivery of 5 Gbps is upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$10,000.00	\$4,700.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
23	InFRaM @ 20 Gbps	24252023	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 20 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 20 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 20 Gbps Product Description: Delivery of 20 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$ 9,270.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
24	InFRaM @ 30 Gbps	24252024	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 30 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 30 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 30 Gbps Product Description: Delivery of 30 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$10,490.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
25	InFRaM @ 40 Gbps	24252025	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 40 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 40 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 40 Gbps Product Description: Delivery of 40 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$12,000.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
26	InFRaM @ 50 Gbps	24252026	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 50 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 50 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 50 Gbps Product Description: Delivery of 50 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$13,500.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
27	InFRaM @ 60 Gbps	24252027	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 60 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 60 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 60 Gbps Product Description: Delivery of 60 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$14,900.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
28	InFRaM @ 70 Gbps	24252028	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 70 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 70 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 70 Gbps Product Description: Delivery of 70 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$16,400.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
29	InFRaM @ 80 Gbps	24252029	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 80 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 80 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 80 Gbps Product Description: Delivery of 80 Gbps upload speed.. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$17,900.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
30	InFRaM @ 90 Gbps	24252030	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 90 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 90 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 90 Gbps Product Description: Delivery of 90 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$19,300.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
31	InFRaM @ 100 Gbps	24252031	Internet Flat Rate Service with Managed IP Enabled Routing Device (InFRaM) at 100 Gbps. Includes dedicated Internet port, transport, and a Contractor owned, maintained and managed IP enabled routing device.	Interface/Access Type: Ethernet or IP over OTN Network-side Interface: 100 Gbps Protocol: IPv4/v6 or LANPHY IPv4/v6 Upload Speed: 100 Gbps Product Description: Delivery of 100 Gbps upload speed. We will provide services on Ethernet, dedicated Ethernet, or protected Ethernet fiber optics where available. The electronics may change based on the specific access method on which the product is offered. A router with interface sized to the service request will be included.	\$20,000.00	\$20,750.00	Each	Yes	Yes	Required

## 24.2.7 Additional Internet Services

### Contractor's Description of Service:

[Type Description Here]

### Geographic Availability:

[Type Description Here]

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

**Table 24.2.7 – Additional Internet Services**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary

## 24.4.4 DDoS Detection and Mitigation Service

### Contractor's Description of Service:

The DDoS Mitigation feature is used on your Zayo-provided Managed Internet Service (MIS) as a network based feature for 1.544 Mbps through 10 Gbps MIS. The feature will help protect your network from Distributed Denial of Service attacks from the Internet. Once purchased, Zayo will monitor your interface(s) and establish a shifting baseline of your normal network traffic. Establishing the complete baseline of your normal traffic requires 30 days, and is constantly updated. This baseline provides a fingerprint of your traffic before an attack occurs. This baseline is used to compare current traffic and aids in determining the appropriate mitigating response.

DDoS Mitigation from Zayo is reactive in nature and is activated upon customer notification to our network operations center. The reactive feature keeps the customer in control of which traffic is allowed, and which is classified as a DDoS attack. The customer alone decides when they believe they are under a cyber-attack.

A mitigation event begins when Zayo responds to the trouble ticket opened by the customer. Zayo engineers will confirm that an attack is in progress, and Zayo will reroute your traffic through our scrubbing center where your traffic will be filtered by sophisticated tools, leaving normal traffic flowing into your network. Once the attack has stopped, a normalization period begins – a period of 24 hours during which your traffic is monitored for normal activity. A mitigation event ends following the 24-hour normalization period if the attack has not re-started and if normal traffic is flowing.

### Geographic Availability:

Alhambra, Anaheim, Arcadia, Bakersfield, Belmont, Berkeley, Beverly Hills, Bishop, Brisbane, Burbank, Burlingame, Campbell, Carlsbad, Chico, Chino, Citrus Heights, Concord, Costa Mesa, Cotati, Daly City, Dublin, East Palo Alto, El Segundo, Elk Grove, Escondido, Fairfield, Folsom, Foster City, Fremont, Fresno, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hayward, Hermosa Beach, Hillsborough, Huntington Park, Inglewood, Irvine, Lafayette, Larkspur, Lawndale, Livermore, Los Alamitos, Los Altos, Los Angeles, Los Banos, Los Gatos, Manhattan Beach, Menlo Park, Millbrae, Milpitas, Modesto, Monte Sereno, Morro Bay, Mountain View, Newark, Norwalk, Oakland, Ontario, Orinda, Palo Alto, Pasadena, Petaluma, Pleasanton, Rancho Cordova, Redondo Beach, Redwood City, Sacramento, Salinas, San Anselmo, San Bruno, San Carlos, San Diego, San Francisco, San Jose, San Leandro, San Luis Obispo, San Marcos, San Mateo, San Rafael, Santa Ana, Santa Barbara, Santa Clara, Santa Monica, Santa Rosa, Saratoga, Sausalito, Selma, Signal Hill, South Pasadena, South San Francisco, Stanton, Stockton, Suisun City, Sunnyvale, Torrance, Turlock, Union City, Vacaville, Vallejo, Vernon, Walnut Creek, Watsonville, West Hollywood, West Los Angeles, West Sacramento, Westminster.

