STATE OF ALABAMA

SPECIFICATIONS FOR

SIP TRUNKING SERVICES

INVITATION TO BID

Re-Bid

14-X-2259049

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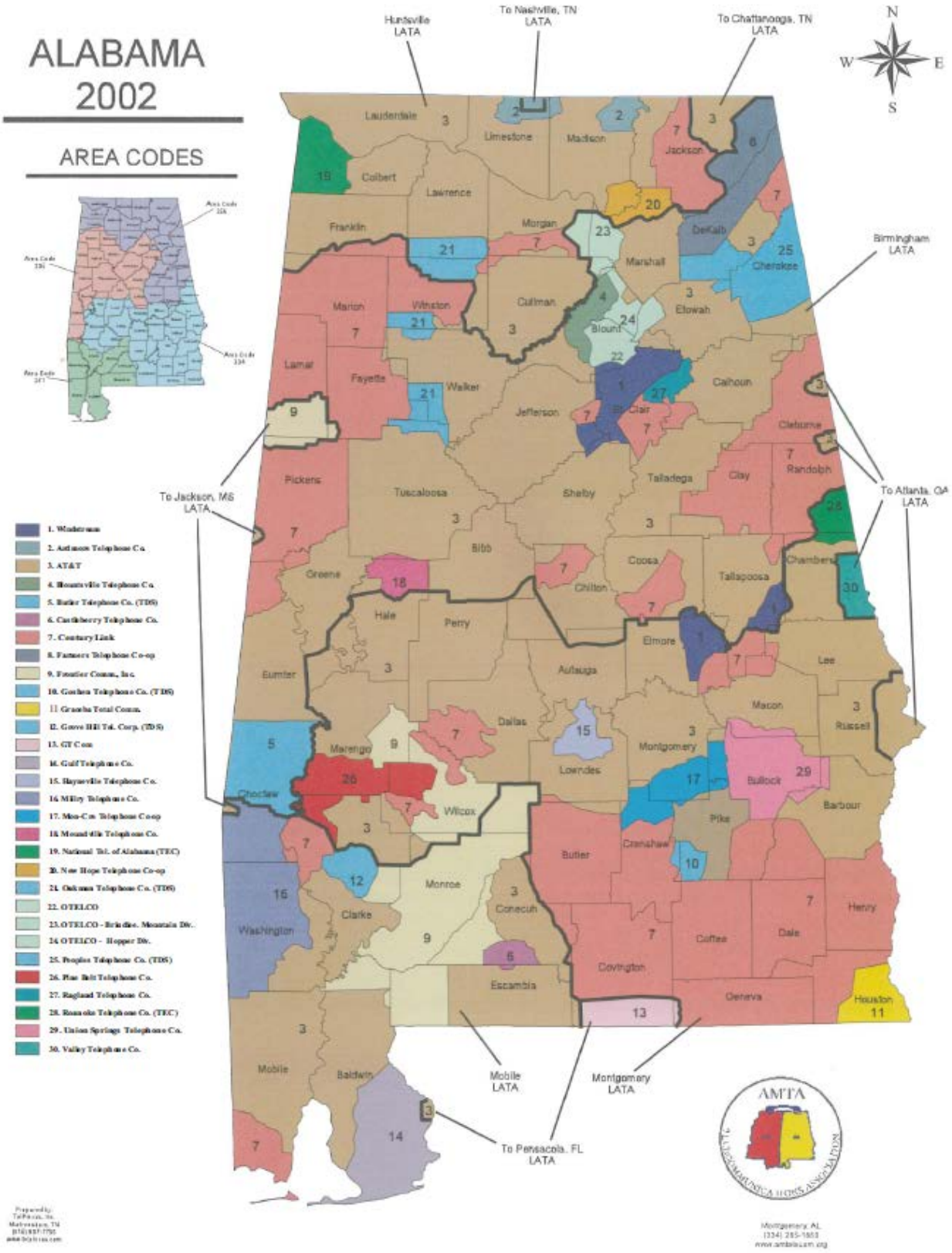
ALABAMA
2002
AREA CODES
Huntsville LATA
To Nashville, TN LATA
To Chattanooga, TN LATA
Birmingham LATA
To Jackson, MS LATA
To Atlanta, GA LATA
Mobile LATA
Montgomery LATA
To Pensacola, FL LATA
N
W
E
S
Lauderdale
Limestone
Madison
Jackson
Colbert
Lawrence
Franklin
Morgan
DeKalb
Marshall
Cherokee
Marion
Winston
Cullman
Etowah
Blount
Lamar
Fayette
Walker
Jefferson
St. Clair
Calhoun
Cleburne
Pickens
Tuscaloosa
Shelby
Talladega
Clay
Randolph
Bibb
Coosa
Chambers
Greene
Chilton
Tallapoosa
Hale
Perry
Elmore
Lee
Sumter
Autauga
Macon
Russell
Dallas
Montgomery
Marengo
Lowndes
Bullock
Barbour
Choctaw
Wilcox
Pike
Crenshaw
Butler
Monroe
Conecuh
Henry
Washington
Clarke
Coffee
Dale
Covington
Escambia
Geneva
Houston
Mobile
Baldwin
1. Wiregrass
2. Ardmore Telephone Co.
3. AT&T
4. Hometown Telephone Co.
5. Butler Telephone Co. (TDS)
6. Cardinberry Telephone Co.
7. Century Link
8. Farmers Telephone Co-op
9. Frontier Comm., Inc.
10. Gordon Telephone Co. (TDS)
11. Graceba Total Comm.
12. Grove Hill Tel. Corp. (TDS)
13. GT Com
14. Gulf Telephone Co.
15. Hayneville Telephone Co.
16. Millry Telephone Co.
17. Mon-Cre Telephone Co-op
18. Moundville Telephone Co.
19. National Tel. of Alabama (TEC)
20. New Hope Telephone Co-op
21. Oakman Telephone Co. (TDS)
22. OTELCO
23. OTELCO - Brindlee Mountain Div.
24. OTELCO - Hopper Div.
25. Peoples Telephone Co. (TDS)
26. Pine Belt Telephone Co.
27. Ragland Telephone Co.
28. Roanoke Telephone Co. (TEC)
29. Union Springs Telephone Co.
30. Valley Telephone Co.
AMTA
ALABAMA TELECOMMUNICATIONS ASSOCIATION

1. General and Administrative

1.1. Purpose of ITB

1.1.1. This Invitation to Bid **(**ITB**)** is issued pursuant to § 41-16-20, Code of Alabama (1975) to solicit responses from qualified bidders hereinafter referred to as BIDDER(s). Finance – ISD intends that one or more contracts will be awarded to the lowest qualified responsible BIDDER(s) in accordance with State of Alabama Purchasing code as recently amended. The Invitation to Bid, along with the awarded BIDDER's response shall constitute the Contract between the awarded BIDDER, hereinafter referred to as VENDOR and the Information Services Division of the State of Alabama Finance Department, hereinafter referred to as Finance - ISD. Finance – ISD currently has a contract with AT&T that was bid in 2007, resulting in a 3 year contract with two optional one year renewals. Finance – ISD currently purchases network telecommunications services from this contract excluding the campus network and certain disaster recovery components. The current contract associated with the State's communications network expired December 21, 2012. Services have continued with AT&T through Emergency Declarations. This ITB will serve to procure SIP Trunking Services. Current Finance – ISD users and eligible agencies exempt from § 41-4-280, *et seq.*, Code of Alabama (1975) shall use these goods and services to support their voice service needs.

1.2. Authority

1.2.1. § 41-4-280, *et seq*., Code of Alabama (1975) provides that the State of Alabama, Department of Finance, Information Services Division (Finance - ISD) shall acquire network services on behalf of all agencies, departments, boards, commissions, offices, or institutions of the State of Alabama, except those institutions excluded by section 41-4-291 or other provisions of law as become effective from time to time. All Executive Branch Agencies must purchase services through Finance – ISD. VENDOR(s) cannot sell services from this contract directly to these agencies.

1.2.2. § 41-4-291, Code of Alabama (1975) provides that county and city Boards of Education, the Education Television Commission, the Post-secondary Education system, or any public college and university may utilize procurement services and technical consultation for services provided by Finance - ISD. The above entities may elect to purchase services from Finance - ISD.

1.2.3. Finance - ISD will not be financially responsible for any State entity exempt from Finance - ISD's enabling legislation served directly by the VENDOR.

1.2.4. The Legislative and Judicial branches are exempt from the provisions of Title 41, Chapter 4, Article 11, governing Finance - ISD.

1.2.5. § 41-16-27, Code of Alabama (1975) as amended by 2014-343, provides that multiple purchase contracts may result from a single invitation-to-bid where specifications are determined by technical compatibility and operational requirements.

1.3. Additional Eligible Users

1.3.1. Agencies identified below will be allowed to purchase SIP Trunking Services under the pricing of this ITB. Any service offered under this ITB may be purchased by these authorized Agencies. The VENDOR must deal with each such entity directly in all matters including ordering, installation, service, support, and billing.

- Alabama Super Computer Authority
- Local (city and county) governments

1.4. Administrative Fee

1.4.1. The awarded BIDDER shall pay each month to Finance - ISD an administrative fee for all sales made under this contract during the prior month. Said administrative fee will be in the amount of 1% (0.01) of the total dollar amount for all sales, including those made to Finance - ISD. This administrative fee will be used by Finance - ISD to partially recover the cost of preparing and administering this ITB and resulting contract(s). This administrative fee will be paid to Finance - ISD each month before the 20th and will represent a single, one-time payment for all sales made in the prior month and as adjusted for error corrections associated with earlier months. This administrative fee shall not be listed as a separate charge on the invoices sent to the purchasing entities. On or before the 20th day of each month, VENDOR also will be required to provide Finance - ISD with a summary report listing sales made under this contract during the prior calendar month to include purchasing entity, sales amount, and administrative fee amount to be paid to Finance - ISD. This report shall be sent electronically (no hard copy required or permitted) to: telecom.admin@isd.alabama.gov. The report may be a MS WORD or MS EXCEL attachment to the sent email. Failure to comply with provisions of this paragraph will be grounds for the State's termination of the contract with the VENDOR.

1.4.2. Finance – ISD reserves the right to receive periodic reports of all sales made by the VENDOR for any contract resulting from this ITB.

1.4.3. Checks must be submitted with documentation showing the month and year the administrative fee covers as well as the contract number, T416. For convenience, a printed copy of the electronic report sent by e-mail may be used to provide remittance documentation. Submit checks and documentation to:

Department of Finance
Division of Accounting and Administration
PO Box 300658
Montgomery, AL 36130-0658

1.5. Service

1.5.1. This ITB will be structured with the following service:

SIP Trunking Services

1.5.2. This ITB is a Statewide bid.

1.5.3. This ITB may be awarded to multiple VENDORS statewide. The BIDDER should submit one bid and complete the price page, submit all necessary forms for the bid.

1.6. Overview of Finance – ISD Existing Networks

1.6.1. Finance - ISD provides and operates a statewide communications network for communications-related services to eligible state agencies and organizations across Alabama. Finance- ISD is the state's infrastructure for communications technology services, including both networks and equipment. The State's Enterprise Network Infrastructure supports Voice, Data (Point-to-Point, MPLS, Metro E, DSL, and Wireless), Internet, and Video Applications. Finance – ISD delivers over 1500 circuits to cities, municipalities, state agencies, universities, and assistance organizations throughout Alabama. There are two significant physical infrastructures that support transportation of State applications. The Campus Infrastructure is owned by, Finance - ISD, and the statewide infrastructure is leased under contract from AT&T. The core for the network is located in Montgomery. There are three primary locations hosting the majority of Finance - ISD's services. These are the Gordon Persons Building for voice and data, and the Folsom Administrative Building and State House Building for data and Internet. These three buildings are located in the Capitol Complex. AT&T provides local bandwidth and service via Metro Ethernet, DSL, MPLS, and Point-to-Point for Finance - ISD. There is still some service on AT&T SONET Ring, although the intent of Finance - ISD is to decommission the SONET Ring during the transition of this contract. The Awarded VENDOR must coordinate with Finance – ISD to accomplish the transition in a timely manner.

1.7. Finance - ISD Campus Network Infrastructure

1.7.1. Finance - ISD networks over 12,500 devices in the Capitol Complex via Finance - ISD owned copper and fiber cabling, Wireless Access Points and intelligent electronic devices (switches, routers, etc.). The current topology is a gigabit core with 10/100/1000 Mbps access for users. Resources available to campus include but are not limited to Internet, the Finance - ISD Mainframe, inter-agency exchange, email, and access to Finance - ISD enterprise network.

1.8. Finance - ISD Internet

1.8.1. Finance - ISD is currently serving as the Internet Service Provider (ISP) for the Executive Branch of Alabama's State Government. This includes agencies with campus network connectivity and WAN transport connectivity. The Alabama Supercomputer Authority provides redundancy for the Internet. Finance - ISD provides Internet access to approximately 15,000 users.

1.9. Finance - ISD Statewide Data Services

1.9.1. As well as providing data to campus users, Finance - ISD has many users located statewide. Services distributed to those users include the Internet, all Finance - ISD Enterprise Resources, and computing resources from several state agencies. Finance - ISD has approximately 1,400 sites served by MPLS service. This service is a mixture of Metro E, T-1, and DSL access. Finance - ISD has approximately 80 Wireless Access Points located statewide.

1.10. Finance - ISD Voice Network Infrastructure

1.10.1. Finance - ISD serves the Capitol Complex with an Avaya CS2100, utilizing dedicated PRIs for long distance and inbound toll free service. Finance - ISD utilizes PRIs for local service.

1.10.2. Agencies outside of the Capitol Complex use PRIs, business lines or trunks that may be connected to agency owned PBXs, key systems or VoIP systems. Some of Finance – ISD's larger customer agencies have dedicated PRIs from our current vendor for their long distance.

1.10.3. Finance - ISD processes approximately 1,000,000 long distance calls statewide for 3,400,000 minutes per month.

1.10.4. Other voice services available statewide are Toll free (800) Service and Calling Cards. In Montgomery, all toll free numbers for the Capitol Complex are routed to the CS2100 on PRIs which are shared by all agencies. Toll free services statewide range from a toll free number routed to a business line or PRI in an agency or department to a customized menu system for the Conservation Department's Parks Division.

1.10.5. Calling cards are custom designed for Finance - ISD. Although the VENDOR providing the service is not mentioned on the card, their toll free help number and dialing instructions are listed on the back. Cards can be restricted from calling various locations by the utilization of range privileges.

1.11. Scope

1.11.1. The scope of this ITB will include all services and solutions necessary for Finance - ISD and its Customers to satisfy their SIP Trunking requirements for the life of the contract. In addition to the specifications set forth herein, the scope of this contract includes technological enhancements, service improvements and equipment such as Customer Premises Equipment and circuits packaged as a Premium Service. The scope also includes all new and/or emerging telecommunications service offerings. In particular, the scope will include all services, features, functions, software enhancements, network-based applications and associated offerings that will be available as a part of the BIDDER(s) offerings in the commercial marketplace during the term of this contract, plus network-based solutions and services for which there may not be commercial offerings**.** T-416 is a bid for SIP Services. Internet Services will not be purchased from this bid. BIDDER must carefully review specifications for circuit termination type. If the VENDOR utilizes MPLS to deliver the SIP Services, Finance – ISD has no requirement for Frame Relay.

1.12. Structure of ITB

1.12.1. This ITB seeks responses from potential BIDDER(s) for services. Finance - ISD will evaluate responses to the ITB to determine which BIDDER(s) comply with the requirements and provide the lowest ITB pricing for the services being considered for award. The ITB is comprised of this document, the State Purchasing ITB document, and a series of Attachments which detail the information needed to submit a bid, including, but not limited to: instructions to BIDDER(s), pricing tables, technical

specifications, submission requirements, evaluation processes and Contract terms and conditions. Interested BIDDER(s) are encouraged to read all the Attachments in order to understand the structure of the ITB before submitting questions. Finance - ISD reserves the right to alter, amend and change any and all requirements of the ITB at any time prior to the submission deadline.

1.12.2. "Agreement" shall mean these ITB specifications for SIP Trunking Services, including all attachments hereto, the ITB released by Division of Purchasing, all Terms and Conditions in both, the VENDOR's bid, and the Contract issued by the Division of Purchasing, all of which together constitute the Contract between Finance - ISD and the VENDOR.

1.13. Education Community

1.13.1. Any public K-12 school system or public library in the State of Alabama will be able to obtain telecommunications services under the pricing of this ITB. The VENDOR must deal with each such entity directly in all matters including ordering, installation, service, support, and billing.

1.13.2. E-Rate – The Schools and Libraries Program of the Universal Service Fund (E-Rate) makes discounts available to eligible schools and libraries for telecommunication services, Internet access, and internal connections. The program is intended to ensure that schools and libraries have access to affordable telecommunications and information services. The services of this resulting contract include eligible E-Rate services that E-Rate eligible entities including public K-12 schools and libraries of Alabama may choose to purchase.

1.13.3. Detailed information about the E-Rate program can be found at http://www.usac.org/sl/. It is a requirement that the awarded VENDOR will provide a Service Provider Identification Number (SPIN) and maintain eligible status with the Universal Service Administrative Company (USAC) and the Federal Communications Commission (FCC) in order to participate in the E-Rate program. In the event that an E-Rate eligible applicant applies for E-Rate eligible services and is denied funding by USAC or FCC the VENDOR must agree that the applicant is not to be held liable for the purchase of the services that were to be established as a result of the E-Rate application.

1.13.4. If educational entities require Finance – ISD to file the Form 470, Finance - ISD will comply.

1.14. Instructions to BIDDERs

1.14.1. All potential BIDDERs should carefully review the entire bid package upon receipt. Any questions a BIDDER may have can be submitted to the Purchasing Point of Contact in writing at intervals defined below. A BIDDER will be responsible for any charges incurred by the BIDDER preparing a response.

1.15. Inquiries

1.15.1. Upon issuance of this ITB, employees and representatives of Finance - ISD, other than the Point of Contact, will not discuss the contents of this ITB with any BIDDER or its representatives. **Failure by a BIDDER and/or any of its representatives to observe**

this restriction may result in disqualification of any response it may submit in response to this ITB. This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement. Questions concerning technical or procedural matters in the ITB must be submitted in writing to:

Pat Antle
Alabama Division of Purchasing
Department of Finance
100 North Union Street, Suite 192
Montgomery, AL 36130
email: SIPTrunking@purchasing.alabama.gov

You will be notified of receipt of email.

1.16. Question and Answer Period

1.16.1. There will be two Question and Answer Periods. The first Question and Answer Period will begin when the Bid is issued. The BIDDER may submit written questions until 5 PM CDT Wednesday July 16, 2014 to the email address in Section 1.15.1 above.

1.16.2. Answers to all pertinent BIDDER questions received will be provided through an addendum that will be issued by State Purchasing.

1.16.3. The second period will begin immediately after the posting of the first period answers. The deadline to submit questions will be provided in the addendum issued from the first question and answer period.

1.16.4. A second addendum will be issued to provide answers to all pertinent questions asked during the second question and answer period. Any changes to specifications resulting from questions submitted during the two question and answer periods will also be addressed in the addendum. **Telephone calls or personal contact regarding this ITB are not permitted at any time.**

1.16.5. Finance - ISD or Alabama Division of Purchasing will not be responsible for the successful delivery of email messages or mail. The BIDDER has the responsibility of verifying the receipt of any documents by Division of Purchasing, if the BIDDER so desires.

1.17. Award Criteria

1.17.1. After bid opening, the Purchasing Division will provide Finance – ISD with a list of bids that passed the bid opening requirements. Finance - ISD will then evaluate the lowest bid to determine whether it complies with all requirements of the bid. If a lowest bid does not comply with all requirements of the bid, it will be rejected and Finance - ISD will evaluate the next lowest bid.

1.17.2. The lowest bid will be evaluated based on the Bid Total on the price page of the Invitation to Bid which must match the amount from the Target Systems Summary Pricing sheet in the Pricing Pages Section of this ITB.

1.17.3. Finance – ISD will award a VENDOR assuming there is a qualified BIDDER. The first award will go to the lowest BIDDER meeting all specifications. In addition Finance – ISD may award additional BIDDER(s) under the following conditions:

1.17.3.1. The second award will go to the second lowest BIDDER. Second awarded BIDDER must meet all Terms and Conditions of the Bid.

1.17.3.2. Additional awarded BIDDERS must meet all Terms and Conditions of the Bid, and be within 10 percent of the second awarded BIDDER.

1.17.4. Awarded BIDDER will be responsible for the services statewide.

1.17.5. Evaluation of the bid will be on a Pass/Fail basis. A BIDDER must pass each and every requirement. The winning BIDDER(s) should be able to demonstrate they have the financial resources and stability to provide required services during the period of the contract. The Terms and Conditions set out in Section 2 are an integral part of the ITB. By signing and submitting a bid in the required form, a BIDDER is agreeing to be bound by all the requirements, terms and conditions of this ITB. No reservations or exceptions will be accepted.

1.18. Response Preparation and Bid Format

1.18.1. BIDDER must bid on all required services for the bid to be considered responsive.

1.18.2. The bid response must be in the exact format and sequence as this ITB. The bid response must include information sufficiently detailed to demonstrate that the products and services offered meet or exceed the specifications. A bid response will be rejected if the services offered do not comply with the requirements of the ITB. If a BIDDER fails to fully complete and submit all forms with the corresponding paragraph information that bid response will be rejected. Should it be determined by Finance - ISD that a bid response fails to specifically respond to all requirements of this ITB that bid response will be rejected. BIDDER(s) are to respond below every numbered paragraph with “Have read, understand, and agree,” and any required documentation to support the BIDDER(s) ability to meet the requirements of the numbered paragraph is to be supplied at that point. BIDDER(s) responses are to be in legible blue text to separate them from the original ITB language. If the BIDDER responds to any paragraph that they have read, understand, and agree to the paragraph, the BIDDER is also agreeing to any changes introduced by an addendum affecting the said paragraph. It is not necessary for the BIDDER to change the language in their bid response.

1.18.3. Because the technology of telecommunications is rapidly evolving and the needs of Finance - ISD cannot be specified in advance, Finance - ISD seeks unit prices for the various services it requires at this time or may require in the future. The BIDDER must provide a price per specified unit for every item required under the line item being bid.

1.18.4. The BIDDER may include alternative services in the miscellaneous catalog and Finance - ISD encourages the BIDDER to include any such services on a technology roadmap in the miscellaneous catalog.

1.18.5. Each bid must provide the total cost for the specified services in each Target System using the BIDDER’s supplied unit prices from the Catalog Detail Pricing sheets. The

totals from these sheets must be transferred to the Target Systems Summary sheet and totaled. The total will be used to determine the lowest BIDDER.

1.18.6. The Target System reflects an estimate of services utilized by Finance - ISD at this time, but does not include all the services Finance - ISD requires. The Target System should not be construed as a representation that Finance - ISD will buy all the services included in the Target System. Finance - ISD may buy fewer services than included in the Target System or may buy services not included in the Target System.

1.18.7. BIDDER presentations may be required by Finance - ISD to supplement the bid responses. The BIDDER may also be required to submit a synopsis of said presentation, signed by the same official who signed the bid response.

1.18.8. Finance - ISD reserves the right to require a demonstration of BIDDER's ability to fulfill the requirements of the bid. The BIDDER shall arrange for a demonstration at a Finance - ISD designated location within ten days of receipt of a written request to perform such demonstration, at no cost to Finance - ISD. Finance - ISD will pay for its own travel expenses.

1.19. Response Submissions

1.19.1. Each BIDDER is required to submit an original signed and notarized bid response, clearly marked "ORIGINAL" and five complete copies each marked "COPY" of their bid. In addition, each BIDDER is required to submit copies of their bid response on two CDs in Microsoft WORD/Microsoft Excel with the CDs clearly labeled as to their content. The bid response must present all pricing and technical data clearly and completely. The BIDDER is liable for all errors or omissions contained in their bid. BIDDER will not be allowed to alter bid documents after the deadline for bid submittal. BIDDER is prohibited from submitting more than one bid. Submission of more than one bid shall result in the disqualification of the BIDDER. (pertains to the submission of alternate bids and does not pertain to Section 1.5.3) Bids should not contain unsolicited information. All information presented should be relevant in response to a requirement of this ITB.

1.20. BIDDER Responses

1.20.1. Throughout this ITB the words: "mandatory," "must," "shall," "will" and "is required" are used in connection with certain requirements. These words designate items that must be satisfied in a responsive bid. Failure to satisfy any provision of this ITB that contains a requirement using one of these words will disqualify the bid. The BIDDER must completely document their responses to the requirements of this ITB. A bid response that contains **contract terms and conditions other than those contained in this ITB** will be REJECTED.

1.20.2. The BIDDER cannot submit alternative specifications to those outlined by Finance ISD. Such changes by the BIDDER will result in disqualification. Finance – ISD will not agree to BIDDER-provided terms.

1.20.3. In the event of conflicting requirements, the most restrictive requirement shall have precedence.

1.20.4. To warrant consideration for this contract, the BIDDER must submit full details regarding the following items:

- Full legal company name
- Year business started
- If applicable, information on any parent/subsidiary relationships with any other company or companies
- State of incorporation
- Provide details of any relevant pending litigation your company may be a party to in which an adverse decision might result in an inability to fulfill the terms and conditions of this ITB
- The BIDDER or its subcontractors must maintain in effect at all times a certificate of public convenience and necessity from the Alabama Public Service Commission or other governing approvals or license required by the Code of Alabama to provide SIP Trunking Services within the State. If the BIDDER is an integrator, the VENDOR must submit Certificates for their subcontractors within 10 business days of award to Finance – ISD.

1.21. Requirements for BIDDERS

1.21.1. The following requirements apply to a BIDDER's response.

1.22. Prime Contractor

1.22.1. The VENDOR awarded a contract will be the prime contractor and single point of contact in all matters, including, but not limited to: installation, maintenance, performance, Service Level Agreements, trouble reporting, billing, and disputes associated with all services provisioned from this ITB.

1.22.2. If subcontractors are used, the VENDOR is solely responsible for the performance and charges of the subcontractor.

1.22.3. The VENDOR is required to assume responsibility for all services obtained under contract resulting from this ITB. Finance - ISD will consider the selected VENDOR to be the sole point of contact regarding payment of any charges resulting from contract obligations. It will be the responsibility of the VENDOR to verify completeness of each order, and its suitability to meet the needs of Finance - ISD where service is to be provided.

1.22.4. The VENDOR shall be responsible for any charges from any Local Exchange Carrier, alternate carrier or other subcontractor for services provided at the request of the VENDOR. This includes but is not limited to, one time charges for installation and wiring to the final demarcation point, monthly recurring charges, various tariff fees, and any other fees imposed by the subcontractor.