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

**Table 24.4.4.a – DDoS Detection and Mitigation Service**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	DDoS Mitigation 1.544–10 Mbps	2444001	DDoS Mitigation Services for 1.544–10 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 1.544 Mbps through 10 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$300.00	Each	Yes	Yes	Required
2	DDoS Mitigation 15 Mbps	2444002	DDoS Mitigation Services for 15 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 15 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$324.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	DDoS Mitigation 25 Mbps	2444003	DDoS Mitigation Services for 25 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 25 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$372.00	Each	Yes	Yes	Required
4	DDoS Mitigation 50 Mbps	2444004	DDoS Mitigation Services for 50 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 50 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$492.00	Each	Yes	Yes	Required
5	DDoS Mitigation 100 Mbps	2444005	DDoS Mitigation Services for 100 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 100 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$558.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	DDoS Mitigation 250 Mbps	2444006	DDoS Mitigation Services for 250 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 250 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$949.00	Each	Yes	Yes	Required
7	DDoS Mitigation 500 Mbps	2444007	DDoS Mitigation Services for 500 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 500 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$1,004.00	Each	Yes	Yes	Required
8	DDoS Mitigation 1 Gbps	2444008	DDoS Mitigation Services for 1 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 1 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$1,339.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	DDoS Mitigation 5 Gbps	2444009	DDoS Mitigation Services for 5 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 5 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$ 2,207.00	Each	Yes	Yes	Required
20	DDoS Mitigation 10 Gbps	2444010	DDoS Mitigation Services for 10 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 10 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$4,464.00	Each	Yes	Yes	Required
21	DDoS Mitigation 20 Mbps	2444011	DDoS Mitigation Services for 20 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 20 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access	\$0.00	\$348.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
22	DDoS Mitigation 30 Mbps	2444012	DDoS Mitigation Services for 30 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 30 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$396.00	Each	Yes	Yes	Required
23	DDoS Mitigation 35 Mbps	2444013	DDoS Mitigation Services for 35 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 35 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$420.00	Each	Yes	Yes	Required
24	DDoS Mitigation 40 Mbps	2444014	DDoS Mitigation Services for 40 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 40 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$444.00	Each	Yes	Yes	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
25	DDoS Mitigation 45 Mbps	2444015	DDoS Mitigation Services for 45 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 45 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$468.00	Each	Yes	Yes	Required
26	DDoS Mitigation 55 Mbps	2444016	DDoS Mitigation Services for 55 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 55 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$516.00	Each	Yes	Yes	Required
27	DDoS Mitigation 60 Mbps	2444017	DDoS Mitigation Services for 60 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 60 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$540.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
28	DDoS Mitigation 150 Mbps	2444018	DDoS Mitigation Services for 150 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 150 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$857.00	Each	Yes	Yes	Required
29	DDoS Mitigation 200 Mbps	2444019	DDoS Mitigation Services for 200 Mbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 200 Mbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$893.00	Each	Yes	Yes	Required
30	DDoS Mitigation 2 Gbps	2444020	DDoS Mitigation Services for 2 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 2 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$1,626.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
31	DDoS Mitigation 20 Gbps	2444022	DDoS Mitigation Services for 20 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 20 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$ 6,857.00	Each	Yes	Yes	Required
32	DDoS Mitigation 30 Gbps	2444023	DDoS Mitigation Services for 30 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 30 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$ 7,165.00	Each	Yes	Yes	Required
33	DDoS Mitigation 40 Gbps	2444024	DDoS Mitigation Services for 40 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 40 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$ 8,126.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
34	DDoS Mitigation 50 Gbps	2444025	DDoS Mitigation Services for 50 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 50 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$ 9,088.00	Each	Yes	Yes	Required
35	DDoS Mitigation 60 Gbps	2444026	DDoS Mitigation Services for 60 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 60 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$10,326.00	Each	Yes	Yes	Required
36	DDoS Mitigation 70 Gbps	2444027	DDoS Mitigation Services for 70 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 70 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$11,562.00	Each	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
37	DDoS Mitigation 80 Gbps	2444028	DDoS Mitigation Services for 80 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 80 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$12,796.00	Each	Yes	Yes	Required
38	DDoS Mitigation 90 Gbps	2444029	DDoS Mitigation Services for 90 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 90 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$14,035.00	Each	Yes	Yes	Required
39	DDoS Mitigation 100 Gbps	2444030	DDoS Mitigation Services for 100 Gbps of traffic flow.	Network-based DDoS Mitigation on your Zayo-provided Internet Service for 100 Gbps. The cloud-based service includes proactive monitoring, incident notification, traffic mitigation, unlimited scrubbing, reporting and portal access.	\$0.00	\$15,269.00	Each	Yes	Yes	Required

## 24.5.2.1 Extended Demarcation Wiring Services

### **Contractor's Description of Service:**

Extended Demarc wiring includes wiring and cable related activities required to extend the service demarcation point to the Customer defined termination location or cross-connect point from the Contractor's Minimum Point of Entry (MPOE).

Extended Demarc wiring shall include all necessary hardware including wire and/or cable, connectors, jumpers, patch panels, minor materials and jacks.

Extended Demarc wiring shall also include all necessary labor required to complete the provisioning of service including installation, testing, trouble shooting, labeling and documentation.

Extended Demarc wiring is limited to the following: 1. Installation of cabling for extending services from the MPOE location to the Customer's point of utilization; 2. Installation of cross-connects or rearrangement of existing jumpers; 3. Identification and testing of existing cabling beyond the MPOE to the Customer's equipment location; or, 4. Testing, trouble shooting, labeling and completing documentation.

### **Geographic Availability:**

Alhambra, Anaheim, Arcadia, Bakersfield, Belmont, Berkeley, Beverly Hills, Bishop, Brisbane, Burbank, Burlingame, Campbell, Carlsbad, Chico, Chino, Citrus Heights, Concord, Costa Mesa, Cotati, Daly City, Dublin, East Palo Alto, El Segundo, Elk Grove, Escondido, Fairfield, Folsom, Foster City, Fremont, Fresno, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hayward, Hermosa Beach, Hillsborough, Huntington Park, Inglewood, Irvine, Lafayette, Larkspur, Lawndale, Livermore, Los Alamitos, Los Altos, Los Angeles, Los Banos, Los Gatos, Manhattan Beach, Menlo Park, Millbrae, Milpitas, Modesto, Monte Sereno, Morro Bay, Mountain View, Newark, Norwalk, Oakland, Ontario, Orinda, Palo Alto, Pasadena, Petaluma, Pleasanton, Rancho Cordova, Redondo Beach, Redwood City, Sacramento, Salinas, San Anselmo, San Bruno, San Carlos, San Diego, San Francisco, San Jose, San Leandro, San Luis Obispo, San Marcos, San Mateo, San Rafael, Santa Ana, Santa Barbara, Santa Clara, Santa Monica, Santa Rosa, Saratoga, Sausalito, Selma, Signal Hill, South Pasadena, South San Francisco, Stanton, Stockton, Suisun City, Sunnyvale, Torrance, Turlock, Union City, Vacaville, Vallejo, Vernon, Walnut Creek, Watsonville, West Hollywood, West Los Angeles, West Sacramento, Westminster.