1.23. Mandatory Requirements for BIDDERS

1.23.1. BIDDERS must have at least five years experience providing, installing, and maintaining services specified in the bid. BIDDERS must provide proof of such service in the form of references. References must be contactable and can be past or current

clients for which the BIDDER has done work. Referenced work needs to be the same or similar in both size and complexity to the current bid.

1.23.2. The references in 1.23.1 above must include customers who have used SIP Trunking Services for a minimum of two years. At a minimum 3 references are required. The BIDDER must provide contact name, current address, and telephone number of each reference. These must be accurate on the date the bid is submitted. Finance – ISD will not make attempts to correct wrong or partial information submitted by the BIDDER.

1.23.3. The VENDOR must have staffed service centers within the State of Alabama. The VENDOR must be able to respond on-site to any State location within 4 hours of notification. Finance – ISD reserves the right to have VENDORS prove their ability to meet this requirement.

1.23.4. Services shall conform to the highest commercial and technical standards applicable to such Services in the telecommunications services marketplace.

1.24. Administration of Services

1.24.1. The VENDOR will maintain and provide a database in electronic format, (MS Access or MS Excel) containing all circuits, phone numbers, or assets leased by Finance - ISD. This database will contain, at a minimum, the circuit numbers, phone numbers, or other assets, customer agency, and termination addresses at each end of each circuit. During the conversion, the VENDOR will include a field identifying the circuit number, phone number, or assets being replaced. The VENDOR will provide monthly updates to this database. In addition, the VENDOR will provide as requested diagrams of the network, with periodic updates, in MS Visio compatible format. The applicable service is SIP. Finance - ISD cannot provide addresses as these sites do not exist today.

1.24.2. Finance - ISD requires that the VENDOR provide a single point of contact for all services provided including, but not limited to:

- Service Orders for Moves, Adds, Changes, and Disconnects
- All Maintenance Calls
- All Sales and Support Calls
- Any other services provided
- Billing Issues

1.24.3. The VENDOR should provide one telephone number for Finance – ISD to contact. If the call is not local to Montgomery, the VENDOR should provide a toll free number at no cost to Finance - ISD. Ordering and billing information and/or status reports will be available Monday through Friday from 8:00 a.m. to 5:00 p.m. local time in Montgomery, excluding State holidays. For trouble resolution, the VENDOR will provide live, trained personnel (no recordings, automated systems, etc.) 24 hours a day, 365 days a year. The transferring of calls on a routine basis to other centers (regardless of location) not knowledgeable about Finance - ISD's network will not be allowed. Personnel representing the VENDOR for these services must speak clearly understandable English. Finance - ISD requires all VENDOR Representatives to communicate in clear understandable English, both oral and written. Finance – ISD representative must be able to understand all VENDOR Representatives.

1.24.4. VENDOR will provide access to a web-enabled order tracking / trouble reporting system for all services required in this ITB, so Finance - ISD can determine the status of pending orders / trouble reports at any time.

1.24.5. The VENDOR will be required to perform traffic studies as requested by Finance - ISD at no cost to Finance - ISD. Finance - ISD will normally request these studies when it appears that sites are under or over provisioned or when a site is installing new equipment. This study will be run for one week, with the week to be established by Finance - ISD.

1.25. Dedicated Account Team

1.25.1. Finance - ISD requires a dedicated account team for the awarded VENDOR.

1.25.2. Resumes must be provided for the Contract Manager, Project Manager, Service Manager, Billing Manager, and Engineer.

1.25.3. Finance - ISD reserves the right to interview prospective members of the Dedicated Account Team prior to their assignment to the Finance - ISD Account for the purpose of providing feedback regarding their suitability for the position being considered. The VENDOR shall not assign more than three different individuals to any position on the Dedicated Account Team during the life of the contract, unless Finance - ISD requests such change, or the VENDOR employee voluntarily resigns, is promoted, retires, or is unable to work due to death or disability.

1.25.3.1. The VENDOR shall maintain detailed written succession plans and conduct the replacement procedures for VENDOR’s Key Personnel in a manner that assures an orderly succession for any of VENDOR’s Key Personnel that are replaced. Upon request, the VENDOR shall make such plans and procedures available to Finance - ISD.

1.25.3.2. After the Contract Award Date, Finance - ISD shall have the right, prior to the assignment, hiring or designation of any person to fill the position or perform the duties provided by any of the VENDOR’s Key Personnel or the VENDOR Contract Manager, to interview and participate in the selection of such person to fill the position or perform the duties provided by the VENDOR’s Key Personnel and/or the VENDOR Contract Manager, as and to the extent Finance - ISD deems necessary or desirable. Whether or not Finance - ISD conducts an interview or participates in such selection, the VENDOR shall not hire, assign or designate any new person to fill the position or perform the duties provided by any of the VENDOR’s Key Personnel or replace its VENDOR Contract Manager without Finance - ISD’s prior written consent, which may be given or withheld in Finance - ISD's sole discretion. However, if Finance - ISD does not respond to the VENDOR within ten business days after receiving notification then the VENDOR may proceed to fill the position in question.

1.25.3.3. All of the VENDOR’s Key Personnel shall be assigned to the performance of their designated Services on a full time basis, and the VENDOR shall not, without Finance - ISD’s prior written consent: (i) undertake any action with respect to any of the VENDOR’s Key Personnel or the VENDOR Contract Manager resulting in the alteration or reduction of time expended by the

VENDOR's Key Personnel or the VENDOR Contract Manager in performance of the VENDOR's duties under this ITB; or (ii) transfer, reassign or otherwise remove or redeploy any of the VENDOR's Key Personnel or the VENDOR Contract Manager performing duties under this ITB except in the case of a termination based on just cause. However, if Finance - ISD does not respond to the VENDOR within ten business days after receiving notification then the VENDOR may proceed to fill the position in question.

1.25.3.4. If any member of the Dedicated account team resigns, retires, is promoted, or reassigned, the VENDOR will notify Finance - ISD within two business days. The VENDOR must assign at a minimum a temporary replacement within two business days of the notification, and a permanent replacement within one month. In all cases the person replacing the original member must be as qualified as the person being replaced.

1.25.3.5. It is not a bid requirement to have the Dedicated Account Team located in Montgomery, Alabama. However, they must fulfill all specifications of the Bid, and will be expected to come on-site with minimum notice.

1.25.4. The VENDOR must maintain an account team meeting the following:

1.25.4.1. Engineer

a. The VENDOR will provide an engineer. This will not be the same person as the Dedicated Service Manager.
b. The engineer shall have a minimum of 6 years experience in the design/provisioning/support of enhanced network technologies such as SIP.
c. The engineer shall have a minimum of 3 years experience with VOIP deployments and SIP technology.

1.25.4.2. Project Manager

a) During the transition from the current contract and for the life of the new contract resulting from this ITB, the VENDOR must provide a Project Manager responsible for ensuring the conversion and continued operation of all incumbent VENDOR services in conjunction with other key VENDOR staff members. The Project Manager will work closely with Finance - ISD.
b) Qualifications for the VENDOR's Project Manager should include seven (7) years of information technology and telecommunications experience and three (3) years of project management experience on complex telecommunications networks such as SIP Trunking.
c) The Project Manager's work experience should include systems analysis, development, maintenance, enhancement, and implementation. The Project Manager should also have had significant responsibility for a project similar in size, functionality, and scope of that defined within this ITB.
d) During the conversion process, the Project Manager will function as the VENDOR's authorized representative for all management and administrative matters; make binding decisions for the VENDOR

pursuant to this ITB; and act as a liaison with primary State Agency contacts.

1.25.4.3. Contract Manager

a) The VENDOR Contract Manager is responsible for reviewing contract requirements and ensuring that all terms and conditions are enforced. The VENDOR Contract Manager shall act as the primary liaison between the VENDOR and Finance - ISD's Representatives. The VENDOR and the Subcontractor's staff shall be managed in the performance of their duties by the VENDOR Contract Manager who will serve as the VENDOR's senior executive with Finance - ISD. This person must be:

b) Knowledgeable about the Services provided by the VENDOR, and its Subcontractors

c) Experienced at managing telecommunications systems and networks of a size and scope at least equal to that of Finance – ISD

d) Acceptable to Finance – ISD

1.25.4.4. Service Manager

a) The VENDOR shall provide a dedicated Service Manager. The Service Manager's responsibility will be assurance of service to Finance - ISD. The VENDOR will insure that the Service Manager is available on a 24X7 basis for Finance - ISD, and will provide a suitable backup when the Service Manager is unavailable.

b) The Service Manager will Chair a monthly meeting (or more frequent if required) with Finance – ISD personnel and other agencies invited by Finance - ISD to discuss service concerns.

c) The Service Manager will provide to Finance - ISD monthly prior to the 7th of each month a report outlining:

- Performance and Availability Reports
- Reports on Any Major Outage
- Any Planned Outages for the Next Month
- Reports on Any Chronic Issues

1.25.4.5. Billing Manager

a) The VENDOR must provide a dedicated Billing Manager to handle all requests, questions, issues, and reconciliation of invoices for services provided under this ITB.

b) The dedicated Billing Manager must be able to resolve issues in a timely fashion.

c) The dedicated Billing Manager must be knowledgeable in the VENDOR(s) invoicing systems, associated input, and corrective activities to resolve billing, call detail, equipment programming, and data discrepancies.

1.25.4.6. Account Technical Engineering/Management

a) This person will provide general network technical support and will be responsible for ensuring continued network operations and coordinating

service installations, moves, adds, and changes. Management shall include reporting weekly activities and the quantification of requested services.

b) Pre-order support staff, and knowledgeable service engineering consulting are required for each service proposed.
c) The VENDOR's engineers shall evaluate Finance - ISD's initiatives and consult with Finance - ISD to best determine the suitability and adaptation of the VENDOR's services to meet those needs; including engineering support for the interface, compatibility of both VENDOR and Finance - ISD owned devices, and interacting with alternate vendors supporting Finance - ISD initiatives.
d) The engineers shall review services to determine improved methods of operation through new technology, convergence, alternate routing, network backup or other improvements.

1.25.4.7. Order Provisioning

a) The VENDOR shall provide Order Provisioning personnel for the conversion and installation of new Finance - ISD services as may be required. The VENDOR's personnel must be completely aware of VENDOR(s) services, tariffs, and special assemblies, and fully capable of relating such services to Finance - ISD's needs.
b) Order provisioning shall consist of the acceptance of Finance - ISD generated Telecommunications Service Requests (TSRs). Installation due dates, service progress, and past due services will be reported to Finance - ISD daily unless otherwise specified by Finance - ISD.
c) The VENDOR must provide confirmation of a requested due date or an anticipated due date within one day of receiving the TSR from Finance - ISD or as defined elsewhere in this ITB.

1.25.4.8. Pre-Service and Maintenance Technical Support

a) The VENDOR shall provide Technical Support personnel qualified to define specific technical order requirements such as circuit features, protocol, interfacing with Finance - ISD Customer Premise Equipment, and operational or transmission variables.
b) The representative(s) must be trained in conducting site visits to ensure the proper installation and provisioning. Support personnel must be trained in the continued operational support of all services provided by the VENDOR.

1.25.4.9. **Finance – ISD Instructions to VENDORS**

a) Finance - ISD expects, and the VENDOR must agree to ensure that all critical data communicated to the VENDOR by Finance – ISD pertaining to service orders (moves, adds, changes) will be communicated to VENDOR employees, or any sub-contractor or other entity used to fulfill service on behalf of the VENDOR.

1.26. Record Keeping and Audit Rights

1.26.1. Finance - ISD requires that the VENDOR shall maintain complete and accurate records and books of account with respect to this Agreement utilizing generally accepted

accounting principles ("GAAP") that are consistently applied, and comply with all applicable local, state and federal laws or regulations. Such records and books, and the accounting controls related thereto, shall be considered VENDOR Confidential Information and shall be sufficient to provide reasonable assurance that:

- All transactions are recorded so as to permit the preparation of the VENDOR's financial statements in accordance with GAAP and for maintaining accountability of its assets
- The recorded accountability of its assets is compared with the existing assets at reasonable intervals and appropriate action is taken with respect to any differences
- Finance - ISD reserves the right to receive copies of any third party audits ordered by and for the VENDOR pertaining to Finance - ISD's account
- Finance – ISD reserves the right to receive periodic reports of all sales made by the VENDOR for any contract resulting from this ITB.

1.27. Installation

1.27.1. Finance - ISD requires that Services must be installed and implemented in a manner and time frame designed to minimize the disruption of a Finance - ISD customer's normal functioning. Installations affecting existing services will be accomplished at night or on weekends, unless otherwise agreed to by Finance - ISD on a case by case basis, and will be coordinated in advance so that locations that may be degraded can be notified and emergency alternative communications provided by Finance - ISD, if necessary.

1.27.2. The installation and testing of the Services shall be the sole responsibility of the VENDOR and shall be coordinated with Finance - ISD.

1.27.3. The VENDOR must provide notification of a circuit turn-up, in a manner specified by Finance - ISD, within 48 hours of the circuit turn-up.

1.27.4. The entrance to conduits or other physical paths to State buildings will be coordinated with Finance - ISD.

1.27.5. Any defacement of the premises resulting from actions by the VENDOR or their agents will be the sole responsibility of the VENDOR to return to their original condition at no cost to Finance - ISD unless otherwise agreed to in writing by Finance - ISD.

1.27.6. The VENDOR will be responsible for coordinating all services required from the local regulated telephone company and the key subcontractors that are necessary for providing the Services.

1.27.7. The VENDOR will be required to provide current status reports on all new orders. The status reporting will be both: electronically to Finance - ISD's work order system and to a live person. Finance - ISD will designate an employee for the VENDOR to contact regarding completions.

1.28. Pre-service Technical Support

1.28.1. Finance - ISD requires the VENDOR to provide at no cost to Finance - ISD access to the VENDOR's product management staff for SIP Trunking, their support engineers for

SIP Trunking and Transport, their SIP Trunking test center SMEs, and on-site technical support personnel.

1.29. Pre-service Requirements

1.29.1. The VENDOR will be responsible for the complete engineering and installation of any services procured including any designated hardware. Installation costs, including all necessary materials and cable, are the responsibility of the VENDOR.

1.29.2. The VENDOR must coordinate and confirm the scheduling of any service installation due date regarding Finance - ISD's requested due date. For routine orders, the circuit due date, circuit numbers, and any other pertinent installation data must be returned to Finance - ISD within 2 to 7 working days, depending on the normal time required to install the service requested.

1.29.3. The VENDOR must notify Finance - ISD of any facility problems (i.e., any cable, conduit, or other issues that would delay the installation) within 7 business days after receipt of an order and must coordinate scheduled changes in an expeditious fashion to minimize delays.

1.29.4. The VENDOR must track all circuit identification information, including at a minimum, circuit IDs, NPA-NXX, IP Addresses, plus pertinent site information, and provide updates, at intervals specified by Finance - ISD, suitable for importation into an electronic database.

1.29.5. The VENDOR must supplement this data with network diagrams to enhance the understanding of the overall network structure and to identify major network components when requested.

1.29.6. The VENDOR must provide termination in a network interface unit (NIU) for all circuits for testing purposes regardless of line speed. All networking services must be terminated in an NIU with loopback/testing capability to be provided by the VENDOR. Delivery to the customer will be an RJ48 connection for all DS-1 services. Fiber circuits shall be terminated in either SC or ST connections as designated by Finance - ISD.

1.29.7. The VENDOR must perform all installations according to applicable codes, licenses, certifications, and standards.

1.29.8. The VENDOR must test for and eliminate bridge taps, opens, and shorts when applicable, or any other facility problems prior to turn-up of any access circuit to Finance - ISD.

1.29.9. The VENDOR must test the circuit for requested services and performance levels. The VENDOR must provide supporting documentation of the test results if requested by Finance - ISD.

1.29.10. The VENDOR will not connect any circuit to Finance - ISD network or equipment without the expressed written consent of Finance - ISD.

1.30. Extending Copper and Fiber Past Right of Way on Private Property When Required (Outside Plant)

1.30.1. The VENDOR should offer as an option the placement/installation of entrance structure such as conduit, weather heads, electrical grounding, backboards, etc., to facilitate the placement of VENDOR demarcation equipment on State premises. The BIDDER should clearly identify the cost for this service in their Miscellaneous Catalog Detail Pricing Sheet (Fixed Cost). Should the cost of this work for any installation, calculated as required by the Alabama Building Commission, exceed the statutory threshold for a public works project which would require it to be performed by a licensed general contractor, Finance - ISD reserves the right to procure the aforementioned work from any qualified contractor.

1.31. Extending the Demarc

1.31.1. The VENDOR shall be required to extend wiring on Finance - ISD sites when necessary. This extended wiring will be from the VENDOR's defined demarc in a building to Finance - ISD's defined demarc. The BIDDER must clearly identify the cost for extending any DEMARC in their Miscellaneous Catalog Detail Pricing Sheet (Fixed Cost) – SIP Trunking Services. This could include fiber optic cable for Metro E, MPLS, or any other high speed service ordered by Finance - ISD.

1.31.2. The VENDOR shall be responsible for the service to this extended demarc.

1.32. Installation Interval for New Services by Service

1.32.1. The following table defines the Standard interval required by Finance - ISD for the list of services identified. In addition, the VENDOR must be able to provide expedited installation intervals on a limited basis. Expedited intervals must be ½ the standard interval.

Standard Installation Intervals	
Service	**Standard Interval (Business Days)**
SIP Trunking and Associated Circuits	45
Long Distance – Dedicated Location	45
Long Distance – 800	10

1.33. Ordering Procedures

1.33.1. For standard services and intervals Finance - ISD shall deliver to the VENDOR Order Provisioning Group a Telecommunications Service Request (TSR), specifying the proposed work with sufficient detail enabling the VENDOR to evaluate it. The VENDOR shall have one (1) business day to: evaluate the TSR for completeness; issue the VENDOR work order for the requested service; and deliver the VENDOR work order number and due date to Finance - ISD. Standard Services are defined as:

- Local Services
- Other services with a standard interval less than 14 business days

1.33.2. For complex orders Finance - ISD shall deliver to the VENDOR Contract Manager or Order provisioning group a Telecommunications Service Request (TSR) specifying the proposed work with sufficient detail to enable the VENDOR to evaluate it. The VENDOR shall have five (5) business days to: evaluate the TSR and develop an implementation proposal with estimated due dates. Complex services are defined as:

- SIP Trunking T1 Access
- SIP Trunking Ethernet Access
- Other services with a standard interval less than 45 business days, but greater than 14 business days

1.33.3. For non-standard orders, Finance - ISD shall deliver a TSR specifying the work to be performed in sufficient detail to enable the VENDOR to evaluate it. Unless the Parties mutually agree in writing to proceed otherwise, or mutually agree to an expedited process, within five (5) business days following the date of receiving such Work Order, the VENDOR shall provide Finance - ISD with an evaluation of the Work Order and a written proposal containing the following: a detailed description of the Services to be performed; specifications (if applicable); and implementation plans, with implementation to commence not later than thirty (30) days after approval thereof, unless otherwise mutually agreed; the timeframe for performance; and the estimated price for such performance. All Work Orders shall be governed by this Agreement. Within the timeframe specified in the VENDOR's proposal (the "Response Period"), Finance - ISD shall notify the VENDOR in writing whether or not to proceed with the Work Order. If, within the Response Period, Finance - ISD notifies the VENDOR in writing: (i) not to proceed, or fails to notify the VENDOR, then the Work Order shall be deemed withdrawn and the VENDOR shall take no further action with respect to it; or (ii) to proceed with the Work Order, then the VENDOR shall proceed accordingly. Non-standard orders are defined as:

- A project involving 12 or more locations or circuits
- Services requiring construction
- Services with a standard interval greater than 44 business days or does not have a standard interval

1.33.4. Finance - ISD shall be allowed to order, have processed, and installed up to 12 circuits of any given technology per work day, unless it is mutually agreed that a longer time period is required. This does not apply to conversion projects during the conversion period or any projects where the parties mutually agree on more circuits.

1.33.5. Telecommunications Service Requests may be placed by telephone, email or other electronic means. If TSRs are placed by telephone, a written confirmation will be transmitted by Finance - ISD.

1.33.6. **Advanced Project Proposals -** Upon request, the VENDOR will provide Finance - ISD with advanced project proposals for solutions using the items listed in their catalog and under the terms of the contract. Finance - ISD shall provide a description of the project and desired solution results. At a minimum, pricing shall reflect additional discounts under the terms of the awarded bid. Examples of Advanced Project Proposals

include but are not limited to agencies merging, agency relocations and migrating to new technologies.

1.34. Acknowledgement of Acceptance for Service

1.34.1. The VENDOR shall ensure that the services installed have been thoroughly tested and made ready for use. Installation will not be considered satisfactorily completed until the VENDOR receives notification from Finance - ISD that the installation is accepted and the installed system or service is working properly.

1.34.2. Appropriate charges will commence on the day following the date the ordered services are accepted by Finance - ISD as fully operational.

1.34.3. During the acceptance period, the issuance of trouble tickets shall not be required to be submitted by Finance - ISD to correct any deficiencies in the service provided.

1.34.4. Upon the VENDOR's notification to Finance - ISD that it has completed any component or deliverable identified in this Agreement or in any Finance - ISD Work Order, Finance - ISD shall begin testing the component or deliverable using the test procedures and standards set forth in the Work Orders or other standards that the Parties mutually agree upon in writing ("Acceptance Test Procedures") to determine whether these components or deliverables meet, in all material respects, the specifications or acceptance criteria set forth therein.

1.34.5. After Finance - ISD has completed the agreed upon testing or upon the expiration of the testing period specified in the applicable Work Order or other testing period upon which the Parties mutually agree in writing (the "Acceptance Testing Period"), Finance - ISD shall notify the VENDOR in writing either that: (i) the component or deliverable meets the Acceptance Criteria and that acceptance of such component or deliverable(s) has occurred ("Acceptance"); or (ii) the Acceptance Criteria have not been met.

1.34.6. If Finance - ISD determines that a component or deliverable does not conform to the applicable Acceptance Criteria in all material respects, Finance - ISD shall promptly deliver to the VENDOR an exception report describing the nonconformity (the "Exception Report"). The VENDOR shall promptly investigate the alleged nonconformity and correct it, in all material respects, within ten (10) business days of receipt of the Exception Report.

1.34.7. If a component(s) or deliverable(s) is (are) identified in this Agreement, or the applicable Work Order, or in the written specifications developed and mutually agreed upon by the Parties, as being part of a larger, integrated system being developed there under, then such Acceptance shall be understood as being "Conditional Acceptance", and such component(s) or deliverable(s) shall be subject to Final Acceptance of the completed system.

1.34.8. If the VENDOR cannot correct the identified deficiencies within the time frames outlined above Finance - ISD shall withhold payment for the services or components of the system, if it is an integrated system. In addition, the VENDOR may be subject to penalties as outlined in this Agreement. Penalties are documented in the bid. BIDDER should carefully review all bid language as part of their bid preparation process.

1.35. Post Award Transition

1.35.1. The VENDOR shall accomplish a transparent, seamless, orderly, and uninterrupted transition from the existing manner in which Finance - ISD receives all current services to the Services described in this Agreement.

1.35.2. Ordering and acceptance procedures outlined in this Agreement will be used during the transition, unless other procedures are mutually agreed upon in writing.

1.35.3. The Parties recognize and agree that: time is of the essence for a successful transition; and they have designated certain actions and projects in this Agreement as Critical Milestones. If the VENDOR fails to meet any Critical Milestone by the corresponding date, it shall be subject to penalties as outlined in this Bid.

1.35.4. The VENDOR shall provide to Finance - ISD's Director (or his/her designated representative) a written update as to the progress of the Transition implementation, at least monthly until such implementation and each of the VENDOR's responsibilities have been met.

1.35.5. The transition from current services to the VENDOR's services shall be at the VENDOR's expense (no charge to Finance - ISD). Finance - ISD requires the VENDOR to waive all installation fees relating to the conversion. Since these sites do not exist today, conversion costs are not applicable.

1.35.6. The VENDOR will be responsible for the successful connection of their new services to the existing equipment at each location. Finance - ISD requires the VENDOR to waive all installation fees relating to the conversion. Since these sites do not exist today, conversion costs are not applicable. Finance – ISD anticipates SIP interfacing with all Enterprise VOIP Solution Providers.

1.35.7. All installations will be coordinated with Finance - ISD to avoid / minimize the disruption of service to any location.

1.35.8. The VENDOR will coordinate testing with Finance - ISD to avoid / minimize the disruption of service to any location.

1.36. Transition Timeline

1.36.1. Conversion must be completed in accordance with the following table**:**

Post Award Conversion Table	
Service	**Time Allowed (Months)**
SIP Trunking	3

1.36.2. No cost associated with the conversion of existing services will be charged to Finance - ISD. The successful VENDOR will absorb any conversion cost. There will be no charges from the previous VENDOR passed on. However, Finance - ISD expects the VENDOR to waive all installation fees relating to the conversion. Since these sites do not exist today, conversion costs are not applicable.

1.36.3. The VENDOR(s) shall work with Finance - ISD to develop a project plan that transitions all services in a 12 month period. VENDOR(s) will not be penalized for delays caused by non-availability of Finance – ISD staff. Finance -ISD currently has no SIP Trunking deployed. BIDDER should be prepared to deploy SIP in major metropolitan areas at a minimum. Finance – ISD included the street addresses in the Inventory of Data Circuits in the appendix. Finance – ISD anticipates SIP interfacing with all Enterprise VOIP Solution Providers.

1.36.4. During the transition, Finance - ISD will continue to order new services. These orders will follow the standard ordering processes and intervals.

1.36.5. Finance - ISD must have the ability to expedite the transition of critical locations. Expedited locations are anticipated to be no more than 15% of the locations.

1.37. Service Delivery

1.37.1. Inter-vendor Cooperation

1.37.1.1. The VENDOR shall coordinate with Finance - ISD's associated service vendors for the installation, connection, and maintenance of all SIP Trunking Services.

1.37.2. Problem Resolution Procedures

1.37.2.1. This section shall govern the resolution of operational problems. The procedures in this section are intended to cover the resolution of specific day-to-day problems.

1.37.2.2. The VENDOR must provide a Help Desk with coverage on a 24 X 7 X 365 basis. The Help Desk must have a toll free contact number at no cost to Finance - ISD.

1.37.2.3. The Help Desk should accept electronic tickets from Finance - ISD's internal trouble ticketing system (Currently CA) and provide electronic acknowledgement of the ticket's receipt.

1.37.2.4. The VENDOR must provide adequate qualified personnel at the Help Desk who are knowledgeable of Finance - ISD's network to resolve service issues. The VENDOR must designate primary and secondary Help Desk staff member on each shift for any services awarded from this ITB. These staff members will always be the first choice for handling Finance - ISD's calls. Each of the designated staff members will have a qualified backup on the same shift. Trainees shall not function in this role unless supervised by qualified personnel.

1.37.2.5. Hold times for STATE personnel shall not exceed 3 minutes from the VENDOR Call Center. VENDOR(s) should be able to provide Average Waiting Time reports.

1.37.2.6. If available, Finance - ISD will be provided electronic access to the VENDOR's trouble report system. Finance - ISD requires a browser interface to this system. Through this access, Finance - ISD will be able to review current status information on trouble tickets. The VENDOR must update tickets, at a minimum, every two hours.

1.37.2.7. The VENDOR must provide a full escalation list including executive personnel level for the Help Desk on or before the effective date of the contract.

1.37.2.8. The VENDOR will escalate outages as follows:

- The VENDOR must make the Call Center Supervisor aware of the outage of any Finance – ISD service within 2 hours.
- The VENDOR must escalate to the next level of management if the outage is not resolved within 4 hours.
- The VENDOR must escalate to the next level of management above the previous step if the outage is not resolved within 8 hours.
- Finance - ISD reserves the right to request escalation to any of these levels at any time based on business criticality of the outage.

1.37.2.9. The VENDOR's representative will remain on-site until the service is accepted as repaired by Finance - ISD.

1.37.2.10. Finance – ISD does not pay additional fees for VENDORS to perform troubleshooting when the exact cause of the outage (VENDOR or Finance – ISD) is not determined.

1.37.3. Non – Disruptive Diagnostic Procedures

1.37.3.1. When requested, the VENDOR must perform circuit testing and monitoring without disrupting Finance - ISD's data flow. This testing must monitor the health of the circuit. The results of this on-going testing must be available to Finance - ISD.

1.37.4. Mandatory VENDOR Meeting

1.37.4.1. Finance – ISD reserves the right to request and receive a VENDOR on-site meeting at a customer location within 24 hours of request where the following conditions have been met:

1.37.4.2. The VENDOR has already checked all their facilities, including dispatching a technician to the Finance – ISD Customer site, and the issue remains unresolved to the satisfaction of Finance – ISD.

1.37.4.3. Finance – ISD has checked all their equipment, including dispatching a technician to the Finance – ISD Customer site and changing their router and other pertinent equipment, and the issue remains unresolved to the satisfaction of Finance – ISD.

1.37.4.4. Finance – ISD has dispatched to their customer site a third party contractor (where applicable) responsible for maintaining site specific equipment, and the issue remains unresolved to the satisfaction of Finance – ISD.

1.37.4.5. The issue has not been resolved to the satisfaction of Finance – ISD through the steps above.

1.37.4.6. Finance – ISD also reserves the right to request a VENDOR meeting within 24 hours in special circumstances that do not fall within the description of 1.37.4.2 through 1.37.4.5 above.

1.38. Scheduled Outages

1.38.1. The VENDOR must provide notification of any planned or unplanned outage as follows:

- Planned (Scheduled maintenance; equipment or software upgrades, or other outages normally required to maintain the network, but can be planned months in advance) – 30 Business Days;
- Non-emergency (Equipment or software upgrades that must be made to protect the network and cannot be implemented during the normal scheduled maintenance window, but if not implemented immediately, will not cause a service interruption) – 72 hours;
- Emergency (Equipment or software upgrades that must be made to protect the network and cannot be implemented during the normal scheduled maintenance window, but if not implemented immediately, will cause a service interruption). Notification of emergency network outages will include software or configuration outages as well as hardware or maintenance outages. This includes but is not limited to resetting a routing protocol that provides routes to Finance - ISD – 4 Hours, and Immediate notification for unplanned outages.

1.39. Disaster Prevention and Recovery

1.39.1. The VENDOR will cooperate with Finance - ISD's Disaster Recovery Team in planning the prevention of, and the recovery from disasters. The VENDOR will be required to attend all meetings held by the Disaster Recovery Team for planning purposes, or in a disaster mode at no cost to Finance - ISD.

1.39.2. In the event of a disaster, the VENDOR will work with Finance - ISD's Disaster Recovery Team in restoring Finance – ISD customer services. General recovery efforts will be coordinated in the following priority order:

- Critical Capitol Complex Applications
- Safety, Law Enforcement, Military, Emergency Management
- Health and Human Services
- Administrative and Financial
- Other

1.39.3. VENDOR must submit within 90 days of formal request from Finance – ISD, Disaster Recovery plans for:

- SIP Trunking Services

1.39.4. Voice Disaster Recovery must be addressed and provided by the VENDOR in the following areas:

- The VENDOR must address how Finance - ISD would continue to receive services if a Central Office or Network POP is severely damaged or destroyed;

- VENDOR must have the ability to reroute a maximum of 500 local numbers to an alternate site within 1 Hour.

1.39.5. Restoration of service after catastrophic events such as fires, storms, earthquakes, hurricanes, accidental damage, or terrorist actions shall be worked on an around-the-clock basis. The VENDOR will mark within their databases all Finance – ISD customer circuits and services as primary restoral requirements.

1.39.6. The VENDOR must provide network architectural diagrams and technical details fully describing the network being used to provide the proposed services within 90 days after formal request from Finance – ISD. These descriptions should provide detailed information on fiber routes and clearly identify whether the proposed routes (or segments therein) are owned by the VENDOR, managed by the VENDOR or obtained from other providers. The network architecture diagrams and details should clearly identify any single points of failure in the VENDOR network.

1.40. National Security Emergency Preparedness (Where Applicable)

1.40.1. Telecommunications requirements for NS/EP regarding the State of Alabama needs to be based on the same set of telecommunications policies and procedures as established by the National Communications System (NCS) in accordance with Executive Orders 12472 and 13286. These policies and procedures are developed to ensure critical Government and industry needs are met when an actual or potential emergency threatens the security or socio-economic structure of Alabama.

1.40.2. A statewide emergency in Alabama is any circumstance or crisis (local, national, or international) that causes, or could cause, injury or harm to the population, damage to or loss of property, or that degrades or threatens the NS/EP posture of Alabama under conditions of natural and man-made disasters and emergencies. Within the context of telecommunications services, emergency preparedness is the maintenance of a telecommunications capability in a state of readiness to meet the needs of Government (Alabama, local, tribal, and Federal) during statewide emergencies.

1.40.3. To meet the NS/EP telecommunications requirements, the NCS, an agency within the US Department of Homeland Security (DHS), administers the following:

- Telecommunications Service Priority (TSP),
- Government Emergency Telecommunications Service (GETS),
- Wireless Priority Service (WPS), and
- Shared Resources (SHARES) High Frequency Radio Program

1.40.4. Finance - ISD will adhere to NS/EP guidelines and requirements to ensure that communications facilities and services owned and managed by Finance - ISD meet the same national security and emergency preparedness requirements as those apply to Federal civilian departments, Agencies, and entities.

1.40.5. Because the network service associated with this ITB extends into many Government offices throughout Alabama, they represent a key resource for coping with emergency and disaster situations, and thus are required to be maintained in a state of readiness for any emergencies.

1.40.6. The following definitions are used in this section:

1.40.6.1. The term VENDOR's network includes all infrastructures, used by the VENDOR to provide services, whether or not that infrastructure is owned by the VENDOR.

1.40.6.2. Critical users of NS/EP telecommunications are key Government officials whose position requires special access and network treatment to assure telecommunications services during emergencies. During an emergency, critical users at Federal and Finance - ISD Agencies generally interact with the management of critical industries, other Federal and Alabama Agencies, and state, local, and tribal Governments, on both an individual and regional basis, for developing emergency response options. It is estimated that the number of NS/EP critical users will not exceed 250 and, for the purposes of traffic analyses, it may be assumed that they are distributed uniformly among the users.

1.40.7. Detailed NS/EP requirements are described below.

1.41. NS/EP Technical Requirements

1.41.1. Basic Functional Requirements

1.41.2. The following basic functional requirements for NS/EP telecommunications and IT services are identified by the NCS and the Office of Science and Technology Policy for NS/EP telecommunications services and are now being endorsed by ANSI T1 and ITU-TSS standard bodies and widely supported by VENDOR communities:

- Enhanced Priority Treatment - Voice and data services supporting NS/EP missions should be provided preferential treatment over other traffic.
- Secure Networks - Networks must have protection against corruption of, or unauthorized access to, traffic and control, including expanded encryption techniques and user authentication, as appropriate.
- Non-Traceability - Selected users must be able to use NS/EP services without risk of usage being traced (i.e., without risk of user or location being identified).
- Restorability - Should a service disruption occur, voice and data services must be capable of being re-provisioned, repaired, or restored to required service levels on a priority basis.
- International Connectivity - For international services provided by the VENDOR, voice and data services must provide access to and egress from international carriers.
- Interoperability - Voice and data services must interconnect and interoperate with other government or private facilities, systems, and networks which will be identified after Contract Award.
- Mobility - The ability of voice and data infrastructure to support transportable, re-deployable, or fully mobile voice and data communications (i.e., Personal Communications Service (PCS), cellular, satellite, high frequency (HF) radio).
- Statewide Coverage - Voice and data services must be readily available to support the national security leadership and inter- and intra- Agency emergency operations, wherever they are located in Alabama.

- Survivability - Voice and data services must be robust to support surviving users under a broad range of circumstances, from the widespread damage of a natural or manmade disaster up to and including nuclear war.
- Voice Band Service - The service must provide voice band service in support of presidential communications.
- Broadband Service - The service must provide broadband service in support of NS/EP missions (e.g., video, imaging, Web access, multimedia).
- Scalable Bandwidth - NS/EP users must be able to manage the capacity of the communications services to support variable bandwidth requirements including emergency situations where demand or utilization of services requires increased capacity.
- Affordability - The service must leverage network capabilities to minimize cost (e.g., use of existing infrastructure, commercial off-the-shelf (COTS) technologies, and services).
- Reliability/Availability - Services must perform consistently and precisely according to their design requirements and specifications, and must be usable with high confidence.

1.41.3. The BIDDER must include any charges for this service in their miscellaneous catalog.

1.42. Security and Protection of Information

1.42.1. At all times during the Term of this contract, the VENDOR shall provide all Services, and use all resources related thereto, in a secure manner and in accordance with Finance - ISD's published policies, standards, and procedures, including the prevention and detection of fraud, abuse, or other inappropriate use or access of systems and networks by all appropriate means. In addition, all VENDOR personnel (including personnel of any Subcontractors) shall be subject to and shall at all times conform to Finance - ISD's, policies, rules, and requirements for the protection of its premises, materials, equipment, and personnel. Any violations or disregard of these rules shall be cause for denial of access by such personnel to Finance - ISD's property. All Finance - ISD Policies can be found at http://isd.alabama.gov. Finance – ISD will ensure that all data in transit is protected. Finance - ISD cannot divulge certain information on how data is encrypted or protected for security reasons.

1.42.2. The VENDOR must agree that at all times during the term of this contract, it and its employees, agents, and Subcontractors, shall comply with all Finance - ISD published policies, standards, and procedures regarding data access and security, including those prohibiting or restricting remote access to Finance - ISD systems and data. Finance - ISD shall authorize and the VENDOR shall issue any necessary information-access mechanisms, including access IDs and passwords, and the VENDOR must agree that the access shall be used only by the personnel to whom they are issued. The VENDOR shall provide to such personnel only the level of access as is required to perform the tasks and functions for which the personnel are responsible. The VENDOR shall from time to time, upon request from Finance - ISD, provide an updated list of those VENDOR personnel having access to Finance - ISD's systems, software, and data. Computer data and software, including Finance – ISD Customer Data, provided by

Finance - ISD or accessed by VENDOR personnel, shall be used by VENDOR personnel only in connection with the VENDOR's obligations hereunder, and shall not be commercially exploited by the VENDOR in any manner whatsoever. In addition, failure of the VENDOR to comply with the provisions of this Section may result in Finance - ISD restricting the offending personnel from access to Finance - ISD computer systems or Finance – ISD Customer Data, or immediate termination of this Agreement. The VENDOR shall at all times maintain and ensure the confidentiality and security of Finance – ISD Customer data.

1.42.3. BIDDER must ensure that personnel involved with this project are advised of, and acknowledge, the confidential nature of information contained in State of Alabama files, the safeguards required, and criminal and civil sanctions for noncompliance in Federal and State statutes. Violation of this confidentiality agreement is grounds for termination of the contract. The VENDOR will be required to have all employees working on Finance – ISD sites read and acknowledge the Alabama Computer Crimes Act and the privacy statement utilized by ISD. Copies of this information are included in the specifications. **(Attachments I and II)**

1.42.4. Finance - ISD reserves the right to request criminal and employment background investigations on some or all persons employed by the VENDOR, including subcontractors.

1.42.5. The VENDOR will be held responsible for the actions of their employees while on State of Alabama property. While on State of Alabama property, the VENDOR's employees will conduct themselves in a courteous, professional manner, adhere to all State and Federal laws, and follow the directions of the State contact at those premises.

1.42.6. BIDDER must have any employee entering the Finance - ISD Data Center view the IRS FTI safeguard video (Disclosure Awareness Training Publication 4711) and acknowledge that the said employee has received the training contained within the video. The employee must also acknowledge in writing that they will conduct themselves in accordance with the guidelines set forth in the video. The employee must also read and acknowledge the FTI Document pertaining to Unauthorized Disclosure. (IRC SEC. 7213 and 7213A UNAUTHORIZED DISCLOSURE OF INFORMATION, IRC SEC. 7431 CIVIL DAMAGES FOR UNAUTHORIZED DISCLOSURE OF RETURNS AND RETURN INFORMATION) **(Attachment III for signature)**

1.42.7. In no event shall the VENDOR's actions or inaction result in any situation that is less secure than either: (i) the security provided by Finance - ISD during the life of the contract; or (ii) the security the VENDOR provides for its own systems and data. At any time, upon reasonable notice, Finance - ISD may engage any organization (that is not a competitor of the VENDOR or its Subcontractors in the telecommunications markets with respect to provisioning services similar to the Services) as it may deem suitable to conduct an audit of the telecommunications environment used to provide the Services, including security, policies, standards, and procedures. Any such audit shall be scheduled so as to minimize disrupting the VENDOR's business operation.

1.42.8. All Information shall be deemed the sole property of Finance - ISD and shall be used solely by the VENDOR or any of its Subcontractors for the purpose of performing its obligations under this contract, and shall not be published, transmitted, released, or

disclosed by the VENDOR or its Subcontractors to any other Person without the prior written consent of Finance - ISD, which consent Finance - ISD may withhold in its sole discretion.

1.42.9. The VENDOR shall implement and maintain appropriate policies, standards, and procedures to safeguard the confidentiality of Finance - ISD Confidential Information. At minimum, the VENDOR shall use the same care to prevent disclosure of the records, data, and other Finance – ISD Customer Confidential Information that is obtained by the VENDOR in confidence from Finance - ISD in connection with its performance of this Agreement, whether oral, written, recorded on electronic media, or otherwise, and including all financial information, personnel information, reports, documents, correspondence, plans, and specifications, and other records, data, or information collected, received, stored, or transmitted in any manner, and that are exempt from disclosure under law, as it uses to prevent disclosure of its own information of a similar nature, but in no event less than a reasonable degree of care. The VENDOR shall require as a condition of any subcontract that the Subcontractor expressly acknowledges and agrees to be bound by the same confidentiality requirements by which the VENDOR is bound under this Agreement.

1.42.10. Any and all requests, from any source, for copies of or access to, or other disclosure of, any Finance – ISD Customer Confidential Information shall be promptly submitted to Finance - ISD for disposition.

1.42.11. The VENDOR will not release any Finance – ISD Customer information concerning the Services or any part thereof to any member of the public or the press or any representative of any business entity or official body, unless prior written consent is obtained from the Director of Finance -ISD, or his/her delegate.

1.42.12. In the event of any disclosure, loss, or destruction of Confidential Information by the VENDOR, the VENDOR shall immediately notify Finance - ISD.

1.42.13. Promptly upon the expiration or termination of the Contract, and at any other time upon written request by Finance – ISD, the VENDOR shall promptly return to the sole custody of Finance – ISD all Confidential Information in its possession or control. Finance - ISD may retain copies of VENDOR Confidential Information to the extent required by law or regulation.

1.42.14. The VENDOR shall require each of its employees, agents, and Subcontractors providing Services hereunder or otherwise having access, in whatever form or function, to the data and information collected, received, stored, or transmitted pursuant to this Bid, including Finance – ISD Customer Data, to execute, prior to any activity or access, an agreement in form and substance acceptable to Finance - ISD under which such employees, agents, and Subcontractors agree to protect all Finance – ISD Customer Confidential Information.

1.42.15. The VENDOR shall provide physical and logical protection for Finance - ISD's intellectual property and/or electronic assets that meet or exceed industry standards at the VENDOR's facilities utilized to provide Services under this Contract. Should Finance – ISD formally request access for legally required audit purposes, the VENDOR shall provide Finance - ISD with access, subject to the VENDOR's

reasonable access security requirements, to the VENDOR's facilities and data centers, and other locations as appropriate. The VENDOR shall provide assistance that may be reasonably required in connection with any such audit. The VENDOR will assist Finance - ISD in any forensic studies requested as permitted by local, State, and federal laws.

1.42.16. The VENDOR shall implement and use industry Best Practices at all times during the Term of this contract to identify, screen, and prevent, and shall not itself install any Disabling Device in resources utilized by the VENDOR, Finance - ISD or any third party, in connection with the Services. A "Disabling Device" is any virus, timer, clock, counter, time lock, time bomb, Trojan horse, worms, file infectors, boot sector infectors, or other limiting design, instruction, or routine that could, if triggered, erase data or programming or cause the resources to become inoperable or otherwise incapable of being used in the full manner for which such resources were intended to be used. The VENDOR shall be responsible for reducing or eliminating the effects of any Disabling Device installed or injected by any third party and discovered in such resources, without causing a loss of operating efficiency or data. The VENDOR is required to adhere to all Finance - ISD policies. All current and future Finance – ISD Policies can be found at http://isd.alabama.gov.

1.43. General Billing Guidelines

1.43.1. The VENDOR must be able to provide Finance - ISD with invoices categorized by type of service provided in this ITB. The VENDOR must be able to provide paper and electronic invoices. At Finance - ISD's option, all bills will be sent to Finance - ISD and/or its designated agent. This centralized billing must be at sufficient levels, as described below, for Finance - ISD to accurately reconcile bills and invoice their customers, by location, division, and any other level as identified by Finance - ISD. Finance – ISD will not provide a review of our billing structure for each VENDOR. However, Finance– ISD has provided the expected billing format in the appendix.

1.43.2. The VENDOR's invoices (paper and electronic) will be sent no later than the 5th day of the month to include ALL long distance billing through the last day of the prior month in the Finance – ISD – specified format to a centralized Finance - ISD location for reconciliation and payment. Finance - ISD will then process the accompanying automated records, and generate and mail Finance - ISD invoices to its agencies and other State entities. This centralized Finance - ISD group will also be responsible for any authorized bill collections. Although Finance - ISD will be responsible for centralized billing, the VENDOR must provide AU codes on records, as specified elsewhere in this section.

1.43.3. The VENDOR must be able to provide multi-level hierarchical billing (electronic and paper) for all services in this ITB at the option of Finance - ISD. Level One is Finance - ISD as the major account, with subsequent sub-levels being sub-accounts for agencies, agency locations/offices and agency divisions.

1.43.4. The VENDOR must provide Finance - ISD with all information necessary, to interpret codes, acronyms, abbreviations, etc., which appear on the bills. In the event the VENDOR changes software, formats, etc., notification in writing to Finance - ISD must be received sixty (60) days prior to the changes becoming effective. If Finance - ISD

does not receive notification of the changes in the billing format sixty (60) days prior to the change, payment of the VENDOR's bill will be delayed for an additional sixty (60) days.

1.43.5. Automated Record Requirements: Finance - ISD desires that automated call records for traffic and any other services carried by the VENDOR be provided to Finance - ISD on a weekly basis; i.e., the week following the week in which the calls were made.

1.43.6. Detailed call records (CDRs) and all other services must be provided to Finance - ISD initially on paper and FTP in a format that can be processed by MONIES (a software product of Stonehouse and Company). In addition the VENDOR will be required to provide the electronic bill in a format that can be processed by CA software, Unicenter Service Accounting (v12.1). Finance - ISD has access to multiple call capture programs for processing these records. Finance - ISD will work with the VENDOR to ensure complete compatibility.

1.43.7. The VENDOR must provide a paper summary of the billing data, breaking down all charges for the billed month (i.e., number of calls, minutes of calls, rate per minute, State utility taxes, and total invoice amount due). Finance - ISD has the option of including or excluding direct dialed or 800 long distance usage from the paper bill. However, third party calls, collect calls, etc., must be included on the paper bill. If Finance - ISD determines that the usage is needed in a paper form, the VENDOR will provide it within five working days.

1.43.8. The VENDOR must provide Finance - ISD a paper copy of a monthly report associated with each invoice. This monthly report is to include monthly charges in detail which includes summary with the following details provided: all main earning numbers, all circuit numbers billed, all service codes, prices associated with service codes, billing on the circuits at the contract rate. Each customer service entry must be printed in numerical order, by the area code and must be totaled and balance with the invoice. Each monthly report must be received at the same time as the invoice.

1.43.9. The VENDOR must provide one original of detail backup for the bill. This must include call records subtotaled by originating location identifying the date and time of call, the originating number, called number, call duration, and cost of call.

1.43.10. Billing for all services must include Finance - ISD's Work Order number, AU Code, and area code for all telephone numbers that generated any other charges and credits (OC&C), including IMAC charges, and must clearly be printed on the bill.

1.43.11. Billing for facilities must include details encompassing circuit number, sub-account number tied to the user agency, originating and terminating location, circuit type, circuit cost, and total circuit cost.

1.43.12. Billing for facilities must include a summary page showing circuit costs, OC&C, tax, total amount due, and all fees associated.

1.43.13. The VENDOR will provide credit for wrong number calls, noisy connection calls, incomplete calls, and other calling problems due to the VENDOR's facilities and/or network.

1.43.14. Billing for all services must include Finance - ISD's AU code and Work Order numbers identifying the department and its sub-levels of organization.

1.43.15. Disconnect orders will be processed immediately and billing shall cease on the date that Finance - ISD delivers the order to the VENDOR.

1.43.16. Finance - ISD cannot pay for services not used. Therefore, the VENDOR cannot bill a minimum charge for usage based services.

1.43.17. The VENDOR must be the single point of contact for all disputed calls. This includes any calls or services the VENDOR bills for any other key subcontractor. Finance - ISD will deal only with the prime contractor on this matter. Finance - ISD's centralized billing group will be responsible for a billing dispute resolution as Finance - ISD's representative.

1.43.18. Finance - ISD will not pay for any subscriptions to third party services or any other services that are not pre-authorized by Finance - ISD.

1.43.19. The VENDOR will be responsible for fraud detection as an ongoing activity, and will immediately report to Finance - ISD these occurrences. Finance - ISD will not pay for charges incurred due to the VENDOR's lack of notification and/or lack of monitoring.

1.43.20. The VENDOR must be able to provide complete electronic billing to Finance - ISD using EDI formats or an FTP file transfer as determined by Finance - ISD.

1.43.21. All electronic bills submitted as CDs or DVDs must be read-only. The usage data (call detail records for individual calls) must be on a separate CD or DVD, with only usage data on this media.

1.44. Invoices and Reports

1.44.1. All VENDOR invoices must be approved by Finance - ISD prior to payment. The VENDOR shall not submit invoices until the last calendar day of each month in which the services were delivered, or as may be otherwise specified in this ITB. Invoices must reference this ITB and provide detailed and customized information as requested by Finance - ISD. Such detailed and customized information may include, but not be limited to, the separate billing of Multiple State entities, general fee visibility, and billing requirements that are consistent with Finance - ISD's specific financial requirements and practices. Invoices shall be accompanied by information and data that support the invoiced Fees. Finance - ISD may dispute any invoice in accordance with the provisions of this ITB.

1.44.2. Any invoice correction in accordance with this ITB may be applied against the VENDOR's invoices with appropriate information attached. The VENDOR shall take the necessary corrective action in order to reduce outstanding balances.

1.44.3. All verified valid invoices provided to Finance – ISD must be approved by appropriate agency users, and meet all internal approvals as in most Governments and large organizations. While Finance - ISD strives to meet a 90 day or less time frame there are factors beyond our control that could lengthen that time frame. VENDORS are

welcome to call at any time (within reason) prior to 90 days to request status of payment. Finance – ISD will research and give the VENDOR a current status and an expected pay date.

1.44.4. It is Finance - ISD's policy not to pay late charges. A VENDOR is welcome to call at any time (within reason) prior to 90 days to request the status of their invoice(s) and Finance - ISD will research and give the VENDOR a current status and expected pay date.

1.45. Taxes

1.45.1. Finance - ISD is exempt from paying federal excise taxes, State and local sales taxes, and the E-911 Tax. Finance - ISD does pay the 6% utility tax on telecommunications services. Any other tax or fee must be included in the VENDOR's unit price for a service item entered in Catalog Detail Pricing Sheets.

1.45.2. The VENDOR's invoices must separately state the amount of taxes the VENDOR is collecting.

1.45.3. Finance – ISD requires fixed pricing for the life of the contract, unless VENDOR pricing decreases.

2. Terms And Conditions

2.1. Parties

2.1.1. The following terms and conditions shall govern the contract for SIP Trunking Services to be entered into by the Finance Department, Information Services Division, and the responsible BIDDER awarded a contract as a result of this ITB.

2.2. Scope of Services

2.2.1. Subject at all times to Finance - ISD's exercise of its management and oversight functions and prerogatives, the VENDOR shall perform all of the services required by this ITB.

2.2.2. Commencing at 12:01 a.m., local time, on the Effective Date, and at all times thereafter during the Term, except as otherwise expressly stated herein, the VENDOR shall perform, at all in-scope locations all Services under this Bid.

2.2.3. Starting on the Effective Date and continuing during the Term, the VENDOR shall provide and perform the Services for Finance - ISD as follows:

- Each of the Services specifically described and defined in this ITB or elsewhere in this Bid
- Any Services, functions, responsibilities or tasks, not specifically described in this Bid, required for the proper performance and provisioning of the Services that are an inherent part, or necessary sub-part within, the Services described above and elsewhere in this Bid, the services, functions, responsibilities and tasks shall be deemed to be implied and included within the scope of the Services to the same extent and in the same manner as if specifically described in this Bid

2.2.4. The VENDOR shall continue the availability of all services and technologies specified in this ITB, unless otherwise agreed in writing by Finance - ISD for the duration of this Bid.

2.3. Insurance

2.3.1. The VENDOR shall provide and maintain, during the Term and for such other period as may be required herein, at its sole expense, insurance in the amounts and form described below. The fact that the VENDOR has obtained the insurance required in this Section shall in no manner lessen nor affect the VENDOR's other obligations or liabilities set forth in this ITB, including its obligations to defend, indemnify, and hold State of Alabama Indemnitees harmless.

2.3.2. The VENDOR shall procure Commercial General Liability Insurance in the amounts and form set forth below, or with the approval of Finance - ISD, provide evidence of a self-insurance program that provides levels of coverage not less than set forth in this ITB.