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

**Table 24.5.2.1 – Extended Demarcation Wiring Services**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Extended Demarcation - Copper – Regular Hours	24521001	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.	The extension of any copper 4 pair facility from the Customer's MPOE to any point up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State standards. For service performed Monday through Friday from 8:00 am to 4:59 pm (PT), excepting State Holidays.	\$143.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Extended Demarcation - Copper – Overtime Hours	24521002	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.	The extension of any copper 4 pair facility from the Customer's MPOE to any point up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State standards. For service performed Monday through Friday from 5:00 pm to 7:59 am and all day Saturday (PT), excepting State Holidays.	\$170.00	N/A	Installation	No	No	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Extended Demarcation - Copper – Sunday and Holiday Hours	24521003	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.	The extension of any copper 4 pair facility from the Customer's MPOE to any point up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, jumpers and connectors including the proper RJ 48 jacks or equivalent. Work shall conform to the State standards. For service performed any time Sunday and State Holidays.	\$170.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	Extended Demarcation - Copper 25 Pair – Regular Hours	24521004	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.	The extension of any copper 25 pair facility from the Customer's MPOE to the point of utilization, up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, 10 x 3-meter jumpers and connectors including 1 patch panel and mounting hardware at the (IDF) and 1 x 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to State standards. For service performed Monday through Friday from 8:00 am to 4:59 pm (PT), excepting State Holidays.	\$170.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Extended Demarcation - Copper 25 Pair - Overtime Hours	24521005	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.	The extension of any copper 25 pair facility from the Customer's MPOE to the point of utilization, up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, 10 x 3-meter jumpers and connectors including 1 patch panel and mounting hardware at the (IDF) and 1 x 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to State standards. For service performed Monday through Friday from 5:00 pm to 7:59 am (PT), and all day Saturday, excepting State Holidays.	\$ 224.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	Extended Demarcation - Copper 25 Pair – Sunday and Holiday Hours	24521006	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.	The extension of any copper 25 pair facility from the Customer's MPOE to the point of utilization, up to 300 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. The service will include cable, attachments, 10 x 3-meter jumpers and connectors including 1 patch panel and mounting hardware at the (IDF) and 1 x 24-port patch panel at the MPOE. The installation will be tested, labeled and documented. Work shall conform to State standards. For service performed any time Sunday and State Holidays.	\$ 224.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	Extended Demarcation - Optical Fiber Link – Regular Hours	24521007	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.	The extension of 1 each 62.5/125 – or 50/125 – micron, 2-strand CMP fiber drop cable with adapters, enclosures, connectors, and 2 SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customer's MPOE to the point of utilization, up to 1000 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. Work shall conform to the State standards. For service performed Monday through Friday from 8:00 am to 4:59 pm (PT), excepting State Holidays.	\$ 798.80	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	24521008	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.	The extension of 1 each 62.5/125 – or 50/125 – micron, 2-strand CMP fiber drop cable with adapters, enclosures, connectors, and 2 SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customer's MPOE to the point of utilization, up to 1000 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. Work shall conform to the State standards. For service performed Monday through Friday from 5:00 pm to 7:59 am (PT), and all day Saturday excepting State Holidays.	\$ 850.00	N/A	Installation	No	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	Extended Demarcation - Optical Fiber Link – Sunday and Holiday Hours	24521009	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.	The extension of 1 each 62.5/125 – or 50/125 – micron, 2-strand CMP fiber drop cable with adapters, enclosures, connectors, and 2 SC-SC duplex patch cords for each single circuit extension. Includes associated troubleshooting, testing and labeling. This facility is from the Customer's MPOE to the point of utilization, up to 1000 feet in the Customer-provided conduit or wiring space as defined in 24.5.2.1. Work shall conform to the State standards. For service performed Sunday and State Holidays.	\$ 850.00	N/A	Installation	No	No	Required

### 24.5.3 Services Related Hourly Support

**Contractor's Description of Service:**

Work performed under this section is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that is discovered to be caused by factors outside the responsibility of the Contractor or no trouble is found.

**Geographic Availability:**

Alhambra, Anaheim, Arcadia, Bakersfield, Belmont, Berkeley, Beverly Hills, Bishop, Brisbane, Burbank, Burlingame, Campbell, Carlsbad, Chico, Chino, Citrus Heights, Concord, Costa Mesa, Cotati, Daly City, Dublin, East Palo Alto, El Segundo, Elk Grove, Escondido, Fairfield, Folsom, Foster City, Fremont, Fresno, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hayward, Hermosa Beach, Hillsborough, Huntington Park, Inglewood, Irvine, Lafayette, Larkspur, Lawndale, Livermore, Los Alamitos, Los Altos, Los Angeles, Los Banos, Los Gatos, Manhattan Beach, Menlo Park, Millbrae, Milpitas, Modesto, Monte Sereno, Morro Bay, Mountain View, Newark, Norwalk, Oakland, Ontario, Orinda, Palo Alto, Pasadena, Petaluma, Pleasanton, Rancho Cordova, Redondo Beach, Redwood City, Sacramento, Salinas, San Anselmo, San Bruno, San Carlos, San Diego, San Francisco, San Jose, San Leandro, San Luis Obispo, San Marcos, San Mateo, San Rafael, Santa Ana, Santa Barbara, Santa Clara, Santa Monica, Santa Rosa, Saratoga, Sausalito, Selma, Signal Hill, South Pasadena, South San Francisco, Stanton, Stockton, Suisun City, Sunnyvale, Torrance, Turlock, Union City, Vacaville, Vallejo, Vernon, Walnut Creek, Watsonville, West Hollywood, West Los Angeles, West Sacramento, Westminster.

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



**Table 24.5.3 – Services Related Hourly Support**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	2453001	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.	One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 8:00AM to 4:59PM (PST or PDT), excepting State of California Holidays.	\$ 135.00	N/A	Hour	Yes	No	Required
2	Field Service Repair Technician Overtime Hours	2453002	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.	One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed Monday through Friday from 5:00PM to 7:59AM (PST or PDT) and all day Saturday, excepting State of California Holidays.	\$ 300.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Field Service Repair Technician Sunday and Holiday Hours	2453003	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.	One hour of service as labor performed by a properly trained field service technician familiar with the suppliers network service components, cabling and systems. This element is for such services performed anytime on Sunday or State of California holidays.	\$ 300.00	N/A	Hour	Yes	No	Required