2.3.3. A policy of Commercial General Liability Insurance that provides limits of not less than:

- Per Occurrence: $2,000,000
- Project Specific Aggregate: $2,000,000
- Products/Completed Operations: $2,000,000
- Personal and Advertising Injury: $2,000,000

2.3.4. Any deductible or self-insured retention must be declared to Finance - ISD along with any changes thereto. Any deductible or self-insured retention shall be the responsibility of the VENDOR.

2.3.5. Any general liability policy provided by the VENDOR hereunder shall include the following coverage: (i) Premises and Operations; (ii) Products/Completed Operations; (iii) Contractual Liability; (iv) Personal Injury and Advertising Injury Liability; (v) Independent of the VENDOR's Liability; and (vi) Severability of Interest Clause.

2.3.6. Any general liability policy provided by the VENDOR hereunder shall name: State of Alabama; and the officers, agents, employees, and volunteers of State of Alabama, individually and collectively, as additional insureds.

2.3.7. The coverage afforded to the VENDOR and State of Alabama under the general liability policy described above shall apply as primary insurance, and any other insurance maintained by State of Alabama, or its officers, agents, employees, and volunteers, or any State self-funded program, shall be excess only and not contributing with such coverage.

2.3.8. All general liability policies shall be written to apply to bodily injury, including death, property damage, personal injury, and other covered loss, occurring during the policy term, and shall specifically insure the performance by the VENDOR of its obligations.

2.3.9. The VENDOR shall maintain Business Automobile Liability Insurance written for bodily injury and property damage occurring during the contract term, applicable to all owned, non-owned, and hired vehicles.

2.3.10. The VENDOR shall maintain a policy of Workers' Compensation coverage for no less than the minimum statutory amount required for State of Alabama, or states in which the VENDOR's employees are performing Services on State of Alabama's behalf, and Employers' Liability coverage for not less than $1,000,000 per occurrence for all employees of the VENDOR engaged in the performance of Services or operations under this ITB. Coverage shall include a waiver of subrogation in favor of State of Alabama, a copy of which shall be provided to Finance - ISD.

2.3.11. The VENDOR shall obtain professional errors and omissions liability insurance in an amount of not less than $1,000,000 per claim, with an aggregate limit of not less than $1,000,000, providing coverage for wrongful acts in the rendering of, or failure to render, professional services. As of the Signing Date, the coverage will not contain specific, express exclusions for design errors, destruction of data (other than casualty exclusions) or failure to design an adequate system arising out of the VENDOR's wrongful acts in the rendering of, or failure to render, professional services to Finance - ISD. The VENDOR will make commercially reasonable efforts to provide that such

specific, express exclusions will not be contained in the insurance during the Term of the Contract awarded as a result of this ITB. Any deductible or self-insured retention must be declared to Finance - ISD along with any changes thereto. Any deductible or self-insured retention shall be the responsibility of the VENDOR. This coverage shall be maintained for a minimum of two (2) years following the termination or completion of the VENDOR's performance of its obligations under this ITB. Coverage shall include a vicarious interest endorsement to State of Alabama.

2.3.12. The VENDOR shall maintain employee dishonesty and computer fraud coverage in an amount not less than $1,000,000 per occurrence. Such insurance shall cover all of the VENDOR's employees. Coverage shall include a loss payee endorsement to State of Alabama. Any deductible or self-insured retention shall be the responsibility of the VENDOR.

2.3.13. The VENDOR shall, as soon as practicable following the placement of insurance required hereunder, but in no event later than thirty (30) days after the Contract resulting from an award of this Bid, deliver to State Purchasing certificates of insurance evidencing the same, together with appropriate separate endorsements, evidencing that the VENDOR has obtained such coverage. In addition, upon reasonable notice, the VENDOR grants State Purchasing the right to examine policies (but not to copy them), solely for the purpose of confirming the VENDOR's compliance with the terms of this Section. Thereafter, copies of certificates and appropriate separate endorsements shall be delivered to State Purchasing within thirty (30) days after the expiration thereof. The provisions of such policies shall constitute VENDOR Confidential Information; provided, however, such information may be disclosed by State Purchasing to the extent necessary to enforce the terms of this ITB. In all insurance certificates, the State of Alabama is to be named as the certificate holder.

2.3.14. If coverage is written on a "claims-made" basis, the Certificate of Insurance shall clearly so state. In addition to the coverage requirements specified above, the VENDOR will make all commercially reasonable efforts to provide that:

- The policy's retroactive date shall coincide with or precede the VENDOR's commencement of the performance of Services (including subsequent policies purchased as renewals or replacements)
- If insurance is terminated for any reason, the VENDOR shall purchase a replacement claims-made policy with the same or an earlier retroactive date or shall purchase an extended reporting provision to report claims arising in connection with this ITB for a minimum of two (2) years following termination or completion of the Services
- All claims-made policies shall allow the reporting of circumstances or incidents that might give rise to future claims is permissible

2.3.15. All Certificates of Insurance provided by the VENDOR must evidence that the insurance the VENDOR carries will give State of Alabama sixty (60) days' written notice in advance of any cancellation, lapse, reduction, or other adverse change in respect of such insurance.

2.3.16. All insurance policies required hereby shall be issued by companies that have been approved to do business with State of Alabama, unless prior approval is obtained from the State of Alabama, Department of Insurance.

2.4. Term

2.4.1. The Initial Term and extensions of the Term are set forth below.

2.4.2. The initial term of a contract resulting from this ITB shall be from the effective date, as determined by the Division of Purchasing, and Finance - ISD for a period of three years, with an option to extend for an optional fourth or fifth year with the same pricing, terms, and conditions. The fourth year, or fifth year 12-month extension, if agreed by both parties, would begin the day after the third year or fourth year expires. Any extensions must have written approval of both Finance - ISD and VENDOR no later than 30 days prior to the expiration of the previous contract.

2.4.3. Finance - ISD shall have the right to terminate this contract by giving written notice at least ninety (90) days before the Termination Date. In the event Finance - ISD terminates the contract and the VENDOR has performed all of its obligations (including its Termination obligations), Finance - ISD shall pay the VENDOR for the Services received.

2.4.4. In the event of a Change in Control of the VENDOR resulting from a single transaction or series of related transactions, Finance - ISD shall have the right to end the Term by sending a Termination Notice to the VENDOR within ninety (90) days after notification of the Change in Control, provided that Finance - ISD authorizes such termination based on a determination that the continued providing of the Services by the VENDOR as a result of such Change in Control is not in the best interests of Finance - ISD. Except as provided in this Section, no termination pursuant to this Section shall require Finance - ISD to make any payments to the VENDOR. If Finance – ISD approves of the VENDOR as a result of the aforementioned transaction, the VENDOR shall adhere to all Terms and Conditions of this ITB and maintain all Performance by this ITB.

2.4.5. The Term may be ended by Finance - ISD by a Termination Notice delivered to the VENDOR if it commits a Default. Termination shall be effective at 11:59 p.m. on the Termination Date specified in the Termination Notice. Termination shall not constitute Finance - ISD's exclusive remedy for such Default, and Finance - ISD shall not be deemed to have waived any of its rights accruing hereunder prior to such default.

2.4.6. If a delay or interruption of performance by the VENDOR resulting from its experiencing a Force Majeure Event exceeds ten (10) days, despite the VENDOR's use of its best efforts, which shall not involve the payment of funds that would not be commercially reasonable under the circumstances, Finance - ISD may terminate any service item of the Services, effective at 11:59 p.m. on the Termination Date, by delivering to the VENDOR a Termination Notice specifying the Termination Date.

2.4.7. The VENDOR may not, for any reason whatsoever, terminate the Term prior to its expiration, terminate this Contract, or otherwise repudiate this Contract or refuse to perform its obligations hereunder.

2.5. Responsibilities Upon Termination for Cause

2.5.1. Emergency Transition Provision:

Should the STATE award a subsequent contract for the services provided herein to another vendor who shall provide the same or similar services upon the termination for cause of this contract, then, in that event, the incumbent VENDOR shall cooperate in all ways to assure an efficient transition to the new vendor. Should it become necessary for the incumbent VENDOR to provide services to Finance - ISD during the transition period and after the termination of this Contract where the absence of such services would cause an emergency within the meaning of §41-16-23 of the Code of Alabama, the incumbent VENDOR covenants and agrees to continue providing all services required by the State under the same terms and conditions provided for herein pursuant to a declaration of emergency by the Director of Finance. Services provided pursuant to such a declaration of emergency shall be deemed a separate contract and shall continue until the emergency is resolved as declared by the Director of Finance in consultation with Finance - ISD. The incumbent VENDOR agrees and acknowledges that should it fail to cooperate as required by this Emergency Transition Provision, it shall be liable for all damages suffered by the State of Alabama due to its failure to cooperate.

2.5.2. The Responsibilities upon Termination shall include the performance of the following specific obligations:

2.5.2.1. Upon Termination, the Parties shall cooperate fully with one another to facilitate a smooth transition of the Services being terminated from the VENDOR to Finance - ISD or Finance - ISD's designated replacement vendor. Such cooperation shall include the provisioning both before and after the cessation of the VENDOR's providing all or any part of the Services under this ITB to Finance - ISD of full, complete, detailed, and sufficient information (including all information being utilized by the VENDOR) to enable personnel (or third parties) to fully assume and continue without interruption the provisioning of Services.

2.5.2.2. The VENDOR shall cooperate with Finance - ISD and all of Finance - ISD's other service vendors to ensure a smooth transition at the time of Termination, with no interruption of Services, no adverse impact on the provision of Services or Finance - ISD's activities, no interruption of any services provided by third parties, and no adverse impact on the provision of services provided by third parties.

2.5.2.3. Without limiting the obligations of the VENDOR, the VENDOR shall, subject to the terms of any third-party contracts, procure at no charge to Finance - ISD any third-party authorizations necessary to grant Finance - ISD the use and benefit of any third-party contracts between the VENDOR and third-party contractors used to provide the Services, pending their assignment to Finance - ISD.

2.5.2.4. The VENDOR shall provide a nonexclusive, nontransferable, fully-paid, perpetual, irrevocable, royalty-free worldwide license to Finance - ISD (or other service VENDOR, as the case may be), at no charge to Finance - ISD, to use, copy, and modify, all VENDOR Underlying Works and VENDOR

Derivatives that would be needed in order to allow Finance - ISD to continue to perform for itself, or obtain from other vendors, the Services as the same may exist at the time of Termination. The VENDOR shall also provide Finance - ISD with a copy of each such program, in such media as requested by Finance - ISD, together with object code, source code, and appropriate documentation. The VENDOR shall also offer to Finance - ISD the right to receive maintenance (including all enhancements and upgrades) and support with respect to such VENDOR Underlying Works and VENDOR Derivatives for so long as Finance - ISD requires, at the best rates the VENDOR is offering to other major customers for services of a similar nature and scope.

2.5.2.5. To the extent permitted under the laws of Alabama, the VENDOR shall convey to Finance - ISD or its designee, from among those assets located at any State Facility and held by the VENDOR and for the provision of Services to Finance - ISD, such assets as Finance - ISD might select at a price that is the lesser of the net book value or the fair market value of that asset selected. The VENDOR shall promptly remove from Finance - ISD's premises any VENDOR assets that Finance - ISD, or its designee, chooses not to purchase.

2.5.2.6. To the extent permitted under the laws of Alabama, the VENDOR, at its expense, shall convey or assign to Finance - ISD or its designee such leases, licenses, and other contracts used by the VENDOR, Finance - ISD, or any other Person in connection with the Services. The VENDOR's obligation under this Section shall include the performance of all obligations under such leases, licenses, and other contracts to be performed by it with respect to periods prior to the date of conveyance or assignment and the VENDOR shall reimburse Finance - ISD for any Losses resulting from any judgment or mutual Contract that the VENDOR did not perform any such obligations. Under the termination process, any leases, licenses, and other contracts acquired by the awarded VENDOR to provide services under this contract will be transferred to Finance – ISD for Business Continuity during any transition process.

2.5.2.7. To the extent permitted under the laws of Alabama, the VENDOR shall deliver to Finance - ISD or its designee, at Finance - ISD's request, all documentation and data related to Finance - ISD, including State Data, held by the VENDOR, and the VENDOR shall destroy all copies thereof not turned over to Finance - ISD, all at no charge to Finance - ISD. Notwithstanding the foregoing, the VENDOR may retain one (1) copy of the documentation and data, excluding State Data, for archival purposes or warranty support.

2.5.2.8. The VENDOR shall provide at the request of Finance - ISD complete information, including complete documentation, in accordance with, the standards and methodologies to be implemented by the VENDOR, for all software (including applications developed as part of the Services) and hardware that is sufficient to enable Finance - ISD, or another service vendor, to fully assume the provision of the Services to Finance - ISD. The VENDOR shall provide such documentation for all upgrades to or replacements of software or hardware, concurrently with the installation thereof.

2.5.2.9. If applicable, the VENDOR shall maintain all the hardware, software, systems, networks, technologies, and other assets utilized in providing Services to Finance - ISD (including leased and licensed assets) in good condition and in such locations and configurations as to be readily identifiable and transferable to Finance - ISD or its designees in accordance with the provisions of this ITB.

2.5.2.10. The VENDOR shall provide full cooperation, take such additional actions, and perform such additional tasks, as may be necessary to ensure a timely Termination in compliance with the provisions of this Section, including full performance, on or before the Expiration Date, of the VENDOR's obligations under this Section**.**

2.5.2.11. During the Term of the Contract, the most prevalent reasons Finance – ISD would have to disconnect awarded services under contract are: 1) Lack of Funding 2) Technology Migration 3) Lack of Performance 4) Agency Consolidation. BIDDERS should carefully review all terms and conditions.

2.6. Remedies; Limitation of Liability

2.6.1. Except as otherwise expressly limited in this ITB, the remedies provided in this Section and elsewhere in this ITB are neither exclusive nor mutually exclusive, and the Parties shall be entitled to resort to any and all such remedies, and any other remedy or remedies available at law or in equity, by statute or otherwise, individually or in any combination thereof. No delay in exercising or failure to exercise any right or remedy shall operate as a waiver thereof except where specifically provided herein.

2.6.2. Finance - ISD shall be entitled to recover from the VENDOR reasonable attorneys' fees and costs in connection with any legal proceedings related to this ITB.

2.6.3. The VENDOR understands, acknowledges and agrees that, in accord with § 14 of the Constitution of Alabama of 1901, its sole remedy for any claim for damages that the VENDOR may assert against Finance - ISD arising from this ITB, regardless of the form of action, is limited to the filing of a claim with the State Board of Adjustment.

2.6.4. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED BELOW, FINANCE - ISD (I) SHALL NOT BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM IN WHICH ANY ACTION IS BROUGHT; AND (II) SHALL NOT BE LIABLE FOR EXEMPLARY OR PUNITIVE DAMAGES REGARDLESS OF THE FORM IN WHICH ANY ACTION IS BROUGHT. THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF FINANCE - ISD HEREUNDER FOR ALL CLAIMS ARISING UNDER OR RELATING TO THIS ITB, NOTWITHSTANDING THE FORM (E.G., CONTRACT, TORT, OR OTHERWISE) IN WHICH ANY ACTION IS BROUGHT, SHALL BE LIMITED TO THE AMOUNT OF FEES OWED AND UNPAID, INCLUDING ANY AMOUNTS DUE UNDER RESPONSIBILITIES UPON TERMINATION SECTION.

2.6.5. THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF THE VENDOR HEREUNDER FOR LOSSES ARISING FROM VENDOR'S FAILURE TO COMPLY WITH THE PROVISIONS OF THIS ITB, NOTWITHSTANDING THE FORM (E.G.,

CONTRACT, TORT, OR OTHERWISE) IN WHICH ANY ACTION IS BROUGHT, SHALL NOT BE SUBJECT TO THE LIMITATION SET FORTH IN THIS ITB, BUT SHALL INSTEAD BE LIMITED TO AMOUNT SPECIFIED AS A SEPARATE AND DISTINCT LIMITATION. THE FOREGOING LIMITATION UPON THE AMOUNT OF VENDOR'S LIABILITY SHALL NOT APPLY TO: (I) LOSSES ARISING OUT OF THE WILLFUL MISCONDUCT OR GROSS NEGLIGENCE OF VENDOR; AND (II) STATE'S COSTS INCURRED TO OBTAIN REPLACEMENT SERVICES COMPLYING WITH THE TERMS HEREOF, AND (III) VENDOR'S INDEMNIFICATION OBLIGATIONS SET FORTH HEREOF.

2.6.6. The VENDOR acknowledges and agrees that the types of damages that Finance - ISD may recover from the VENDOR shall include all additional costs and expenses paid or incurred by Finance - ISD as a direct result of any failure by the VENDOR to perform its obligations hereunder, including any additional costs incurred by Finance - ISD to obtain replacement services complying with the terms hereof.

2.6.7. If a Force Majeure Event is the material contributing cause of a Party's failure to perform any of its obligations hereunder, such obligations, after notification by such Party to the other Party, shall be deemed suspended to the extent such obligations are directly affected by such Force Majeure Event, until the Force Majeure Event has ended and a reasonable period of time for overcoming the effects thereof has passed; provided, however, that if a Force Majeure Event results in the VENDOR being unable to perform during any period any or all of the Services in accordance with the terms hereof, Finance - ISD shall: (i) not be required to pay for any such Services that the VENDOR is unable to perform; (ii) be entitled, without the payment of the fees described in this ITB, to engage an alternate vendor, on an interim basis, to perform the Services that the VENDOR is unable to perform as a result of such Force Majeure Event; (iii) be entitled to a share of the VENDOR's resources devoted to returning the VENDOR to full performance of all Services hereunder that is adequate to restore priority customers that are directly responsible for public health and safety in accordance with service level agreements to be developed for priority customers, and (iv) have the right to terminate this ITB in accordance with the terms hereof. Both Parties shall use their best efforts to minimize delays that occur due to a Force Majeure Event. Notwithstanding the above, the VENDOR shall in no event be excused from those obligations not directly affected by a Force Majeure Event (including disaster recovery services), and if the Force Majeure Event is caused by the VENDOR's failure to comply with any of its obligations under this ITB or by the VENDOR's negligence or omission, there shall be no relief from any of its obligations under this ITB.

2.7. Legal Compliance

2.7.1. Both the VENDOR and Finance - ISD shall at all times perform their obligations hereunder in compliance with all applicable federal, State, and local laws and regulations of all applicable jurisdictions, and in such a manner as not to cause the other to be in violation of any applicable laws or regulations, including any applicable requirements of any federal, State, or local authority. Additionally, the VENDOR shall comply with all applicable STATE policies, standards, procedures and rules, copies of which shall be provided to the VENDOR upon its request. No provision of this ITB, including any Work Order, shall have any force or effect if it would cause a violation of

any Federal or State law, ordinance, statute, rule, regulation, or order, or would require any consent or approval to prevent any such violation.

2.7.2. The VENDOR shall obtain and maintain, and shall cause its Subcontractors to obtain and maintain, at no cost to Finance - ISD, all approvals, permissions, permits, licenses, and other forms of documentation required in order to comply with all existing foreign or domestic statutes, ordinances, and regulations, or other laws, that may be applicable to performance of Services hereunder. Finance - ISD reserves the right to reasonably request and review all such applications, permits, and licenses prior to the commencement of any Services hereunder. If requested, Finance - ISD shall cooperate with the VENDOR, at the VENDOR's cost and expense, to obtain any such approvals, permits, and licenses.

2.7.3. The VENDOR represents and warrants that it has not been convicted of bribing or attempting to bribe an officer or employee of Finance - ISD, nor has the VENDOR made an admission of guilt of such conduct that is a matter of record.

2.7.4. The VENDOR shall be responsible for compliance with all Environmental Laws and all other laws, rules, regulations, and requirements regarding Hazardous Materials, health and safety, notices, and training. The VENDOR agrees that it will not store any Hazardous Materials at any STATE Facility for periods in excess of ninety (90) days or in violation of the applicable site storage limitations imposed by Environmental Law. The VENDOR agrees to take, at its expense, all actions necessary to protect third Parties, including, without limitation, employees and agents of Finance - ISD, from any exposure to Hazardous Materials generated or utilized in its performance under this ITB. The VENDOR agrees to report to the appropriate governmental agencies all discharges, releases, and spills of Hazardous Materials that are required to be reported by any Environmental Law and to immediately notify Finance - ISD of same. The VENDOR shall not be liable to Finance - ISD for Finance - ISD's failure to comply with, or violation of, any Environmental Law.

2.7.5. The VENDOR shall comply with Act 2012-491, "The Beason Hammon Alabama Taxpayer and Citizen Protection Act," codified at § 31-13-1 et seq., of the Code of Alabama. At award of the contract arising from this ITB, the VENDOR shall execute a "Certificate of Compliance," and provide State Purchasing with its executed E-Verify Memorandum of Understanding. At the signing of the contract, including these Terms and Conditions, the following provision shall take place.

By signing this contract, the contracting parties affirm, for the duration of the Contract, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the Contract and shall be responsible for all damages resulting therefrom.

2.7.5.1. Subcontractors must comply with Beason-Hammon as well.

2.8. Representation and Warranties

2.8.1. The VENDOR represents and warrants that it is capable in all respects of providing and shall provide all Services in accordance with this ITB. The VENDOR further

represents and warrants that: (i) all Services provided under this ITB shall be provided in a timely, professional, and workmanlike manner consistent with the highest standards of quality and integrity and shall meet the performance standards required under this ITB; and (ii) no amendment to this ITB or additional cost or expense shall be required by the VENDOR during the Term in order for it to be able to perform the Services in accordance with the Performance Standards.

2.8.2. The VENDOR represents, warrants, and agrees that:

- No Financial Interest - Neither the VENDOR or any of its Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with the VENDOR's performance of its duties and responsibilities to Finance - ISD under this ITB or otherwise create an appearance of impropriety with respect to the award or performance of this ITB; and the VENDOR shall promptly inform Finance - ISD of any such interest that may be incompatible with the interests of Finance - ISD;
- No Abuse of Authority for Financial Gain - Neither the VENDOR or any of its Affiliates, nor any employee of either, has used or shall use the authority provided or to be provided under this ITB to obtain financial gain for the VENDOR, or any such Affiliate or employee, or a member of the immediate family of any such employee; and
- No Use of Information for Financial Gain - Neither the VENDOR or any of its Affiliates, nor any employee of either, has used or shall use any Confidential Information acquired in the award or performance of the ITB to obtain financial gain for the VENDOR, or any such Affiliate or employee, or a member of the immediate family of any such employee.

2.8.3. The VENDOR represents and warrants that neither the VENDOR nor any of its Affiliates, nor any employee of either, has accepted or shall accept another State contract that would impair the independent judgment of the VENDOR in the performance of this ITB.

2.8.4. The VENDOR represents and warrants that neither the VENDOR nor any of its Affiliates, nor any employee of either, has accepted or shall accept anything of value based on an understanding that the actions of the VENDOR or any such Affiliate or employee on behalf of Finance - ISD would be influenced; and the VENDOR shall not attempt to influence any employee by directly or indirectly offering anything of value.

2.8.5. The VENDOR represents and warrants that neither the VENDOR nor any of its Affiliates, nor any employee of either, has paid or agreed to pay any Person, other than bona fide employees working solely for the VENDOR or such Affiliate or its Subcontractors, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this ITB.

2.8.6. The BIDDER represents and warrants that the prices presented in the ITB were arrived at independently, without consultation, communication, or agreement with any other BIDDER for the purpose of restricting competition; the prices quoted were not knowingly disclosed by the BIDDER to any other BIDDER; and no attempt was made

by the BIDDER to induce any other Person to submit or not to submit a bid for the purpose of restricting competition.

2.8.7. The VENDOR represents and warrants that it has, and promises that it shall maintain throughout the Term, a financial condition commensurate with the requirements of this ITB. If, during the Term, the VENDOR experiences a change in its financial condition that may adversely affect its ability to perform under this ITB, then it shall immediately notify Finance - ISD of such change.

2.8.8. The BIDDER represents and warrants that all financial statements, reports, and other information furnished by the BIDDER to Finance - ISD as part of its Responses or otherwise in connection with the award of this ITB fairly and accurately represent the business, properties, financial condition, and results of operations of the BIDDER as of the respective dates, or for the respective periods, covered by such financial statements, reports, or other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there has been no material adverse change in the business, properties, financial condition, or results of operations of the BIDDER.

2.8.9. The BIDDER represents that there is no pending or anticipated civil or criminal litigation in any judicial forum that involves the BIDDER or any of its Affiliates or Subcontractors that may adversely affect the BIDDER's ability to perform its obligations under this ITB. The VENDOR shall notify Finance - ISD, within fifteen (15) calendar days of the VENDOR's knowledge of any such pending or anticipated civil or criminal litigation. The VENDOR shall notify Finance - ISD, within forty-eight (48) hours in the event a legal process is served on the VENDOR in connection with this ITB, including any subpoena of the VENDOR's records, and shall send a written notice of the service together with a copy of the same to Finance - ISD within seventy-two (72) business hours of such service. If the VENDOR fails to notify Finance - ISD of any such pending or anticipated civil or criminal litigation or service of process within such times, Finance - ISD may terminate this ITB pursuant to the provisions of the Bid.

2.8.10. The VENDOR promises that at no time during the Term of this contract shall it use any services, techniques, or products that infringe upon any third party's patent, trademark, copyright, or other intellectual-property right, nor make use of any misappropriated trade secrets.

2.8.11. The BIDDER represents and warrants that: (i) it is qualified and registered to transact business in all locations where the performance of its obligations hereunder would require such qualification; (ii) it has all necessary rights, powers, and authority to enter into and perform this ITB, and the execution, delivery, and performance of this ITB have been duly authorized by all necessary corporate actions; (iii) the execution and performance of this ITB shall not violate any law, statute, or regulation and shall not breach any agreement, covenant, court order, judgment, or decree to which it is a party or by which it is bound; (iv) it has, and promises that it shall maintain in effect, all governmental licenses and permits necessary for it to provide the Services contemplated by this ITB; and (v) it owns or leases and promises that it shall own or lease, free and clear of all liens and encumbrances, other than lessors' interests, or security interests of its lenders, all right, title, and interest in and to the tangible property and technology and

the like that it intends to use or uses to provide such Services and in and to the related patent, copyright, trademark, and other proprietary rights, or has received appropriate licenses, leases, or other rights from third parties to permit such use.

2.8.12. The VENDOR or its subcontractors must maintain in effect at all times any certificate of public convenience and necessity from Alabama Public Service Commission or other governing approvals or license required by the Code of Alabama, or FCC rules. A VENDOR that wishes to comply with this Section relating to financial responsibility by credit enhancement from one or more persons that do not possess certificates of public convenience and authority may do so. Any such arrangements are subject to approval by Finance - ISD and no such arrangement may vary the VENDOR's primary responsibility for providing the Services. The VENDOR shall remain the point of contact as set out in the Requirements Section of the ITB.

2.8.13. The VENDOR represents and warrants that it is not, and promises that it shall not be, in violation of any laws, ordinances, statutes, rules, regulations, or orders of governmental or regulatory authorities to which it is subject, and has not failed, and shall not fail, to obtain any licenses, permits, franchises, or other governmental authorizations necessary for the ownership of its properties or the conduct of its business, which violation or failure, either individually or in the aggregate, might adversely affect its business, properties, or financial condition, by the consummation of the transactions contemplated by this ITB, or the performance of its obligations hereunder.

2.8.14. The BIDDER represents and warrants that all written information furnished to Finance - ISD prior to the Contract Award Date by or on behalf of the BIDDER in connection with this ITB, including the Responses, is true, accurate, and complete, and contains no statement of a material fact or omits any material fact necessary to make such information misleading.

2.8.15. The VENDOR represents and warrants that neither it, nor any of its Affiliates or Subcontractors, is in default or breach of any other contract or agreement related to information systems facilities, equipment, or services that it or they may have with Finance - ISD. The VENDOR further represents and warrants that neither it, nor any of its Affiliates or Subcontractors, has been a party to any contract for information system facilities, equipment, or services with Finance - ISD that was finally terminated within the previous five (5) years for the reason that the VENDOR or such Person failed to perform or otherwise breached an obligation of such contract. The VENDOR promises that it shall notify Finance - ISD, within five (5) business days of the occurrence, if it, or any of its Affiliates or Subcontractors, is a party to any contract for information system facilities, equipment, or services that is finally terminated for the reason that the VENDOR or such Person failed to perform or otherwise breached an obligation of such contract.

2.8.16. Finance - ISD represents and warrants that it has all necessary rights, powers, and authority to enter into and perform this ITB; and that the execution, delivery, and performance of this ITB by the VENDOR has been duly authorized by Finance - ISD.

2.8.17. DISCLAIMER: Finance - ISD does not make any representation or warranty, express or implied, with respect to the Services or any component thereof. All hardware, software, networks, and other telecommunications-related assets made available by

Finance - ISD to the VENDOR under this ITB are made available or conveyed to the VENDOR "AS IS, WHERE IS" and there are no warranties of any kind with respect to the condition, capabilities, or other attributes of such items, except as otherwise expressly stated in this ITB.

2.9. Waiver

2.9.1. Having had reasonable access to pertinent information and personnel, and a reasonable time within which to perform due diligence investigation, and having taken into account that the information it has received might possibly be incorrect or incomplete, the VENDOR hereby waives and releases any and all claims that it now has or hereafter may have against Finance - ISD based upon the inaccuracy or incompleteness of information it has received from, or with regard to, Finance - ISD. Further, the VENDOR consents and agrees that it shall not seek any judicial rescission, cancellation, termination, reformation, or modification of this ITB or any provision hereof, nor any adjustment in the fees to be paid for the Services, based upon any such inaccuracy or incompleteness of information except where such information was intentionally withheld or intentionally misrepresented.

2.9.2. Non-Waiver. The failure of Finance - ISD to require performance of any provisions of this ITB shall not affect Finance - ISD's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this ITB constitute a waiver of any subsequent breach or default nor constitute a waiver of the provision itself.

2.10. Indemnification

2.10.1. The VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless from, and shall pay all settlements and final damages and costs awarded against any of them, arising out of, any claim brought by any third party against any of them for actual or alleged infringement of any patent, trademark, copyright, or similar proprietary right, including misappropriation of trade secrets, based upon technology used by the VENDOR in providing the Services (collectively, "Infringement Claim"); and the VENDOR shall defend, indemnify, and hold State of Alabama Indemnitees harmless from and against any and all claims, demands, judgments, awards, fines, mechanics' liens or other liens, liabilities, losses, costs, damages, and expenses, including reasonable attorneys' fees and disbursements and court costs (collectively, "Losses"), associated with any such claim or action incurred by any of them in connection with any Infringement Claim. Also, notwithstanding the foregoing, the VENDOR shall defend, indemnify, and hold harmless State of Alabama from and against all Losses that could have been avoided by moving to a new release or version of the infringing software and the VENDOR was offered the new release or version and did not move to same. In the event that State of Alabama's right to use any such technology is enjoined, the VENDOR may, in its reasonable discretion and at the VENDOR's sole expense, either procure a license to enable State of Alabama to continue to use such technology or develop or obtain a non-infringing substitute acceptable to State of Alabama. The VENDOR shall have no obligation with respect to any claim or action to the extent that it is based solely upon: (i) modification of a program or machine by State of Alabama, any third-party vendor of State of Alabama, or any agent of State of Alabama that was not approved by the VENDOR; (ii) State of Alabama's combination, operation, or use with apparatus, data, or programs neither

furnished nor approved by the VENDOR; (iii) the use by State of Alabama of any software provided by any third party other than in accordance with relevant software licenses; or (iv) the use of software owned by or licensed to State of Alabama by a party other than the VENDOR and supplied by State of Alabama to the VENDOR. The VENDOR shall have no obligation with respect to any Infringement Claim or Loss to the extent that it is based upon any Assigned Contract, as it exists as of the Contract Award Date.

2.10.2. Without limiting the VENDOR's obligations with respect to insurance the VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless with respect to any and all Losses related to any third-party claim alleging bodily injury or death, damage to tangible personal or real property, or any other damage, notwithstanding the form in which any such action is brought (e.g., contract, tort, or otherwise), to the extent such injuries or damages arise directly or indirectly from acts, errors, or omissions that constitute negligence, willful misconduct, or violations of law, by the VENDOR or its personnel, agents, or Subcontractors.

2.10.3. The VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless from and against any and all Losses based upon or related to third-party services utilized by it in providing Services or based upon an alleged breach by the VENDOR of any agreement with any third party.

2.10.4. The VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless with respect to any and all Losses related to any third-party claim based upon or resulting from any misrepresentation by it in this ITB.

2.10.5. The VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless from and against any claim by any third party and any and all Losses sustained or incurred by State of Alabama Indemnitees as a result of: (i) its failure to comply in all material respects with any applicable Environmental Laws; or (ii) the presence of any Hazardous Material upon, above, or beneath the VENDOR's facilities or locations, if the Hazardous Material was present or if the Hazardous Material was released into the environment by the VENDOR.

2.10.6. The VENDOR shall indemnify, defend, and hold State of Alabama Indemnitees harmless from and against any and all Losses based upon or resulting from any third-party claim or challenge with respect to the disclosure or nondisclosure of the VENDOR Confidential Information or its Subcontractors' confidential or proprietary information, except to the extent that State of Alabama has failed to comply with its applicable policies, standards, and procedures with respect to the disclosure of such information. All Finance - ISD Policies can be found at http://isd.alabama.gov. Finance – ISD will ensure that all data in transit is protected. Finance - ISD cannot divulge certain information on how data is encrypted or protected for security reasons.

2.10.7. If any legal action governed by this Section is commenced against State of Alabama, State of Alabama shall give written notice thereof to the VENDOR promptly after such legal action is commenced; provided, however, that failure to give prompt notice shall not reduce the VENDOR's obligations under this Section, except to the extent the VENDOR is prejudiced thereby. After such notice, if the VENDOR acknowledges in writing to State of Alabama that the right of indemnification under this ITB applies with

respect to such claim, then the VENDOR shall be entitled, if it so elects in a written notice delivered to State of Alabama not fewer than ten (10) business days prior to the date on which a response to such claim is due, to take control of the defense and investigation of such claim and to employ and engage attorneys of its choice, that are reasonably satisfactory to State of Alabama, to handle and defend the same, at the VENDOR's expense. State of Alabama shall cooperate in all reasonable respects with the VENDOR and its attorneys in the investigation, trial, and defense of such claim and any appeal arising therefrom; provided, however, that State of Alabama may participate, at its own expense, through its attorneys or otherwise, in such investigation, trial, and defense of such claim and any appeal arising therefrom. No settlement of a claim involving a remedy other than the payment of money by the VENDOR shall be entered into by the VENDOR without the prior written consent of State of Alabama, which consent may be withheld in State of Alabama's sole discretion. If the VENDOR does not assume the defense of a claim subject to such defense as provided in this Section, the VENDOR may participate in such defense, at its expense, and State of Alabama shall have the right to defend the claim in such manner as it may deem appropriate, at the expense of the VENDOR.

2.11. Dispute Resolution

2.11.1. If a problem or dispute arises, the Parties' respective designated representatives shall attempt to resolve the problem. If such problem cannot be promptly resolved, the Finance - ISD appropriate level representative and the VENDOR's appropriate level representative shall discuss and endeavor to resolve such problem. If the problem cannot be resolved in 60 calendar days, the Parties shall escalate the problem to Finance - ISD's Senior Executive and the VENDOR's designated Senior Executive for resolution.

2.11.2. Notwithstanding anything to the contrary contained herein, and even if any problem or other dispute arises between the Parties and regardless of whether or not it requires the use of the dispute resolution procedures described above, in no event nor for any reason shall the VENDOR interrupt the provisioning of Services to Finance - ISD or any obligations related to Termination, disable any hardware or software used to provide the Services, or perform any other action that prevents, impedes, or reduces in any way the provisioning of Services or Finance - ISD's ability to conduct its activities, unless authority to do so is granted by Finance - ISD or conferred by a court of competent jurisdiction.

2.12. Finance - ISD Approval of Advertisement and Promotions

2.12.1. Unless specifically authorized in writing by Finance - ISD on a case-by-case basis, the VENDOR shall have no right to use, and shall not use, the name of Finance - ISD, its officials or employees, or the logos or trademarks of Finance - ISD: (i) in any advertising, publicity, promotion; or (ii) to express or to imply any endorsement of the VENDOR's products or services; or (iii) in any other manner (whether or not similar to uses prohibited by subparagraphs (i) and (ii) above), except only to deliver the Services in accordance with this ITB.

2.13. Use of Affiliates and Subcontractors

2.13.1. Each Subcontractor shall be properly licensed in the State of Alabama to perform the services for which the Subcontractor is responsible. The VENDOR shall continue throughout the term of any contract resulting from this Bid to retain Subcontractors identified as "Key Subcontractors", and they shall continue to provide the Services initially provided, unless the VENDOR has obtained Finance - ISD prior written consent to replace an identified "Key Subcontractor" or the identified "Key Subcontractor" is unable to provide the Services at the level required by Finance - ISD.

2.13.2. In no event shall the VENDOR be relieved of its obligations under this ITB as a result of its use of any Subcontractors. The VENDOR shall supervise the activities and performance of each Subcontractor and shall be jointly and severally liable with each such Subcontractor for any act or failure to act by such Subcontractor. If Finance - ISD determines that the performance or conduct of any Subcontractor is unsatisfactory, Finance - ISD may notify the VENDOR of its determination in writing, indicating the reasons therefore, in which event the VENDOR shall promptly take all necessary actions to remedy the performance or conduct of such Subcontractor or to replace such Subcontractor by another third party or with VENDOR personnel.

2.13.3. Upon expiration or termination of the term of any contract resulting from this Bid for any reason, Finance - ISD shall have the right to enter into direct Contracts with any Subcontractors. The VENDOR represents, warrants, and agrees that its arrangements with subcontractors shall not prohibit or restrict Subcontractors from entering into direct Contracts with Finance - ISD.

2.13.4. The VENDOR shall comply with Act 2012-491, "The Beason-Hammon Alabama Taxpayer and Citizen Protection Act," codified at § 31-13-1 et seq., of the Code of Alabama. At award of the contract arising from this ITB, the VENDOR shall execute a "Certificate of Compliance," and provide State Purchasing with its executed E-Verify Memorandum of Understanding. At the signing of the contract, including these Terms and Conditions, the following provision shall take place.

By signing this contract, the contracting parties affirm, for the duration of the Contract, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the Contract and shall be responsible for all damages resulting therefrom.

2.13.5. Subcontractors must comply with Beason-Hammon as well.

2.14. Miscellaneous

2.14.1. This ITB, including the Schedules hereto, constitutes the entire understanding and agreement between the Parties with respect to the transactions contemplated herein and supersedes all prior or contemporaneous oral or written communications with respect to the subject matter hereof. No usage of trade or other regular practice, or method of dealing between the Parties or others, may be used to modify, interpret, supplement, or alter in any manner the express terms of this ITB.

2.14.2. In the event of conflict in substance or impact between the terms of this ITB and the BIDDER's response, the terms of this ITB shall control.

2.14.3. Captions, References, Terminology Captions, Tables of Contents, Indices of Definitions, and Schedule titles are used herein for convenience of reference only and may not be used in the construction or interpretation of this ITB. Any reference herein to a particular Section number (e.g., "Section 1.1.1") shall be deemed a reference to all Sections of this ITB that bear sub-numbers to the number of the referenced Section (e.g., Sections 1.1.1.1, 1.1.1.2, etc.).

2.14.4. Except for subcontracting permitted under the terms of this ITB, neither this ITB, nor any interest therein, nor any of the rights and obligations of the VENDOR hereunder, may be directly or indirectly assigned, sold, delegated, or otherwise disposed of by the VENDOR, in whole or in part, without the prior written consent of Finance - ISD, which may be withheld in its sole discretion.

2.14.5. Except as expressly otherwise stated herein, all notices, requests, consents, approvals, or other communications provided for, or given under, this ITB, shall be in writing and shall be deemed to have been duly given to a Party if delivered personally, or transmitted by facsimile (optional) or electronic mail to such Party at its Fax number (optional) set forth below or email address to be set forth in the contract awarded as a result of this ITB (with the original sent by recognized overnight courier or first-class mail to the Party at its address set forth below), or sent by first class mail or overnight courier to such Party at its address set forth below, or at such other Fax number (optional) or address, as the case may be, as shall have been communicated in writing by such Party to the other Party in accordance with this Section. All notices shall be deemed given when received in the case of personal delivery or delivery by mail or overnight courier, or when sent in the case of transmission by facsimile (optional) or electronic mail with a confirmation, if confirmed by copy sent by overnight courier within one (1) business day of sending the facsimile.

2.14.6. Notices to State of Alabama or Finance - ISD shall be addressed as follows:

Department of Finance
Information Services Division
Division Director
64 North Union Street, Suite 200
Montgomery, AL 36130

2.14.7. A copy shall be sent to the attention of Finance - ISD's Department of Finance Counsel addressed as follows:

Department of Finance
Legal Division
Third Floor, State Capitol Building
600 Dexter Avenue, E-310
Montgomery, AL 36130

2.14.8. Notices to the VENDOR shall be addressed as follows:

(BIDDER must enter the appropriate Address information)

2.14.9. A copy shall be sent to the attention of the VENDOR's General Counsel at:

(BIDDER must enter the appropriate Address information)

2.14.10. This ITB shall not be construed to deem either Party as a representative, agent, employee, partner, or joint-venturer of the other. The VENDOR shall be an independent contractor for the performance under this ITB. The VENDOR shall not have the authority to enter into any agreement, nor to assume any liability, on behalf of Finance - ISD, nor to bind or commit Finance - ISD in any manner, except as provided hereunder. The VENDOR's employees providing services pursuant to this ITB or located on Finance - ISD's premises shall remain employees of the VENDOR, and the VENDOR shall have sole responsibility for such employees including the responsibility for payment of compensation to such personnel and for injury to them in the course of their employment. The VENDOR shall be responsible for all aspects of labor relations with such employees including their hiring, supervision, evaluation, discipline, firing, wages, benefits, overtime, job and shift assignments, and all other terms and conditions of their employment, and Finance - ISD shall have no responsibility therefore. The VENDOR shall defend, indemnify, and hold harmless Finance - ISD Indemnitees from and against any and all Losses based upon or related to a claim that the VENDOR's or its Subcontractors' employees are employees of Finance - ISD.

2.14.11. If any provision of this ITB is determined to be invalid or unenforceable, that provision shall be deemed stricken and the remainder of this ITB shall continue in full force and effect insofar as it remains a workable instrument to accomplish the intent and purposes of the Parties; the Parties shall replace the severed provision with the provision that will come closest to reflecting the intention of the Parties underlying the severed provision but that will be valid, legal, and enforceable.

2.14.12. This ITB may be executed in duplicate counterparts. Each such counterpart, if executed by both Parties, shall be an original and both together shall constitute but one and the same document. This ITB shall not be deemed executed unless and until at least one counterpart bears the signatures of both Parties' designated signatories.

2.14.13. This ITB shall be interpreted under and governed by the laws and court decisions of the State of Alabama, without giving effect to its principles of conflicts of laws.

2.14.14. This ITB is an agreement between the Parties and confers no rights upon any of the Parties' employees, agents, or contractors, or upon any other Person.

2.14.15. Each Party shall pay its own expenses in connection with the planning, negotiation, and consummation of this ITB.

2.14.16. The continuation of this ITB is contingent upon the appropriation by the Legislature of funds to fulfill the requirements of this ITB. If the legislature fails to appropriate sufficient monies to provide for the continuance of this ITB, or if funds from other sources are not available, this ITB shall terminate on the date of the beginning of the fiscal year for which funds are not appropriated or available. § 41-4-286, Code of Alabama (1975).

2.14.17. In the event Finance - ISD is unable to make any payment required under this ITB as a result of proration of appropriated funds having been declared under § 41-4-90, Code of Alabama (1975); or as a result of the non-availability of funds to the Information Services Division of the Department of Finance; then Finance - ISD and the VENDOR agree to renegotiate the terms, commitments, or payments required hereunder in order to permit this ITB to continue in effect within the limits of funds then available to Finance - ISD. In the event the Parties are unable to reach agreement on the renegotiation of the terms, commitments or payments hereunder, then neither this ITB nor the commitments contained herein shall impose any obligation on Finance - ISD and this ITB shall terminate and become null and void upon Finance - ISD delivering written notice of the unavailability of funds to make said payments. Thereafter no right of action shall accrue to the benefit of the VENDOR, its successors or assigns for any further payments. The determination of availability of funds to make payments that may become due under this ITB shall be made by the Director of Finance for the State. Under no circumstances shall the commitments or obligations contained in this ITB constitute a debt of the State as prohibited by § 213 of the Constitution of Alabama of 1901, as amended by Amendment No. 26.

2.15. Volume of Business

2.16.1 Although the supplements to this ITB provide extensive information about Finance - ISD's network and the historical usage of the network, Finance - ISD cannot and does not guarantee any volume of business under any contract awarded under this ITB.

3. Technical Specifications SIP Trunking Services

3.1. Session Initiation Protocol (SIP)

3.1.1. Finance – ISD desires to use SIP as a potential method of connecting major VOIP deployments. Through their network, the VENDOR will provide connectivity to the Public Switched Telephone Network (PSTN) for communication.

3.1.2. The BIDDER must provide a list of required services that Finance – ISD must acquire from the VENDOR awarded the SIP Trunking contract. Examples are, but not limited to:

- Long Distance
- 800 Service
- Local Numbers

3.1.3. SIP Trunking must include the cost of DID numbers.

3.1.4. SIP Support – The VENDOR must provide at all times knowledgeable staff to ensure an appropriate level of technical support.

3.1.5. SIP Technical Capabilities

3.1.5.1. The following capabilities are Mandatory Requirements unless marked as Optional Requirements.

3.1.5.2. The VENDOR shall enable Finance - ISD SIP subscribers to successfully receive Toll-free calls originated at off-net locations.

3.1.5.3. The VENDOR shall enable handling of E911 calls over the SIP trunks.

3.1.5.4. The VENDOR shall provide the following minimum capabilities for the SIP:

- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Real-time transport of Voice, facsimile, and TDD traffic
- Interoperability with public network dial plans

3.1.5.5. The VENDOR shall support the following telephony capabilities:

- Originate calls to off-net locations
- Local, long distance and data access via the same access links. (The data access listed is additional in nature, and will not supersede data services in other bids released by Finance - ISD.)

3.1.5.6. The VENDOR's SIP shall have the capability to traverse and successfully interoperate with industry standard firewalls, Session Border Controller (SBC) and security layers. The VENDOR shall verify with Finance – ISD that the Finance - ISD firewall and/or Session Border Controller is compatible with the VENDOR offering.

3.1.5.7. The VENDOR shall provide a secure web site to access both historical and real time SIP performance and management reports.

3.1.5.8. The VENDOR shall support multiple CODECs including G.711 and G.729.

3.1.5.9. The VENDOR shall support T.38 standard facsimile transmission.

3.1.5.10. The VENDOR shall provide a call routing capability between phone numbers and IP addresses or URLs.

3.1.5.11. The VENDOR shall be capable of providing Direct ENUM based call routing between SIP addresses when applicable.

3.1.5.12. The BIDDER must address how they handle "on-net to on-net" calls. This description must define how the VENDOR's methodology meets IRS Publication 1075 and FISMA standards. If there is an additional cost for this feature or functionality, the BIDDER must provide the cost in their miscellaneous catalog.

3.1.5.13. The VENDOR shall ensure security practices and safeguards are provided to minimize susceptibility to security issues and prevent unauthorized access.

3.1.6. SIP Features

ID Number	Name of Feature	Description
1	IP Post-Answer Transfer	The VENDOR shall allow post-answer transfer of call with data forwarding between different Finance - ISD locations using SIP Transfer function.
2	IP Pre-Answer Transfer	The VENDOR shall allow pre-answer transfer of call with data forwarding between different Finance - ISD locations using SIP Redirect function.
3	IP Call Information	The VENDOR shall provide the following information: a) Calling Party Number (CPN) - The VENDOR shall deliver this IP feature to Finance - ISD b) Billing Number (BN) - The VENDOR shall support real-time transport and delivery of caller ID (ANI) when provided from the originating calling party's service provider. BN feature is SIP equivalent of ANI. c) Originating Line Information (OLI) - This feature is SIP equivalent of ANI 'II' digits. d) User-to-User Information (UUI) - A minimum of 100 bytes shall be supported for calls coming in from or transferred to the PSTN. For calls between SIP end-points the VENDOR shall be able to support at least 256 bytes of information. e) Dialed Number Information Service (DNIS) - The VENDOR shall support this IP-based toll-free feature. f) Dialed Number (DN) - This toll-free feature shall be supported by the VENDOR.

3.1.7. SIP Interfaces

UNI Type	Interface Type and Standard	Payload Data Rate or Bandwidth	Signaling Type
1	Ethernet port: RJ-45 (Std: IEEE 802.3)	Up to 100 Mbps	SIP
2	Router or LAN Ethernet port: RJ-45 (Std: IEEE 802.3)	1 Gbps	SIP
3	Digital Trunk: T1 (Std: Telcordia SR-TSV-002275 and ANSI T1.102/107/403)	Up to 1.536 Mbps	T1 Robbed-Bit Signaling
4	Digital Trunk: ISDN PRI T Reference Point (Std: ANSI T1.607 and 610)	Up to 1.536 Mbps	ITU-TSS Q.931

3.2. Specific Provisioning Requirements

3.2.1. The VENDOR must meet all pre-service requirements in 1.29, and other pertinent sections. In addition, the VENDOR will provide direct access to Pre-Service Technical Staff capable of making routing and other changes on a real time basis. The VENDOR must be capable of making routing and configuration changes within 15 minutes.

3.3. Specific Maintenance Requirements

3.3.1. In addition to all maintenance requirements in Section 1 of the ITB, the VENDOR will provide access to Maintenance Technical Staff at the appropriate level to assist Finance – ISD Staff in resolving issues. This access may require remote access center personnel, or on-site personnel. Some of these actions may be, but are not limited to routing and configuration changes, advanced testing, and diagnostics.

3.4. Specific Escalation Guidelines

3.4.1. In addition to specifications in 1.37.2.8, the VENDOR must comply with the following for Ethernet Speed Access Circuits.

- The VENDOR must make the Call Center Supervisor aware of the outage of any Finance – ISD service within 1 hour.
- The VENDOR must escalate to the next level of management if the outage is not resolved within 2 hours.
- The VENDOR must escalate to the next level of management above the previous step if the outage is not resolved within 4 hours.
- Finance - ISD reserves the right to request escalation to any of these levels at any time based on business criticality of the outage.

3.5. VENDOR Performance

3.5.1. Finance – ISD may require the VENDOR to attend a service meeting, prior to the 15th day of the month to discuss performance for the previous month. Prior to the 10th day of the month, the VENDOR shall provide Finance – ISD in electronic format a detailed report containing:

- Number of Trouble Tickets generated the previous month
- Mean Time to Repair (MTTR) of previous month troubles

Key Performance Indicator	Service Level	Performance Standard Threshold	Acceptable Quality Level
Time to Repair (TTR)	Without Dispatch	4 hours	≤ 4 hours
	With Dispatch	8 hours	≤ 8 hours

- Network Availability by service
- Performance metrics for Latency, Packet Delivery, and Jitter
- Details of Chronic Troubles Reported (A Chronic Outage is considered to be a series of 3 or more service outages, each having a Time To Restore exceeding a specified length, that repeatedly affect a single circuit during a calendar month)

- Details of VENDOR meetings at customer sites requested by Finance – ISD. Report shall include time Finance – ISD requested the meeting, the time the meeting was held, and the outcome

3.5.2. Finance – ISD and the VENDOR shall review and discuss the Performance Standards monthly. The VENDOR shall continuously evaluate ways to improve its performance and shall make these improvements available to Finance - ISD as soon as possible.

3.5.3. Finance - ISD will use any or all of the following systems to determine if Performance Standards have been met:

- VENDOR reports
- CA Spectrum, E-Health, Reporter Analyzer, or other tools
- Internal logs maintained by Finance - ISD

3.5.4. The VENDOR shall not be responsible for outages caused by Finance - ISD

3.5.5. The VENDOR shall not be responsible for outages caused by natural disasters and other acts of God.

3.6. Network Management

3.6.1. The VENDOR shall provide on-line capabilities to its network management system including performance monitoring and failure reports.

3.6.2. Finance - ISD requires that the VENDOR include within the service offering a high level of network monitoring and support. Finance - ISD must be provided feedback through detailed reports from the VENDOR's network. These reports must be based on credible feedback from elements within the VENDOR's network. The VENDOR should also provide Finance - ISD access to real-time on-line tools. Additional requirements include:

- A fully staffed, experienced, technically qualified, network support organization
- Advance notification of planned service interruptions, including standard maintenance windows
- Notification of critical inter-network events, outages, and advisories
- Network monitoring and support coverage availability on a 24x7x365 basis
- Monitoring for alarms on circuits

3.7. SIP Pricing

3.7.1. Please note for SIP Services, Finance - ISD will consider the BIDDER's price to be ALL INCLUSIVE. ALL CHARGES associated with the service must be included in the price the BIDDER enters on the appropriate Pricing Sheet as detailed in the specifications above. All charges must fall under one of the pricing sheets below:

- Catalog Detail Pricing Sheet (Fixed Cost) – SIP Trunking Services
- Catalog Detail Pricing Sheet (Usage Cost) – SIP Trunking Services
- Miscellaneous Catalog Detail Pricing Sheet (Fixed Cost) – SIP Trunking Services
- Miscellaneous Catalog Detail Pricing Sheet (Usage Cost) – SIP Trunking Services

3.7.2. BIDDER must specify the actual speed of their offering on the Catalog Detail Pricing Sheet – SIP Trunking Services and/or Miscellaneous Catalog Detail Pricing Sheet – SIP Trunking Services.

4. Pricing

4.1. Catalog Detail Pricing Sheets / Target Systems

4.1.1. The pricing pages are broken down into major types:

- Catalog Detail Pricing Sheet Fixed Cost
- Catalog Detail Pricing Sheet Usage Based
- Miscellaneous Catalog Detail Pricing Sheet Fixed Cost
- Miscellaneous Catalog Detail Pricing Sheet Usage Based
- Target System Fixed Cost
- Target System Usage Based
- Target System Summary

4.1.2. There are two types of Catalog Detail Pricing Sheets:

- **Catalog Detail Pricing Sheet Fixed Cost –**These sheets are for entering the unit cost for services that are not based on usage. These sheets include all services for which the BIDDER must provide a price
- **Catalog Detail Pricing Sheet Usage Based –**These sheets are for entering the unit cost for services that are based on usage such as long distance. These sheets include all services for which the BIDDER must provide a price

4.1.3. There are two Target System Services:

- **Target System Fixed Cost -** These sheets identify the approximate quantity of identified services Finance - ISD may purchase, not usage based. The BIDDER must complete these sheets.
- **Target System Usage Based -** These sheets identify the approximate quantity of identified services Finance - ISD may purchase, which are usage based. The BIDDER must complete these sheets.

4.1.4. The **Target System Summary** is a summary of all the Target System pricing sheets, whether fixed or usage.

4.1.5. Miscellaneous Catalog Detail Pricing Sheet:

- **Miscellaneous Catalog Detail Pricing Sheet Fixed Cost –**These price sheets are for entering the unit cost for additional services that are not based on usage. These additional services are services not required by Finance - ISD, or they are features or options of required services the BIDDER will offer to Finance - ISD. Examples are additional circuit speeds or features such as Remote Call Forwarding. These pages are intended to provide a Catalog of available services, features and options available to Finance - ISD. These items can be submitted but they must be approved by Finance – ISD.
- **Miscellaneous Catalog Detail Pricing Sheet Usage Based –**These price sheets are for entering the unit cost for additional services that are based on usage. These additional services are services not required by Finance - ISD or are features or options to required services the BIDDER will offer to Finance - ISD. These items can be submitted but they must be approved by Finance – ISD.

4.1.6. Detailed instructions for completing each sheet are given in this section.

4.1.7. If a BIDDER would like an unofficial copy of the documents, they may obtain one from submitting a request to the email address in Section 1.15.1 of these specifications. In the Subject Line please enter "Bid T-416 Electronic Copy Request." Finance – ISD will not be responsible for formulas. The official bid specifications and pricing sheets will remain at State Purchasing in PDF format.

4.1.8. All pricing sheets except the Target Systems Summary include the requirement for a Catalog Number. The Catalog Number is used to uniquely identify a Catalog service item. This number cannot be duplicated in the bid for the Catalog Detail Pricing pages of this ITB. Installation charges also require a Catalog number and this number must also be unique. Examples:

Catalog Detail Pricing Sheet (Fixed Cost) – SIP Trunking Services

Catalog Number	Description
1245687	**Business Line Monthly**
1245688	**Business Line Installation**

4.2. General Pricing Instructions

4.2.1. **Step One** – The BIDDER must complete the Catalog Detail Pricing Sheets in SIP Trunking Services (Fixed, Usage). The prices entered in the Catalog Detail Pricing Sheets establish the prices Finance - ISD will pay for various service items during the Term of the contract. A price must be entered by the BIDDER for every service item listed by Finance - ISD in the Catalog Detail Pricing Sheets. **Failure to price any item listed by Finance - ISD will result in disqualifying the bid.** The BIDDER must also enter any Additional Features / Options on the various Miscellaneous Catalog Detail Pricing Sheet (both Fixed Cost and Usage Based). Detailed instructions for completing each Catalog Detail Pricing Sheet Services and Miscellaneous Catalog Detail Pricing Sheet Services are included in following sections.

4.2.2. **Step Two** – The BIDDER must complete the Target System (Fixed Cost, Usage Based) Services pricing pages by transferring the required information from the appropriate Catalog Detail Pricing Sheet. Detailed instructions for each Target System (Fixed, Usage) Services pricing pages are provided. Not every individual item listed in the Catalog Detail Pricing Sheet will appear in the Target System pricing pages, because Finance - ISD desires the ability to purchase those service items at prices established by this ITB, but does not desire to use those prices in evaluating the bid.

4.2.3. **Step Three** – The BIDDER must multiply the quantities of service items listed in the Target System by the prices that have been entered from the appropriate Catalog Detail Pricing Sheet. Instructions for completing the Target System Services (Fixed and Usage) are included in the following sections.

4.2.4. **Step Four** – After completing the pricing for service items described in this section, the BIDDER must total the prices of the service items covered by each Target System (Fixed, Usage) Services pricing pages price sheet.

4.2.5. **Step Five** –The BIDDER must enter from the appropriate Target System (Fixed, Usage) price sheets to the Target System Summary sheet under TOTAL FROM TARGET SYSTEM SHEET column, the prices they are bidding.

4.2.6. **Step Six** – The BIDDER must add the prices (Fixed, Usage) on the Target System Summary sheet for SIP Trunking and enter this total under the SIP TRUNKING TOTAL BID amount on the Target Systems Summary Sheet and in the "UNIT PRICE" column on the price page of the Invitation to Bid. **Failure to do this will cause the BIDDER's response to be rejected.**

4.3. Catalog Detail Pricing Sheet Fixed Cost Services

4.3.1. Instructions for SIP Trunking Services Fixed Cost are:

- **Column A - Catalog Number:**
  Enter a unique number assigned by the BIDDER for each line item identified. It must be unique for this bid. Recurring cost items must have different catalog numbers from one time installation cost items.

- **Column B - Description:**
  This description of the required item being bid is provided by Finance - ISD and must not be modified by the BIDDER.

- **Column C – Year 1 Monthly / One-time Cost:**
  Enter the recurring monthly or one-time cost for the service item bid, for year one of the contract. The monthly cost item must have a catalog number different from the one- time cost item. If the one- time installation cost is zero, the BIDDER must enter a zero. All entries must have a value, even if it is zero.

- **Columns D through G:**
  Repeat procedure from Column C above for subsequent years of contract term.

- **Column H – Total Monthly 5 Year Unit Cost**
  Total Columns C through G for each item with recurring monthly costs and enter the total in Column H.

- **Column I – Average One Time Unit Cost**
  Total Columns C through G for each item with a one-time installation cost, divide the total by 5 and enter the result in Column I.

4.3.2. The BIDDER must provide a price for all items identified, including zero for items with no cost. No entry must be left blank.

4.4. Catalog Detail Pricing Sheet Usage Based

4.4.1. Instructions for completing the Catalog Detail Pricing Sheet Usage Based – SIP Trunking Services form are:

- **Column A - Catalog Number:**
  Enter a unique number assigned by the BIDDER for each line item identified. It

must be unique for this bid. Usage based items must have different catalog numbers from one time installation cost items.

- **Column B - Description:**
  The description of the service item being priced is provided by Finance - ISD and must not be modified by the BIDDER.

- **Column C - Unit of Measure:**
  This is the smallest unit by which a service item will be bid, e.g., per minute, per second.

- **Column D – Year 1 Unit Cost:**
  Enter the cost of one Unit of Measure (Column C) for the service/item being bid, for year one of the contract.

- **Columns E through H:**
  Repeat procedure from Column D above for each subsequent year of the contract.

- **Column I – Total 5 Year Unit Cost:**
  Enter the sum of Columns D through H.

4.4.2. The BIDDER must provide a price for all items identified, including zero for items with no cost. No entry must be left blank.

4.5. Miscellaneous Catalog Detail Pricing sheet (Fixed Cost) SIP Trunking Services

4.5.1. Instructions for completing the Miscellaneous Catalog Detail Pricing sheet (Fixed Cost) – SIP Trunking Services sheet are:

- **Column A - Catalog Number:**
  Enter a unique number assigned by the BIDDER for each line item identified. It must be unique for this ITB. Recurring cost items must have different catalog numbers from one time installation cost items.

- **Column B - Description:**
  The description of the additional feature / option being bid must be in sufficient detail to identify the item and how it is priced.

- **Column C – Year 1 Monthly / One time Cost:**
  Enter the recurring monthly or one-time cost for the additional feature / option being bid, for year one of the contract. The monthly cost item must have a catalog number different from the one-time cost. If the one time installation cost is zero, the BIDDER must enter a zero. All entries must have a value, even if it is zero.

- **Columns D through G:**
  Repeat procedure from Column C above for subsequent years of the contract term.

- **Column H – Total Monthly 5 Year Unit Cost**
  Total Columns C through G for each item with recurring monthly costs and enter the total in Column H.

- **Column I – Average One Time Unit Cost**
  Total Columns C through G for each item with a one-time installation cost, divide the total by 5 and enter the result in Column I.

4.6. Miscellaneous Catalog Detail Pricing sheet Usage Based Services

4.6.1. Instructions for completing the Miscellaneous Catalog Detail Pricing sheet Usage Based – SIP Trunking Services sheet are:

- **Column A - Catalog Number:**
  Enter a unique number assigned by the BIDDER for each line item identified. It must be unique for this bid. Usage based items must have different catalog numbers from one time installation cost items.

- **Column B - Description:**
  Enter a description of the feature / option being priced in sufficient detail to identify the item and how it is priced.

- **Column C - Unit of Measure:**
  This is the smallest unit by which a service item will be priced, e.g., per minute, per second.

- **Column D – Year 1 Unit Cost:**
  Enter the cost of one Unit of Measure (Column C) for the service/item being bid, for year one of the contract.

- **Columns E through H:**
  Repeat procedure from Column D above for each subsequent year of the contract.

- **Column I – Total 5 Year Unit Cost:**
  Enter the sum of Columns D through H.

4.7. Instructions for completing the Target System Fixed Cost pricing sheet

4.7.1. SIP Trunking Services sheet are:

- **Column A - Catalog Number:**
  Enter the catalog number for the service items being used to price the Target System. This catalog number must match the corresponding item in the **Catalog Detail Pricing Sheet (Fixed Cost) – SIP Trunking Services.** **The bid will be disqualified if these do not match.**

- **Column B - Description:**
  The description of the service item being priced is provided by Finance - ISD and must not be modified by the BIDDER.

- **Column C - Quantity:**
  This is the total number of units to be used for calculating the total cost. (Column H) The quantity is provided by Finance - ISD and must not be modified by the BIDDER.

- **Column D - Total Unit Cost for 5 Years:**
  Enter the result of Total Monthly 5 Year Unit Cost (Column H) from the **Catalog Detail Pricing Sheet (Fixed Cost)** multiplied by 12.

- **Column E - Total Recurring Cost:**
  Enter the result of the quantity (Column C) multiplied by the Total Unit Cost for 5 Years (Column D).

- **Column F – Average Unit Install Cost:**
  Enter the Average One Time Unit Cost (Column I) from the **Catalog Detail Pricing Sheet (Fixed Cost)**

- **Column G - Total Install Cost:**
  Enter the result of quantity (Column C) multiplied by the Average Unit Install Cost (Column F).

- **Column H - Total Cost:**
  1. Per Item
  Enter the sum of the Total Recurring Cost (Column E) and the Total Install Cost (Column G).

  2. Per Fixed Target System
  Total all costs in Column H to determine the total for the Fixed Target System. Enter the sum at the bottom of Column H and enter it on the Target System Summary sheet under TOTAL FROM TARGET SYSTEM SHEET for Fixed Cost Total.

4.8. Instructions for completing the Target System Usage Based sheet are:

- **Column A - Catalog Number:**
  The catalog number for the service item being used to price the Target System. This catalog number must match the corresponding item in the Catalog Detail Pricing Sheet (Usage Based). **The bid will be disqualified if the numbers do not match.**

- **Column B - Description:**
  The description of the service item being priced is provided by Finance - ISD and must not be modified by the BIDDER.

- **Column C - Quantity:**
  This is the total number of units used monthly in calculating the total 5 year price and is provided by Finance - ISD.

- **Column D - Unit of Measure:**
  This is the measure of the usage based service item being priced, e.g., per minute.

- **Column E - Total 5 Year Unit Cost:**
  Enter the result of Total 5 Year Unit Cost calculation (Column I) from the Catalog Detail Pricing Sheet Usage Based Services multiplied by 12.

- **Column F - Total Cost:**
  1. **Per Item**
     Enter the result of the quantity (Column C) multiplied by the Total 5 Year Unit Cost (Column E).
  2. **Per Usage Based Target System**
     Total all costs in Column F to determine the total for the Usage Target System. Enter the sum at the bottom of column F and enter this number on the Target System Summary sheet under TOTAL FROM TARGET SYSTEM SHEET for Usage Based Total.

4.9. Target System Summary

4.9.1. Instructions for completing the Target Systems Summary sheet are:

- **Column A – SIP Trunking Target System**
  Name of the SIP Trunking Services pricing sheets in this ITB

- **Column B – Total from Target System Sheet**
  Enter the Totals from the Target System sheets completed (Fixed and Usage)

- **Column C – SIP Trunking Total Bid**
  Enter the sum of both Fixed and Usage Target Systems

4.9.2. The BIDDER must enter the Target Systems Summary sheet Total amount in the Unit Price column of the Invitation to Bid Price Sheet. **Failure to do this will cause the BIDDER's bid to be rejected.**

Glossary

Following are terms used in the Network Services Invitation to Bid (ITB) documents.

24 x 7 - Twenty-four hours per day and seven days per week, without exception. National or state holidays are not excluded.

Acceptable Quality Level (AQL) – Contractually-specified level of performance for a Key Performance Indicator (KPI) associated with a service.

Access Circuit - A dedicated facility used to carry service(s) between a Finance – ISD site and its Point of Presence (POP). Access circuits vary by type (e.g., analog, digital, or synchronous optical network) and by bandwidth.

Access Service (AS) - Switched or dedicated service arrangements that connect On-Net locations with a transport VENDOR's Point of Presence (POP)

Agreement - "Agreement" shall mean these ITB specifications for Telecommunications Services, including all attachments and exhibits hereto, the ITB released by Division of Purchasing, all Terms and Conditions in both, the VENDOR's bid, and the Contract Awarded by the Division of Purchasing, all of which together constitute the contract between Finance - ISD and the VENDOR.

American National Standards Institute (ANSI) - The U.S. organization that establishes the rules and procedures for setting standards and also authorizes specific standards.

Asymmetrical Digital Subscriber Line (ADSL) – Technology that provides greater bandwidth via an ordinary telephone line or unbundled loop; asymmetrical implies a higher capacity incoming and a lower capacity outgoing.

AU Code – Finance – ISD's Accounting Code

Authentication - Verification of the identity of a user, device, or other entity in a computer system, often as a prerequisite to allowing access to resources in a system.

Authorization Code – Code in numbers and/or letters employed by a user that allows access to a system (e.g., to make a long-distance call or place an order).

Availability - The ratio of the time during which a service is available to the user to perform prescribed functions (e.g., to originate and terminate calls) to the total amount of time in the reporting interval, minus scheduled maintenance downtime. Availability is expressed as a decimal between 0 and 1 and is normally calculated for one calendar month.

Backbone - The main part of the VENDOR communications network that connects primary nodes, a primary shared communications path that serves multiple users via multiplexing at designated distribution points. This is inclusive of all facilities and equipment used to provide and connect switching services.

Bandwidth – The difference, in Hertz (Hz), between the highest and lowest frequencies of a transmission channel. Also used to identify the maximum amount of data that can be sent through a given transmission channel per second.

Basic Service - Set of technical capabilities defined in the contract that are inherent within the base price and may not be unbundled from the base price.

BGR – Border Gateway Router

BIDDER - A company that submits a bid in response to this ITB.

Bill – A formal statement of charges.

Bit – Smallest unit of data transmission, representing either a 1 or a 0.

Bit Error Rate (BER) - Number of bit errors divided by the total number of bits transmitted per second.

Border Gateway Protocol (BGP) – Dynamic routing protocol of the Internet; works by maintaining a table of IP networks or 'prefixes' which designate network reachability among autonomous systems.

Business Day - The period of time between 8:00 A.M. and 5:00 P.M., Monday through Friday, excluding State of Alabama holidays.

Byte – Set of bits that represent a single unit. A byte is usually defined to contain eight bits.

CA – Computer Associates

Cable High-Speed Service – Access service that provides “downstream” data rates (from the cable head end to the premises) ranging from 256 kbps to 160 Mbps and “upstream” data rates (from the premises to the cable head end) ranging from 256 kbps to 10 Mbps.

Calendar Day – Monday through Sunday, including holidays.

Calendar Month – Period beginning at 12:00 midnight on the first day of a month and ending at 11:59 PM on the last day of that month.

Call – Any demand to set up a connection.

Call Waiting – Feature that allows a call to a busy station line to be held while a tone signal is directed towards the busy station user.

Caller ID – Feature that allows the display of the name and telephone number of the incoming caller. Caller ID with Name is an augmented version of this feature that also displays the name of the calling party.

Cancellation - Order submitted by an authorized person directing the VENDOR to cancel a pending order

Catalog Number – 1) Unique number used to identify billable items; 2) a term used to describe an item that can have a single unit price.

Centrex - A business telephone service providing PBX style services over a broad coverage area. Such service may be provided through multiple switches or a single CO based switch.

Channel Service Unit/Data Service Unit (CSU/DSU) – Device that combines the functionality of a data service unit (DSU) and a channel service unit (CSU) to adapt data from a Customer’s communication system to communication lines with multiple channels. The DSU portion is an interface between the

Customer's data terminal equipment and the network.

Channelized T1 – Also known as integrated T1; allows an enterprise to run several services, such as local telephone, long-distance telephone, Internet, and voice over IP (VoIP) over a single T1 circuit at the same time.

CIR - Committed Information Rate

Circuit - The complete transmission path between two terminals over which one-way or two-way communication may be provided. A circuit may provide one or more channels.

Class of Service (COS) – Class of service is defined by specific Key Performance Indicators, such as latency and the packet delay variation (also known as jitter). As related to network technology, CoS is a 3-bit field that is present in an Ethernet frame header when 802.1Q VLAN tagging is present. The field specifies a priority value between 0 and 7, more commonly known as CS0 through CS7, that can be used by quality of service (QoS) disciplines to differentiate and shape/police network traffic. CoS operates only on 802.1Q VLAN Ethernet at the data link layer (layer 2).

CO - Local exchange Central Office; the LEC main facility termination location which houses switching equipment for the transport of communications services

Compatibility - Property of systems that allows exchange of necessary information directly and in usable form

Confidential Information - "Confidential Information" shall mean Finance - ISD Confidential Information

Confidentiality - Concept of holding sensitive data in confidence, and limited to an appropriate set of individuals or organizations

Configuration – Identification, arrangement, and setup of parts, elements or components of a system

Connection - A call, session, or virtual communications link

Contract - Any agreement resulting from the award of this ITB

Contract Award Date - shall mean the date on which the Division of Purchasing notifies the VENDOR that it has been awarded the contract to provide the Services

Core Network - Those network components (routers, switches, transport circuits, management platform) that compose a VENDOR's backbone network

CPE – Customer Provided Equipment

Critical Milestones - "Critical Milestones" shall mean those actions and projects identified as such in the VENDOR Transition Plan and other deliverables specified as such in this Agreement.

Customer Location –Physical street address of a Customer

Cutover - Physical changing of circuits or lines at a communications location after completion of service

installations by a VENDOR
Dark Fiber – Optical fiber through which no light is transmitted as no electronics or lasers are attached to its ends

Data Delivery Rate (DDR) – Measure of the success rate with which data packets are transmitted and received. A DDR of 1.00 would mean that 100% of the packets transmitted were successfully received over a one month period

Day of Week Routing – Feature that enables calls to be routed to different terminations or applications based upon the day of week.

Day of Year Routing (Holiday Routing) - Feature that enables calls to be routed to different terminations or applications based upon the day of the year.

Dedicated Access - Type of access in which a communications channel is assigned to specific users for an extended period of time.

Default - The VENDOR's irreconcilable failure to provide the Services in accordance with the terms of the contract.

Delay - Interval of time between transmission and reception of a signal.

Demarc - The point of interface (demarcation) that delineates State owned facilities and equipment from the VENDOR facilities and equipment

DID - Direct Inward Dial

Digital Data - Data represented by discrete values or conditions, as opposed to analog data

Directory Number (DN) –Customer's switched access service telephone number.

Disaster Recovery Service (DRS) – Consists of network-based alternate routing for voice and facsimile calls. DRS is typically invoked after a service-affecting natural disaster or during a state of emergency.

Disconnect – Order submitted by authorized personnel of a Customer directing the VENDOR to remove an order from service that has been accepted and to discontinue billing that service.

DNS - Domain Name System

DOCSIS- Data Over Cable Service Interface Specification

DOD - Direct Outward Dial

Domestic – Within the contiguous 48 United States and the District of Columbia

Downtime – Period of time during which the system is unavailable. Downtime may be scheduled or unscheduled. Scheduled downtime generally is excluded when assessing availability in a service level agreement.

DS0 - Level 0, 64 kbps

DS1 - Level 1, 1.544 Mbps; also referred to as a T-1.

ESF – Extended Super Frame

Electronic Industries Alliance (EIA) – Trade organization representing the United States technology community that sponsors technical standards.

Encrypt - Convert plain text into an unintelligible form by means of a crypto system.

End User - "End-User" shall mean any user authorized by Finance – ISD to access state resources

Environmental Laws - "Environmental Laws" shall mean all applicable federal, State, or local statutes, laws, regulations, rules, ordinances, codes, licenses, orders, or permits of any governmental entity relating to environmental matters including, but not limited to: (i) the Clean Air Act (42 U.S.C. 7401 et seq.); the Federal Water Pollution Control Act (33 U.S.C. §1251); the Safe Drinking Water Act (42 U.S.C. §5 300f et seq.); the Toxic Substances Control Act (15 U.S.C. 55 2601 et seq.); the Endangered Species Act (16 U.S.C. §1531 et seq.); the Emergency Planning and Community Right-to-Know Act of 1986 (42 U.S.C. 55 110011 et seq.); and (ii) similar State and local provisions.

Equipment – Anything that is instrumental in accomplishing some end needed for an undertaking or to perform a service (e.g., hardware, software, firmware)

Exchange Access - The link from the last serving central office.

Existing Services - All communications services contracted from vendors by Finance - ISD prior to the start date of the forthcoming contract.

FCC - Federal Communications Commission

Feature - Additional capability beyond the basic service that may be selected at the option of the user. Features are normally separately priced, although some features have been defined to be not separately priced.

Fees - "Fees" shall mean the fees payable by Finance - ISD to the VENDOR hereunder in consideration of the VENDOR provisioning the Services.

Fiber to the (FTTx) – Generic term for any network architecture that uses optical fiber to replace all or part of the usual copper local loop used for the "last mile".

File Transfer Protocol (FTP) - Service that supports bidirectional transfer of binary and ASCII files without loss of data between local and remote computers on the Internet. The FTP command set allows a user to log onto a remote server over the network, list file directories, and copy files.

Firewall – 1) System that manages a boundary between two networks to control access between the networks, 2) Point of entry to an organization's intranet from the Internet that provides a method for the security official to limit public access to data on an organization's intranet while allowing users on the intranet to access the Web.

Flat Rate Service – Price of the service each month is "flat", independent of distance.

Force Majeure Event - "Force Majeure Event" shall mean an act of God, act of governmental body or military authority other than a State governmental body, fire, explosion, power failure, flood, epidemic, riot or civil disturbance, war, sabotage, accidents, insurrections, blockades, embargoes, storms, labor disputes, or similar events beyond the reasonable control of the non-performing Party. Notwithstanding the foregoing, "Force Majeure Event" expressly excludes the following: any event that the VENDOR could reasonably have prevented by testing either required to be performed pursuant to the Services or necessary to provide the Services, work-around, or other exercise of diligence; any event resulting from any strike, walkout, or other labor shortage that could have been prevented by a reasonable amount of automation of functions either required to be performed pursuant to the Services or necessary to provide the Services; and any failure of any systems, facilities, or hardware that could have been prevented by testing either required to be performed pursuant to the Services or necessary to provide the Services.

Full-Duplex - Mode of operation in which simultaneous communication in both directions may occur between two terminals. Contrast with half duplex or simplex operation in which communications occur in only one direction at a time.

Gigabit Ethernet (GigE) - Data communication system that combines Ethernet technology with fiber optic cable transmission to provide data communication transmission at a Gigabit (10^9 Hz) rate

Gigabits per Second – 1,000,000,000 (10^9) Hz

Gigahertz (GHz) - Measure of frequency equal to one billion cycles per second. Signals operating above 1 GHz are commonly known as microwaves

Ground Start – In telephony, a ground start is a method of signaling from a terminal or local loop to a telephone exchange, in which a cable pair is temporarily grounded to request a dial tone

Half-Duplex - Mode of operation in which communication between two terminals occurs in either direction but in only one direction at a time. Contrasts with duplex or simplex operation

Hazardous Materials - "Hazardous Materials" shall mean any substances the presence of which requires investigation or remediation under any Environmental Law, or that is or becomes defined as a "hazardous waste," "hazardous substance," pollutant, or contaminant under any Environmental Law.

Hertz (Hz) – Measure of frequency, defined as the number of events occurring per second.

Hunt Group – Feature that provides the capability to route an incoming call to a predetermined sequence of telephone numbers until it is answered.

ICMP – Internet Control Message Protocol

IETF - Internet Engineering Task Force

IGMP - Internet Group Management Protocol

ILEC - Independent Local Exchange Carrier

Inbound - Switched connection made from an off-net location to an on-net location.

Incumbent - Provider of services for Finance - ISD prior to the award and initiation of the contract resulting from this ITB.

Institute of Electrical and Electronics Engineers (IEEE) - Organization formed in 1963 that represents electrical and electronics scientists and engineers.

Integrated Services Digital Network (ISDN) - Service that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multi-purpose user network interfaces, as defined in the ITU-TSS I series.

Interactive Voice Response (IVR) - Process of automatically interacting with a caller by providing audio prompts to request information and store responses from the caller. The responses can be in the form of touch-tone key presses or voice responses.

InterLATA – Services originated and terminated in different LATAs.

International – Countries or territories other than the 50 U.S. states, the District of Columbia, and the U.S. territories (Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of Northern Marianas Islands, and American Samoa).

International Telecommunications Union (ITU) – Part of the United Nations Economic Scientific and Cultural Organization (UNESCO) based in Geneva that develops worldwide telecommunications standards.

Interoperability – 1) Ability of systems to provide services to and accept services from other systems and to cause services from different systems to operate effectively together so as to achieve acceptable throughput and service quality, 2) condition achieved among telecommunication systems when information or services can be exchanged directly and satisfactorily between them or their users. Interface devices or gateways may be placed between equipments or systems in order to achieve interoperability.

Interstate - Services between one of the 50 states and/or the District of Columbia.

IntraLATA – Services originated and terminated in the same LATA

Intranet - Private computer network that uses Internet protocols and network connectivity to securely share part of Finance – ISD's information or operations with its employees.

Invoice - Request for payment consisting of (1) total charges for products and services rendered and the amounts due and payable, and (2) billing support data.

ITB - This Invitation-to-Bid to provide the services described herein.

Jitter - Measure of the variation in cell transfer delay. High variation implies the need for larger buffering for delay-sensitive traffic such as voice or video traffic. Jitter is caused by several factors that combine to cause packet delay variation, including variations in the propagation delay, queuing delays at various intermediate switches and routers, and service times at switching and routing points. *Also known as cell delay variation or packet delay variation.*

Ka Band – Portion of the electromagnetic spectrum in the microwave range of frequencies ranging from 18 to 40 GHz.

Kbps - Thousand bits per second.

Ku Band – Portion of the electromagnetic spectrum in the microwave range of frequencies ranging from 12 to 18 GHz.

LATA - Local Access and Transport Area; geographic boundary established at the breakup of AT&T in 1985 to define the boundaries between local exchange and inter-exchange carriers.

Latency –Delay between transmission and receipt of a packet measured between network access points. Depending on the service, it may be the one-way or round-trip transfer delay. *Also known as cell latency, cell transfer delay, or packet transfer delay.*

LEC - Local Exchange Carrier that provides telephone local exchange service.

Loop Start - Supervisory signal given by a telephone or other communications device after the loop path to the central office or other switching system is completed.

Loss – 1) Amount of electrical attenuation in a circuit, 2) the power consumed in a circuit component.

Mandatory Requirements – Each service contains mandatory technical requirements. When the BIDDER responds to a service, it shall provide all mandatory requirements of that service.

Mbps - Million bits per second.

Mean Time to Repair (MTTR) - Average time required to return a failed service or equipment to full operational status.

MEF – Metro Ethernet Forum

Monthly Recurring Charge (MRC) - Fixed charge paid monthly

MPLS - Multi Protocol Label Switching

Multicast – In computer networking, multicasting is used to regain some of the efficiencies of broadcasting.

Multimedia - Pertaining to the processing and integrated presentation of information in more than one form; e.g., video, voice, and/or data.

Multiplexing – Process where multiple signals or data streams are combined into one signal over a shared medium.

National Institute of Standards and Technology (NIST) – NIST Federal Information Processing Standards (FIPS) Publications are information technology (IT) standards, and NIST Special Publications (e.g., NIST SP 800-53) are IT guidelines.

Network Element – Platform based on a facility or equipment used in the provision of a telecommunication service

Network Management (NM) – Activities, methods, procedures, and tools that pertain to the operation, administration, maintenance, and provisioning of networked systems.

Network Queuing – Feature that enables Toll-Free Service callers to remain in a network queue if resources are unavailable to the Customer.

NIU - Network Interface Unit.

NNI - Network to Network Interface

Non Recurring Charge (NRC) - Cost for a facility, service, or product that only occurs one time or is not periodically charged.

NPA-NXX Routing – Feature that enables Toll-Free Service calls to be routed to different terminations based upon the calling party's originating NPA or NPA/NXX or country code.

Numbering Plan Area (NPA) – First three digits of a North American telephone number, often called an area code, in which the first digit cannot be a 1 or a 0.

Operator Assistance – Feature that enables callers to access a VENDOR-provided operator for assistance

Optional Requirements – Each service may contain optional requirements. The BIDDER is not required to bid optional requirements; however, Finance - ISD encourages the BIDDER to support optional requirements that are part of the BIDDER's commercial offering.

Outage - Condition wherein Finance - ISD is deprived of service due to a malfunction of the VENDOR's communication system

Outage Time – Duration of a service outage. Outage time starts when the VENDOR creates a trouble report, whether initiated by a user or the VENDOR, and ends when the service is restored.

Outbound - Switched connection made from an on-net location to an off-net location

Packet – Formatted block of data carried by a packet switched network

Payload - In a set of data, such as a data field, block, or stream being processed or transported, the part that represents user information and user overhead information and may include user-requested additional information, such as network management and accounting information.

Peering – Voluntary interconnection of administratively separate Internet networks for the purpose of exchanging traffic between the Customers of each network. Peering requires physical interconnection of the networks and an exchange of routing information through a Border Gateway Protocol (BGP) routing protocol

PIC - Primary Inter-exchange Carrier. PIC is maintained by the LEC or provider of the telecom local services through system programming

Point of Presence (POP) –VENDOR-owned (or in some cases Finance – ISD owned) or controlled physical location (1) at which VENDOR-owned or controlled network facilities used to provide services are located and (2) at which access to or from on-net Customer locations are connected to the VENDOR's network services.

Post Dial Delay (PDD) – Interval of time between the end of dialing a number and receipt of ring-back tone

Premises – A Finance – ISD site requiring service from the VENDOR.

Pre-Subscribed Interexchange Carrier Charge (PICC) - Fee that long distance companies pay to incumbent local telephone companies to recover part of the costs of providing access service.

Primary Rate Interface (PRI) - ISDN interface standard that is designated in North America as having 23B+D channels.

Project – A project requires special treatment by the VENDOR due to the size, complexity, or importance of the services ordered.

Provider's Edge (PE) – The provider's edge, typically a router, separates the VENDOR's area from areas administered by other VENDORs or the Customer.

Public Safety Answering Point (PSAP) – Physical location where 911 emergency telephone calls are received and then routed to the proper emergency service.

Public Switched Telephone Network (PSTN) – Common domestic telephone network that is accessed by private branch exchange trunks, telephones, Centrex systems, and wireless terminals.

PVC - Private Virtual Circuit

Quality of Service (QoS) – QoS is defined by Performance Indicators. In a circuit-switched network, QoS refers to the probability that a call will be blocked during the busy hour. In a packet-switched network, QoS refers to the priority assigned to different applications that are contending to use scare network capacity. For example, there are three QoS categories or three priority levels for Network Based IPVPN applications, Expedited Forwarding (EF), Assured Forwarding (AF), and Best Effort (BE). In the absence of network congestion, QoS mechanisms are not required.

Real Time Reporting – Feature that provides Customers with reports and detailed data regarding the status of calls and sessions on a real-time basis

RFC - Request for Comments, a series of notes about the Internet

Secure FTP Media - Distribution media by which electronic documents, reports, or files are provided or

delivered to the Customer via File Transfer Protocol (FTP) server in a secure manner (e.g., SFTP, FTP over a Virtual Private Network, or FTP over a private network).

Service - Primary unit of technical and pricing requirements; includes all components and functions provided by the VENDOR to deliver a specific service, including the VENDOR's network, VENDOR-provided access arrangements, and service enabling devices.

Service Impairment – Service or network fault for which there is partial degradation of service quality or performance.

Service Item - A service or feature that has an individual unit price to Finance - ISD (either fixed or usage based). Service Items are entered on a single line in the Catalog Detail Pricing sheet Services or Miscellaneous Catalog Detail Pricing sheet Services. Service Items have unique catalog numbers. Service Items can be a service such as a Business Line which includes multiple features in the standard (base) cost or an individual feature such as remote call forwarding.

Service Outage – Complete loss of service or service degradation that is so severe the Customer cannot use the service to perform the intended function

Service Type – Group of individual services that are similar to simplify the specification. Within each service type, individual services are specified.

Services - "Services" shall mean all of the services, functions, and activities that are within the scope of this ITB.

Session – Semi-permanent interactive information exchange between communicating devices (at least one of which is a data communications device) that is established at a certain time and torn down at a later time.

Specification - Document that describes the essential technical requirements for items, materials, or services, including performance requirements.

Speech Recognition – Feature that provides network based natural speech recognition applications with the ability to recognize spoken vocabulary, digits, zip codes, credit card numbers, account numbers, alpha numeric numbers, etc.

Speed Dialing – Feature that allows a station user to reach any of a pre-selected group of phone numbers by dialing one or more digits.

Finance - ISD Indemnitees - "Finance – ISD Indemnitees" shall mean the State, all of its offices, and each of their respective officers, directors, elected officials, employees, agents, successors, and assigns.

Station Message Detail Recording (SMDR) – Feature that provides a record of calls originated by station line users or incoming tie line groups.

Subcontractor - "Subcontractor" shall mean any Person other than the VENDOR that provides Services to Finance - ISD pursuant to an agreement with the VENDOR. Any VENDOR Affiliate that provides Services to Finance - ISD pursuant to such an agreement shall be deemed a Subcontractor.

Switched Access - Type of access in which access to the transport VENDOR's POP is provided to users on a demand basis via circuit switching and is generally billed on a per call or per session basis.

Tariff – Document filed by a regulated telephone company with a state public utility commission or the Federal Communications Commission that details services, equipment, and pricing offered by the telephone company to all potential Customers.

Technology - The methods, procedures and associated equipment used to provide service.

Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) – Device that permits individuals with speech or hearing impairments to make and receive telephone calls without assistance from others. A TDD or TDD compatible device will be used by the speech/hearing-impaired to access the Federal Relay Service.

Telecommunications Service Priority (TSP) - The TSP National Communications System (NCS) provides a framework for VENDORs to initiate, restore, or otherwise act on a priority basis to ensure effective National Security or Emergency Preparedness (NS/EP) telecommunications services during a national emergency. The TSP System applies to common carriers, Customers, and private systems that interconnect with commercially provided services or facilities.

Telecommunications Service Requests (TSR) - A document defining specific requests for work such as sites, work to be completed, due dates, etc. TSR's shall be released only by Finance - ISD.

Transaction - Agreement, communication, or movement carried out between separate entities or objects, often involving the exchange of items of value, such as information, goods, services, and money.

Transition - Process of transferring service in a coordinated manner from the incumbent VENDOR to a new vendor.

Transport - Facility-based service arrangements that provide service specific connections between VENDOR POPs.

Trouble - Problem with contracted products or services that the Customer or the VENDOR detects that are recorded as a Trouble Report in the VENDOR's Trouble Management System.

Trouble Report – Record in the VENDOR's Trouble Management System that records a product or service fault or impairment and information resulting in the resolution thereof.

Trunk Group - Group of circuits of a common type that originate from the same location

Underlying Works - "Underlying Works" shall mean all tangible information and developments that: (i) had already been conceived, invented, created, or acquired by the VENDOR or third parties prior to the Signing Date and were not conceived or created for Finance - ISD's use or benefit in connection with this Agreement; or (ii) were conceived, invented, created, or acquired by the VENDOR or third parties after the Signing Date, but only to the extent such information and developments do not constitute a Work Product hereunder. An Underlying Work includes all intermediate and/or partial versions thereof, including all source code and object code with respect thereto, and all designs, specifications, inventions, discoveries, improvements, materials, program materials, software, flow charts, notes, outlines, lists,

compilations, manuscripts, writings, pictorial materials, schematics, other creations, and the like, whether or not patented or patentable or otherwise protected by law. "VENDOR Underlying Works" are those conceived, invented, created, or acquired by the VENDOR, rather than by a third party.

User-to-Network Interface (UNI) – Specification of the physical, electrical, and signaling/protocol interface at the Service Delivery Point for a specific information payload bandwidth or data transfer rate for interconnection of user equipment to an access arrangement.

VENDOR - BIDDER that is awarded a CONTRACT

VENDOR Employee - Any individual employed by or subcontracted to a VENDOR providing services to Finance - ISD.

Virtual Private Network (VPN) - Secure private communication path(s) through one or more data networks that is dedicated between two or more points. VPN connections allow data to safely and privately pass over public networks (such as the Internet). The data traveling between two points is encrypted for privacy.

VoIP - Voice Over Internet Protocol.

VRF - Virtual Routing and Forwarding

VSAT (Very Small Aperture Terminal) – Two-way satellite earth station with an antenna diameter that is less than three meters.

Work Product - "Work Product" shall mean all information, computer programs (and all configurations and set-ups of any such program and all templates reflecting same), and other developments and all intermediate and/or partial versions thereof, including all source code and object code with respect thereto, and all designs, specifications, inventions, discoveries, improvements, ideas, know-how, techniques, materials, program materials, software, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, other creations, and the like, whether or not patented or patentable or subject to copyright, or otherwise protectable by law, created, invented, or conceived for the use or benefit of Finance - ISD or any Department in connection with this Agreement, by the VENDOR or State personnel or by any other Person engaged by the VENDOR or Finance - ISD. Notwithstanding the foregoing, Work Product shall not include any of the VENDOR Derivatives.

xDSL – Family of technologies that provides digital data transmission over the wires of a local telephone network. DSL originally stood for Digital Subscriber Loop. xDSL uses the higher frequencies in the local loop, while regular telephone uses the lower frequencies on the same telephone line. Typically, the download speed of consumer DSL services ranges from 256 kilobits per second (kbps) to 24,000 kbps, depending on the DSL technology and the line conditioning. The "upstream" speed is lower than "downstream" speed for Asymmetric Digital Subscriber Line (ADSL) and Very High Digital Subscriber Line (VDSL) and equal for Symmetric Digital Subscriber Line (SDSL).

NOTE: *All other industry terms, definitions, and acronyms not specifically addressed shall be interpreted per the latest edition of Newton's Telecom Dictionary*.

Attachments

Following are attachments referenced in the Network Services Invitation to Bid (ITB) documents.

ATTACHMENT I

Alabama Computer Crime Act

Section 13A-8-100

Short title.

This article may be cited as the Alabama Computer Crime Act.
History. Acts 1985, No. 85-383, §1, p. 326.

Section 13A-8-101

Definitions.

When used in this chapter, the following terms shall have the following meanings, respectively, unless a different meaning clearly appears from the context:
(1) DATA. A representation of information, knowledge, facts, concepts, or instructions which are being prepared or have been prepared in a formalized manner, and is intended to be processed, is being processed, or has been processed in a computer system or computer network, and should be classified as intellectual property, and may be in any form, including computer printouts, magnetic storage media, punched cards, or stored internally in the memory of the computer.
(2) INTELLECTUAL PROPERTY. Data, including computer program.
(3) COMPUTER PROGRAM. An ordered set of data representing coded instructions or statements that, when executed by a computer, cause the computer to process data.
(4) COMPUTER. An electronic magnetic, optical or other high speed data processing device or system which performs logical, arithmetic, and memory functions by manipulations of electronic magnetic or optical impulses, and includes all input, output, processing, storage, computer software, or communication facilities which are connected or related to the computer in a computer system or computer network.
(5) COMPUTER SOFTWARE. A set of computer programs, procedures, and associated documentation concerned with the operation of a computer, computer system or computer network.
(6) COMPUTER SYSTEM. A set of related, connected or unconnected, computer equipment, devices, or computer software.
(7) COMPUTER NETWORK. A set of related, remotely connected devices and communication facilities, including more than one computer system, with capability to transmit data among them through communication facilities.
(8) COMPUTER SYSTEM SERVICES. The utilization of a computer, computer system, or computer network to assist an individual or entity with the performance of a particular lawful function which that individual or entity has been given the right, duty, and power, together with the responsibility, to perform.
(9) PROPERTY. Anything of value as defined by law, and includes financial instruments, information, including electronically produced data and computer software and computer programs in either machine or human readable form, and any other tangible or intangible items of value.
(10) FINANCIAL INSTRUMENT. Includes any check, draft, warrant, money order, note, certificate of deposit, letter of credit, bill of exchange, credit or debit card, transaction authorization mechanism, marketable security, or any computer system representation thereof.

(11) ACCESS. To instruct, communicate with, store data in, or retrieve data from a computer, computer system or computer network.
History. Acts 1985, No. 85-383, §2, p. 326.

Section 13A-8-102
Offenses against intellectual property.
(a) Whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he or she has such authorization, attempts or achieves access, communication, examination, or modification of data, computer programs, or supporting documentation residing or existing internal or external to a computer, computer system, or computer network commits an offense against intellectual property.
(b) Whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he or she has such authorization, destroys data, computer programs, or supporting documentation residing or existing internal or external to a computer, computer system, or computer network commits an offense against intellectual property.
(c) Whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he or she has such authorization, discloses, uses, or takes data, computer programs, or supporting documentation residing or existing internal or external to a computer, computer system, or computer network commits an offense against intellectual property.
(d)(1) Except as otherwise provided in this subsection, an offense against intellectual property is a Class A misdemeanor, punishable as provided by law.
(2) If the offense is committed for the purpose of devising or executing any scheme or artifice to defraud or to obtain any property, then the offender is guilty of a Class C felony, punishable as provided by law.
(3) If the damage to such intellectual property is greater than two thousand five hundred dollars ($2,500), or if there is an interruption or impairment of governmental operation or public communication, transportation, or supply of water, gas, or other public or utility service, then the offender is guilty of a Class B felony, punishable as provided by law.
(4) Whoever willfully, knowingly, and without authorization alters or removes data causing physical injury to any person who is not involved in said act shall be guilty of a Class A felony, punishable as provided by law.
History. Acts 1985, No. 85-383, p. 326, §3, Act 2003-355, p. 962, §1.

Section 13A-8-103
Acts constituting offense against computer equipment or supplies; punishment.
(a)(1) Whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he has such authorization, modifies equipment or supplies that are used or intended to be used in a computer, computer system, or computer network commits an offense against computer equipment or supplies.
(2)a. Except as provided in this subsection, an offense against computer equipment or supplies as provided in subdivision (a)(1) is a Class A misdemeanor, punishable as provided by law.
b. If the offense is committed for the purpose of devising or executing any scheme or artifice to defraud or to obtain any property, then the offender is guilty of a Class C felony, punishable as provided by law.
(b)(1) Whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he has such authorization, destroys, uses, takes, injures, or damages equipment or

supplies used or intended to be used in a computer, computer system, or computer network, or whoever willfully, knowingly, and without authorization or without reasonable grounds to believe that he has such authorization, destroys, injures, takes, or damages any computer, computer system, or computer network commits an offense against computer equipment and supplies.

(2)a. Except as provided in this subsection, an offense against computer equipment or supplies as provided in subdivision (b)(1) is a Class A misdemeanor, punishable as provided by law.

b. If the damage to such computer equipment or supplies or to the computer, computer system, or computer network is $2,500.00 or greater, or if there is an interruption or impairment of governmental operation or public communication, transportation, or supply of water, gas, or other public utility service, then the offender is guilty of a Class B felony, punishable as provided by law.

History. Acts 1985, No. 85-383, §4, p. 326.

ATTACHMENT II

STATE OF ALABAMA
DEPARTMENT OF FINANCE
INFORMATION SERVICES DIVISION

Acknowledgement of Alabama Computer Crime Act And Confidentiality

CONFIDENTIALITY AND COMPLIANCE COMMITMENT

I, _____ understand that:

There may be state, federal, department, agency, board, commission, division, or other applicable security and confidentiality requirements in regard to data, systems, algorithms, policies, procedures, or other issues that I may be privileged to as a result of my work in the ISD Data Center.

The permissions, profiles, privileges, accesses and other entrustments granted to me as a result of my employment or association with the Information Services Division are to only accomplish my assigned responsibilities and duties.

Accordingly, I agree to:

- **Comply with all applicable security and confidentiality requirements, policies, and procedures.**
- **Comply with the Alabama Computer Crime Act and understand my rights and responsibilities regarding intellectual property, which is computer software, hardware, and computer information.**
- **Affirm that I will not attempt to view Data Center information and that if I should inadvertently view protected information, I will not divulge anything viewed.**

I acknowledge these understandings and agreements by my signature below.

Signature: _____

Witness: _____ Date: _____

Document must be kept on file in the ISD Data Center.

ATTACHMENT III

FTI Statement

STATE OF ALABAMA
INFORMATION SERVICES DIVISION
DATA CENTER OPERATIONS

I have viewed the FTI safeguard video (Disclosure Awareness Training Publication 4711) and acknowledge that I have received the training contained within the video. I also acknowledge that it is my responsibility to conduct myself in accordance to the guidelines set forth in the video. I have also read and acknowledge the FTI Document pertaining to Unauthorized Disclosure. (IRC SEC. 7213 and 7213A UNAUTHORIZED DISCLOSURE OF INFORMATION, IRC SEC. 7431 CIVIL DAMAGES FOR UNAUTHORIZED DISCLOSURE OF RETURNS AND RETURN INFORMATION)

COMPANY NAME _____

EMPLOYEE NAME PRINTED _____

DATE OF SIGNATURE _____

SIGNATURE _____

WITNESS _____

Document must be kept on file in the ISD Data Center.

Power Point Presentation

On Pricing Sheets

State of Alabama
Network Services ITBs - Pricing

December 17th, 2013

1

Pricing

- How to complete the pricing sheets

Bands

- AT&T Serviced Territory
- CenturyLink Serviced Territory
- All other Serviced Territory

No Bands

- Bid that does not have "Bands" will be awarded as a single line item.

Pricing Sheets

- Three basic types
  - Catalog Detail Pricing Sheet (2 types)
  - Miscellaneous Catalog Detail Pricing Sheet (2 types)
  - Target System (2 types)

12/17/2013

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Pricing Sheet Types

- Two Catalog Detail Pricing Sheets:
  - Catalog Detail Pricing Sheet (Fixed Cost)
  - Catalog Detail Pricing Sheet (Usage Based)

12/17/2013

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Pricing Sheet Types (cont)

- Two Miscellaneous Catalog Detail Pricing Sheet types:
  - Miscellaneous Catalog Detail Pricing Sheet (Fixed Cost)
  - Miscellaneous Catalog Detail Pricing Sheet (Usage Based)

Pricing Sheet Types (cont)

- Two Target System Pricing Sheet types:
  - Target System (Fixed Cost)
  - Target System (Usage Based)

Step 1

- Complete the Catalog Detail Pricing Sheets
- Complete the Miscellaneous Catalog Detail Pricing Sheets

Step 2

- Use the Catalog Detail Pricing Sheets to complete the Target System Sheets

Step 3

- Use the Target System Sheets

  to complete the Target System Summary Sheet

Step 4

- Enter the total from the Target System Summary Sheet in the Unit Price Column of the Invitation to Bid Price Sheet.
- This number will be used to determine the lowest price.

Remember

- Each Line Item on a Catalog Detail Pricing Sheet requires an entry, even if it is zero
- The pricing on the Target System Sheets must match the Catalog Detail Pricing Sheets
- The Target System Summary Total MUST be transferred to the Unit Column on the Invitation to Bid Price Sheet

Data Circuit Inventory Listing

The inventory supplied with this bid is provided to allow BIDDERS to have an inventory of data service street addresses served by Finance – ISD.

The Inventory of Data Circuits is updated to provide locations of existing Statewide Voice Premise-to-Premise T-1's. Additions shown below:

Finance - ISD has 20 of the following channelized T-1's (Metro ATT Area)

Point A (T-1)	Address	Service Type	Point B Channelized	Address
Finance - ISD	50 Ripley Street Montgomery	Channelized/Clear Channel	AT&T M&T	Montgomery

Finance - ISD has one (1) Channelized T-1 to each of the following locations (Intra LATA)

Point A (T-1)	Address	Service Type	Point B Channelized	Address
Finance - ISD	50 Ripley Street Montgomery	Channelized/Clear Channel	AT&T CO	Selma
Finance - ISD	50 Ripley Street Montgomery	Channelized/Clear Channel	AT&T CO	Auburn
Finance - ISD	50 Ripley Street Montgomery	Channelized/Clear Channel	AT&T CO	Troy
Finance - ISD	50 Ripley Street Montgomery	Channelized/Clear Channel	Century – Link CO	Dothan

The Inventory of Data Circuits in the Appendix is updated to provide locations of future Statewide Voice Premise-to-Premise T-1's. Additions shown below:

INTRA - LATA

Location A	Location B
1220 Fox Run Pkwy Opelika AL ATT	219 Adams Cir Alexander City AL ATT
4521 Military St S Hamilton AL Century Link	4500 Hatch Blvd Sheffield AL ATT
49 Kennedy Tower Road, Clayton ATT	5679 Montgomery Hwy Dothan Century Link
542 War Eagle Drive Demopolis ATT	Craig Industrial Park Building 181 Ave C Selma ATT
5105 Nolen Ave Building T Huntsville ATT	4204 Hwy 31 South Decatur ATT

STATEWIDE

25482 Firetower Ln Andalusia AL Century Link	5898 County Rd 41 Clanton AL ATT
3692 Mundy Rd Livingston AL ATT	5898 County Rd 41 Clanton AL ATT
5898 County Rd 41 Clanton AL ATT	3128 Hough Rd Florence AL ATT
5898 County Rd 41 Clanton AL ATT	5105 Nolen Ave SE Huntsville AL ATT
5898 County Rd 41 Clanton AL ATT	5679 Montgomery Hwy Dothan AL Century Link
5898 County Rd 41 Clanton AL ATT	567 Lee Rd 258 Opelika AL ATT
5898 County Rd 41 Clanton AL ATT	23100 McAuliffe Dr Robertsdale AL Century Link
3417 Al Hwy 71 Dutton Century Link	4204 Hwy 31 South Decatur 35603 ATT

UPDATED DATA CIRCUIT INVENTORY

City	Address	Service Type	Speed	Area
(East) Gadsden	1411 Piedmont cut-off	DSL - MPLS	1.5M/256K	AT&T
Abbeville	101 West Court Square	Frame/MPLS	DS-1	Century Link
Abbeville	507 Kirkland Street	Frame/MPLS	DS-1	Century Link
ABBEVILLE	505 KIRKLAND STREET	Metro-E Premium FM	10Mbps	Century Link
Adamsville	4911 Main Street	Frame/MPLS	DS-1	AT&T
Alabaster	109 Plaza Circle	Frame/MPLS	DS-1	AT&T
Albertville	119 Sand Mountain Dr W (Courthouse Annex	Frame/MPLS	DS-1	AT&T
ALBERTVILLE	200 WEST MAIN STREET	DSL - MPLS	1.5M/256K	AT&T
Albertville	117 Sand Mountain Dr SW	Frame/MPLS	DS-1	AT&T
Albertville	201 South Broad Street	Frame/MPLS	DS-1	AT&T
Albertville	5920 US Highway 431 North	Frame/MPLS	DS-1	AT&T
Alex City	1375 Jr. College Dr	Frame/MPLS	DS-1	AT&T
ALEX CITY	240 US 280 BYPASS	Metro-E Premium FM	10Mbps	AT&T
ALEX CITY	240 US 280 BYPASS	Metro-E Premium FM	10Mbps	AT&T
ALEX CITY	240 US HIGHWAY 280	Metro-E Premium FM	100Mbps	AT&T
Alex City	187 Fuller Hill Road	Frame/ATM	DS-1	AT&T
Alex City	Highway 22 East	Frame/MPLS	DS-1	AT&T
ALEXANDER CITY	2078 SPORTSPLEX BLVD.	Metro-E Premium FM	4Mbps	AT&T
ALEXANDER CITY	395 LEE STREET	DSL - MPLS	1.5M/256K	AT&T
Alexander City	1 Court Square	Frame/MPLS	DS-1	AT&T
Alexander City	1325 Airport Dr	Frame/MPLS	DS-1	AT&T
Aliceville	120 Broad St	Frame/MPLS	DS-1	Century Link
Alpine	9906 Desoto Caverns Parkway	Frame/MPLS	DS-1	Alpine

Andalusia	11975 Lavon Shaddix Lane	Frame/MPLS	DS-1	Century Link
Andalusia	228 Hillcrest Dr	Frame/MPLS	DS-1	Century Link
Andalusia	1801 Pioneer Dr	Frame/MPLS	DS-1	Century Link
Andalusia	1 Court Square, DL Office	Frame/MPLS	DS-1	Century Link
Andalusia	1083 Village Square Drive	Frame/MPLS	DS-1	Century Link
Andalusia	1515 East Bypass	Frame/MPLS	DS-1	Century Link
Andalusia	County Road 56	Metro-E Basic	10Mbps	Century Link
Andalusia	1520 East Three Notch Street	Frame/ATM	DS-1	Century Link
Anniston	4508 McClellan Blvd	Frame/ATM	DS-1	AT&T
Anniston	1200 Wilmer Ave	Frame/MPLS	DS-1	AT&T
Anniston	1826 Quintard Avenue	Frame/MPLS	DS-1	AT&T
Anniston	688 Harry Ayers Dr (Bldg 53, Rm 13)	Frame/MPLS	DS-1	AT&T
Anniston	3400 mcclellan blvd.	Metro-E Premium FM	10Mbps	AT&T
Anniston	1731 Coleman Rd. (Ayers College)	Frame/MPLS	DS-1	AT&T
Anniston	1701 Noble Street	Frame/MPLS	DS-1	AT&T
ANNISTON	415 W. 11 STREET	Metro-E Premium FM	10Mbps	AT&T
Anniston	160 New Haven Road	Frame/MPLS	DS-1	AT&T
Anniston	1316 Noble St	DSL - MPLS	1.5M/256K	AT&T
Anniston	308 East 8th St	DSL - MPLS	1.5M/256K	AT&T
Anniston	1545 US Highway 431	Frame/MPLS	DS-1	AT&T
Anniston	701 Leighton Avenue	Frame/MPLS	DS-1	AT&T
Anniston	1910 Coleman Rd	Frame/MPLS	DS-1	AT&T
Anniston	400 West 8th Street	Frame/MPLS	DS-1	AT&T
Anniston	1436 Lenlock Lane	Frame/ATM	DS-1	AT&T
Ashland	93 County Road 31	Frame/MPLS	DS-1	Century Link

Ashland	500 2nd Ave	Frame/MPLS	DS-1	Century Link
Ashville	165 5th Avenue	Frame/MPLS	DS-1	Windstream
Ashville	411 North Gadsden Highway	Frame/MPLS	DS-1	Windstream
Athens	100 Clinton St	Frame/MPLS	DS-1	AT&T
Athens	Jefferson Street & Washington Ave.	Frame/MPLS	DS-1	AT&T
Athens	100 Clinton Street	Frame/MPLS	DS-1	AT&T
Athens	Jefferson Street & Washington Ave.	Frame/ATM	DS-1	AT&T
ATHENS	20371 CLYDE MABRY DRIVE	Metro-E Premium FM	4Mbps	AT&T
Athens	20371 Clyde Mabry Dr	Frame/MPLS	DS-1	AT&T
Athens	22143 US HWY 72 East	Frame/MPLS	DS-1	AT&T
Athens	1007 West Market St	Frame/MPLS	DS-1	AT&T
Athens	951 Hobbs St East, Rm 100	Frame/MPLS	DS-1	AT&T
Athens	707 Highway 31 South, Suite A	Frame/MPLS	DS-1	AT&T
Athens	101 West Elm Street	Frame/MPLS	DS-1	AT&T
Atmore	808 N. Main St	Frame/MPLS	DS-1	Frontier
Atmore	8600 Highway 31 North	Frame/MPLS	DS-1	Frontier
Atmore	9677 Hwy 21 North	Frame/MPLS	DS-1	Frontier
Atmore	Highway 21 North	Frame/MPLS	DS-1	Frontier
Atmore	8600 Highway 31 North, Suite 17	Frame/ATM	DS-1	Frontier
Atmore	8600 Highway 31 North., Suite 17	Frame/MPLS	DS-1	Frontier
Atmore	210 East Louisville Avenue (City Hall)	Frame/MPLS	DS-1	Frontier
Attala	605 Gilbert Ferry Rd	Frame/MPLS	DS-1	AT&T
Attalla	919 East 5th Avenue	Frame/MPLS	DS-1	AT&T
Auburn	1199 S. Donahue Dr	Frame/MPLS	DS-1	AT&T
Auburn	1945 Opelika Rd	Frame/MPLS	DS-1	AT&T
AUBURN	1266 MALL PARKWAY	DSL - MPLS	1.5M/256K	AT&T

AUBURN	1051 WIRE ROAD	Metro-E Premium FM	100Mbps	AT&T
Auburn	161 North Ross St	Frame/MPLS	DS-1	AT&T
Auburn	3300 Skyway Dr	Metro-E Premium FM	10Mbps	AT&T
Auburn	9100 US Highway 280 West	Frame/ATM	DS-1	AT&T
Bay Minette	1605 Ross Clarke Circle	Metro-E Premium FM	10Mbps	AT&T
Bay Minette	AL Highway 287	Frame/MPLS	DS-1	AT&T
Bay Minette	212 Courthouse Square	Metro-E Premium FM	4Mbps	AT&T
Bay Minette	1815 Hand Ave, Rm 128	DSL - MPLS	1.5M/256K	AT&T
Bay Minette	Courthouse Square	Frame/MPLS	DS-1	AT&T
BAY MINETTE	220 COURTHOUSE SQUARE	DSL - MPLS	1.5M/256K	AT&T
Bay Minette	101 Courthouse Square	Frame/MPLS	DS-1	AT&T
Bay Minette	201 Faulkner Drive	Frame/MPLS	DS-1	AT&T
Bay Minette	105 W. Third Ave	Metro-E Premium FM	4Mbps	AT&T
Bay Minette	330 North Hoyle Avenue	Frame/MPLS	DS-1	AT&T
BAY MINETTE	300 N. HOYLE AVE.	DSL - MPLS	1.5M/256K	AT&T
Bessemer	2910 Morgan Rd, Suite 134	Frame/MPLS	DS-1	AT&T
BESSEMER	2014 1ST AVE NORTH	Metro-E Premium FM	10Mbps	AT&T
Bessemer	651 9th Ave . SW	Frame/MPLS	DS-1	AT&T
Bessemer	1801 3rd Avenue	Frame/MPLS	DS-1	AT&T
Bessemer	1801 3rd Avenue North	Frame/MPLS	DS-1	AT&T
Bessemer	100 Warrior Lane	Frame/MPLS	DS-1	AT&T
BESSEMER	2201 ARLINGTON AVE.	Metro-E Premium FM	4Mbps	AT&T
Bessemer	1812 5th Avenue North	Frame/MPLS	DS-1	AT&T
Birmingham	3420-A 3rd Avenue South	Frame/MPLS	DS-1	AT&T
Birmingham	2601 Highland Ave South	Metro-E Premium FM	10Mbps	AT&T
Birmingham	9162 Parkway East	Frame/MPLS	DS-1	AT&T

Birmingham	354 Hollywood Blvd	Frame/MPLS	DS-1	AT&T
BIRMINGHAM	4500 MONTEVALLO ROAD	DSL - MPLS	1.5M/256K	AT&T
BIRMINGHAM	950 22ND STREET NORTH	Metro-E Premium FM	10Mbps	AT&T
Birmingham	7621 Crestwood Blvd	Frame/MPLS	DS-1	AT&T
Birmingham	1216 North 25th Street	Frame/MPLS	DS-1	AT&T
Birmingham	85 Bagby Dr Suite 100	Frame/MPLS	DS-1	AT&T
Birmingham	1515 6th Avenue South, Rm 104-6	DSL - MPLS	1.5M/256K	AT&T
Birmingham	1600 7th Avenue So. (Rm. 304 of ACC)	Frame/MPLS	DS-1	AT&T
Birmingham	1600 7th Ave South	Frame/MPLS	DS-1	AT&T
Birmingham	1117 14th St South., RM 104	Frame/MPLS	DS-1	AT&T
Birmingham	716 Richard Arrington Jr. Blvd. North	Frame/MPLS	DS-1	AT&T
Birmingham	716 Richard Arrington Jr. Blvd. North	Frame/MPLS	DS-1	AT&T
Birmingham	716 Richard Arrington Jr. Blvd.	Frame/MPLS	DS-1	AT&T
Birmingham	120 2nd Court North	Frame/MPLS	DS-1	AT&T
BIRMINGHAM	2001 12TH AVE. NORTH	Metro-E Premium FM	50Mbps	AT&T
Birmingham	2001 12th Ave. North	Metro-E Premium FM	10Mbps	AT&T
Birmingham	1400 6th Avenue South.	Metro-E Premium FM	10Mbps	AT&T
BIRMINGHAM	1020 BANKHEAD HIGHWAY	Metro-E Premium FM	100Mbps	AT&T
Birmingham	1020 Bankhead Highway	Metro-E/MPLS	10Mbps	AT&T
Birmingham	West Oxmoor Rd., Suite 110	Frame/MPLS	DS-1	AT&T
BIRMINGHAM	11 WEST OXMOOR ROAD, SUITE 210	Metro-E Premium FM	4MBPS	AT&T
BIRMINGHAM	11 WEST OXMOOR ROAD	Metro-E/MPLS	4mbps	AT&T
Birmingham	3440 3rd Ave South	Metro-E Premium FM	me4p	AT&T
BIRMINGHAM	1601 5TH AVE. SOUTH	DSL - MPLS	1.5M/256K	AT&T

Birmingham	11 West Oxmoor Rd	Frame/MPLS	DS-1	AT&T
Birmingham	710 20th Street North	Frame/MPLS	DS-1	AT&T
Birmingham	719 North 19th Street	Frame/MPLS	DS-1	AT&T
Birmingham	530 Beacon Parkway West	Metro-E Premium FM	4Mbps	AT&T
Birmingham	2721 2nd Avenue North	Frame/MPLS	DS-1	AT&T
Birmingham	908 Bankhead Hwy.	Frame/MPLS	DS-1	AT&T
Birmingham	601 19th street	DSL - MPLS	1.5M/256K	AT&T
Birmingham	2 20th Street North, Suite 1200	Frame/MPLS	DS-1	AT&T
Birmingham	2200 8th Avenue North	Frame/MPLS	DS-1	AT&T
Birmingham	1446 Beauty Circle	Frame/MPLS	DS-1	AT&T
Birmingham	4181 23rd Lane North	Frame/MPLS	DS-1	AT&T
Birmingham	2112 11th Avenue South, Suite 400	Frame/MPLS	DS-1	AT&T
Birmingham	631 Beacon Parkway	Frame/MPLS	DS-1	AT&T
Birmingham	8950 ROEBUCK RD	Metro-E Premium FM	10Mbps	AT&T
Birmingham	8950 Roebuck Rd	Metro-E Premium BM	10Mbps	AT&T
Blountsville	68626-A Main Street	Frame/MPLS	DS-1	Blountsville Tel
Blountsville	3356 Alabama Hwy 67	Frame/MPLS	DS-1	Blountsville Tel
Boaz	2505 Highway 431 North	Frame/MPLS	DS-1	AT&T
Brent	10675 Highway 5, Lot 1	Frame/MPLS	DS-1	AT&T
Brent	77 Patridge Road	Frame/MPLS	DS-1	AT&T
Brent/Centrevil	176 Walnut St	Frame/MPLS	DS-1	AT&T
Brewton	2646 Douglas Ave	Frame/MPLS	DS-1	AT&T
Brewton	314 Belleville Ave. (Bell has 301 Bell)	Frame/MPLS	DS-1	AT&T
Brewton	326 Evergreen Avenue	Frame/MPLS	DS-1	AT&T
Brewton	1023 Douglas Avenue (Hwy 31 North)	Frame/ATM	DS-1	AT&T

Brewton	1115 Azalea Place	Metro-E Premium FM	4Mbps	AT&T
Butler	309 South Hamburg St	Frame/MPLS	DS-1	Butler Tel
Butler	117 South Mulberry Street	Frame/MPLS	DS-1	Butler Tel
Butler	1001 South Mulberry Avenue	Frame/MPLS	DS-1	Butler Tel
Butler	1001 South Mulberry Avenue	Frame/MPLS	DS-1	Butler Tel
Butler	1003 Mulberry Avenue	Frame/MPLS	DS-1	Butler Tel
Calera	15843 Highway 25	Frame/MPLS	DS-1	AT&T
Calera	11700 Highway 25	Frame/MPLS	DS-1	AT&T
Calera	3805 Highway 31 North	Frame/MPLS	DS-1	AT&T
Camden	Highway 10 West	Frame/MPLS	DS-1	Frontier
Camden	17 Claiborne St	Frame/MPLS	DS-1	Frontier
Camden	Water Street	Frame/MPLS	DS-1	Frontier
Camden	100 Broad Street	Frame/MPLS	DS-1	Frontier
Camden	1780 Highway 221	Frame/MPLS	DS-1	Frontier
Camden	219 Claiborne St	Frame/MPLS	DS-1	Frontier
Camden	219 B Clayborne St	Frame/MPLS	DS-1	Frontier
Camden	112 Water St	Frame/MPLS	DS-1	Frontier
Camden	107 Union Street	Frame/MPLS	DS-1	Frontier
Camden	107 Union Street	Frame/MPLS	DS-1	Frontier
Camden	231 Depot St	Frame/MPLS	DS-1	Frontier
Capshaw	28779 Nick Davis Road (Harvest)	Frame/MPLS	DS-1	AT&T
Carbon Hill	27360 Highway 78, Lot 6	Frame/ATM	DS-1	AT&T
Carrollton	155 Reform St, Room 308	Frame/MPLS	DS-1	Century Link
Carrollton	Courthouse Square (Judicial Bldg)	Frame/MPLS	DS-1	Century Link
Carrollton	Courthouse Square	Frame/MPLS	DS-1	Century Link
Carrollton	Hwy 17 South(155 Reform St)	Frame/MPLS	DS-1	Century Link
Carrollton	20233 Highway 17	Frame/MPLS	DS-1	Century Link

Carrollton	401 Tuscaloosa Ave	Frame/MPLS	DS-1	Century Link
Carrollton	80 Hospital Dr	Frame/MPLS	DS-1	Century Link
Carrollton	80 Hospital Dr	Frame/MPLS	DS-1	Century Link
Carrollton	155 Reform Street (Service Center)	Frame/MPLS	DS-1	Century Link
Carrollton	188 Cemetary St	Frame/MPLS	DS-1	Century Link
Centre	833 Cedar Bluff Road	Frame/MPLS	DS-1	Peoples Tel
Centre	833 Cedar Bluff Rd	Frame/MPLS	DS-1	Peoples Tel
Centre	1520 West Main Street	Frame/MPLS	DS-1	Peoples Tel
Centre	230 Cedar Bluff Rd	Frame/MPLS	DS-1	Peoples Tel
Centre	100 Main Street, Romm 204 (Courthouse)	Frame/MPLS	DS-1	Peoples Tel
Centre	100 Main Street	Frame/MPLS	DS-1	Peoples Tel
Centre	230 Cedar Bluff Road	Frame/MPLS	DS-1	Peoples Tel
Centre	202 Hospital Avenue	Frame/MPLS	DS-1	Peoples Tel
Centreville	102 Library Street	Frame/MPLS	DS-1	AT&T
CENTREVILLE	281 ALEXANDER AVE.	Metro-E Premium FM	4Mbps	AT&T
Centreville	8 Court Square West (Suite A)	Frame/MPLS	DS-1	AT&T
Chatom	Court St, Courthouse 2nd Floor	Frame/MPLS	DS-1	Millry Tel
Chatom	Court Street, Courthouse	Frame/MPLS	DS-1	Millry Tel
Chatom	Highway 56 East-712 St Stephens Ave	Frame/MPLS	DS-1	Millry Tel
Chatom	14900 St Stephens Ave	Frame/MPLS	DS-1	Millry Tel
Chatom	14900 St Stephens Ave	Frame/MPLS	DS-1	Millry Tel
Childersburg	13501 Plant Road	Frame/MPLS	DS-1	AT&T
CHILDERSBURG	201 8TH AVE. SW	DSL - MPLS	1.5M/256K	AT&T
CITRONELLE	19135 SOUTH MAIN STREET	DSL - MPLS	1.5M/256K	AT&T
Clanton	500 2nd Avenue	Frame/MPLS	DS-1	AT&T
Clanton	500 2nd Avenue North	Frame/MPLS	DS-1	AT&T

Clanton	500 2nd Avenue North, Basement	Frame/MPLS	DS-1	AT&T
Clanton	5898 County Road 41	Frame/MPLS	DS-1	AT&T
Clanton	500 Airport Road	Frame/MPLS	DS-1	AT&T
CLANTON	301 HEALTH CENTER DRIVE	Metro-E Premium FM	4Mbps	AT&T
Clayton	39 Browder St	Metro-E Premium FM	10Mbps	AT&T
Clayton	Court Square	Frame/MPLS	DS-1	AT&T
Clayton	Court Square (Courthouse 3rd Floor)	Frame/ATM	DS-1	AT&T
CLAYTON	HIGHWAY 239 N.	Metro-E Premium FM	10Mbps	AT&T
Clayton	Hwy 239 (Clayton Industrial Park)	Frame/MPLS	DS-1	AT&T
Clayton	24 Robertson Airport Drive	Frame/MPLS	DS-1	AT&T
CLIO	200 WALLACE DRIVE	Metro-E Premium FM	10Mbps	Century Link
Clio	1203 Blue Springs Street	Frame/ATM	DS-1	Century Link
Columbiana	108 West College St, Rm 104	DSL - MPLS	1.5M/256K	AT&T
Columbiana	104 Depot St	Frame/MPLS	DS-1	AT&T
COLUMBIANA	987 HIGHWAY 70	Metro-E Premium FM	10Mbps	AT&T
Columbiana	102 Depot St(room 146)	Frame/MPLS	DS-1	AT&T
Cordova	116 Fire Station Road	Frame/ATM	DS-1	AT&T
Cottondale	4701 University Blvd	Frame/MPLS	DS-1	AT&T
Cullman	500 2nd Ave, Southwest	Frame/MPLS	DS-1	AT&T
Cullman	1114 2nd Ave NW-Shopping Center	Frame/MPLS	DS-1	AT&T
Cullman	500 2nd Avenue Southwest, rm 207	Frame/MPLS	DS-1	AT&T
Cullman	500 2nd Ave. Southwest	Frame/MPLS	DS-1	AT&T
Cullman	97 County Road 1435	Frame/MPLS	DS-1	AT&T
CULLMAN	601 LOGAN AVE. SW	Metro-E Premium FM	4Mbps	AT&T

Cullman	1220 St. Joseph St NW	Metro-E Premium FM	me4p	AT&T
Cullman	2016 Main Ave SW	DSL - MPLS	1.5M/256K	AT&T
Cullman	1910 Beech Ave SE	Frame/MPLS	DS-1	AT&T
Dadeville	125 Broadnax Street	Frame/MPLS	DS-1	AT&T
Dadeville	353 Broadnax St	Frame/MPLS	DS-1	AT&T
Dadeville	353 Broadnax St	Metro-E Premium FM	4Mbps	AT&T
DADEVILLE	220 WEST LAFAYETTE STREET	Metro-E Premium FM	4Mbps	AT&T
Dadeville	266 Bryan St	Frame/MPLS	DS-1	AT&T
Dadeville	316 Industrial Park Dr	Frame/MPLS	DS-1	AT&T
Daphne	1502 Highway 98	Frame/MPLS	DS-1	AT&T
Dauphin Island	2 North Iberville	Frame/MPLS	DS-1	Century Link
Deatsville	5305 Ingram Road	Frame/MPLS	DS-1	AT&T
Decatur	1820 Sixth Ave, SE.,Unit U-2	Frame/MPLS	DS-1	AT&T
Decatur	1203 Courtyard Circle, Suite 1	Frame/MPLS	DS-1	AT&T
Decatur	302 Lee Street North East	Frame/MPLS	DS-1	AT&T
Decatur	1401 Highway 20	Frame/MPLS	DS-1	AT&T
Decatur	801 Church St. Suite 5	Frame/MPLS	DS-1	AT&T
Decatur	4216 Highway 31 South	Frame/MPLS	DS-1	AT&T
Decatur	612 Cherry Street NorthEast	Frame/MPLS	DS-1	AT&T
Decatur	2715 Sandlin Road, SW	Frame/MPLS	DS-1	AT&T
Decatur	2715 Sandlin Rd, SW	Frame/MPLS	DS-1	AT&T
Decatur	507 14th Ave., SE	Metro-E Premium FM	4MBPS	AT&T
DECATUR	201 GORDON DRIVE SOUTHEAST	Metro-E Premium FM	4Mbps	AT&T
Decatur	510 Cherry Street., Northeast	Metro-E Premium FM	4Mbps	AT&T
Decatur	1819 Bassett Avenue S.E.	Frame/MPLS	DS-1	AT&T
Decatur	119 Lee St NE	Frame/MPLS	DS-1	AT&T

DECATUR	4218 US HIGHWAY 31 SOUTH	Metro-E Premium FM	4Mbps	AT&T
DECATUR	401 LEE ST. NE	Metro-E Premium FM	4Mbps	AT&T
Decatur	2119 Westmeade Street, SW	Frame/MPLS	DS-1	AT&T
Decatur	4204 Highway 31 South	Frame/MPLS	DS1	AT&T
Decatur	216 Jackson Street	Frame/MPLS	DS-1	AT&T
Decatur	1304 13th Ave Se	Frame/MPLS	DS-1	AT&T
Delta	AL Highway 9	Frame/MPLS	DS-1	Century Link
Demopolis	100 East Washington Street	Frame/MPLS	DS-1	AT&T
Demopolis	1074 Bailey Drive	Frame/MPLS	DS-1	AT&T
Dothan	AL Highway 52 East	Frame/MPLS	DS-1	Century Link
Dothan	462 North Oates Street, 1st Floor	Frame/MPLS	DS-1	Century Link
Dothan	144 North Oates, Room 104	Frame/MPLS	DS-1	Century Link
Dothan	104 Ardis Place, Suite 20	Frame/MPLS	DS-1	Century Link
Dothan	545 West Main Street, Suite 311	Frame/MPLS	DS-1	Century Link
Dothan	765 Ross Clark Circle	Frame/MPLS	DS-1	Century Link
Dothan	795 Ross Clarke Circle E	Frame/MPLS	DS-1	Century Link
Dothan	144 N Oates St (C/H Basement E-911)	Frame/MPLS	DS-1	Century Link
Dothan	1781 CottonWood Road.	Metro-E Premium FM	10Mbps	Century Link
Dothan	2652 Fortner Street	Frame/MPLS	DS-1	Century Link
Dothan	5679 HWY 231 North	Frame/MPLS	DS-1	Century Link
Dothan	344 North Oates Street	Frame/ATM	DS-1	Century Link
DOTHAN	344 NORTH OATES STREET	Metro-E Premium FM	10Mbps	Century Link
Dothan	111 North Bell St	Frame/MPLS	DS-1	Century Link
Dothan	700 East Cottonwood Rd	Frame/MPLS	DS-1	Century Link

Double Springs	25125 Courthouse., HWY 195	Frame/MPLS	DS-1	Century Link
Double Springs	Courthouse, Highway 195	Frame/MPLS	DS-1	Century Link
Double Springs	23415 HWY 195	Frame/MPLS	DS-1	Century Link
Double Springs	Highway 33 North	Frame/MPLS	DS-1	Century Link
Double Springs	110 Legion Rd	Frame/MPLS	DS-1	Century Link
Double Springs	110 Legion Rd	Frame/MPLS	DS-1	Century Link
Dutton	3417 Highway 17	Frame/MPLS	DS-1	Century Link
East Gadsden	210 Hoke St	Metro-E Premium FM	4Mbps	AT&T
Eight Mile	4557 St. Stephens Road	Frame/MPLS	DS-1	AT&T
Elba	230 Court Avenue, DL Office	Frame/MPLS	DS-1	Century Link
Elba	1 Boswell Street (new admin. bldg.)	Frame/MPLS	DS-1	Century Link
Elba	5198 Highway 84	Frame/MPLS	DS-1	Century Link
Eldridge	56840 Highway 13	Frame/ATM	DS-1	AT&T
Elmore	2265 Marion Spillway Rd	Frame/MPLS	DS-1	AT&T
Elmore	Highway 143	Frame/MPLS	DS-1	AT&T
ELMORE	2690 MARION SPILLWAY ROAD	Metro-E Premium FM	10Mbps	AT&T
Enterprise	AL Highway 167 South	Frame/MPLS	DS-1	Century Link
Enterprise	104 No. Edwards St. (99 So. Edwards)	Frame/MPLS	DS-1	Century Link
Enterprise	98 North Edwards Street	Frame/MPLS	DS-1	Century Link
Enterprise	3881 Salem Road	Frame/MPLS	DS-1	Century Link
Enterprise	2841 neal metcalf road	Metro-E Premium FM	10Mbps	Century Link
Enterprise	2021 Boll Weevil Circle	Frame/MPLS	DS-1	Century Link
Eufaula	AL Hwy 30 West	Frame/MPLS	DS-1	AT&T
Eufaula	303 East Broad Street	Frame/MPLS	DS-1	AT&T

Eufaula	511 State Docks Rd	Frame/MPLS	DS-1	AT&T
Eufaula	545 East Barbour St	Frame/MPLS	DS-1	AT&T
EUFAULA	1702 N. EUFAULA AVE.	DSL - MPLS	1.5M/256K	AT&T
Eufuala	634 School St	Metro-E Premium FM	10Mbps	AT&T
Eutaw	400 Morrow Street	Frame/MPLS	DS-1	AT&T
Eutaw	Highway 43 South	Frame/MPLS	DS-1	AT&T
Eutaw	412 Morrow Ave	Metro-E Premium FM	4Mbps	AT&T
Eutaw	110 Main St	Frame/MPLS	DS-1	AT&T
Evergreen	US Hwy 31 South	Frame/MPLS	DS-1	AT&T
Evergreen	856 Liberty Hill Dr	Frame/MPLS	DS-1	AT&T
Evergreen	856 Liberty Hill Dr	Frame/MPLS	DS-1	AT&T
Evergreen	102 Wild Ave	Metro-E Premium FM	4Mbps	AT&T
Evergreen	Courtsquare on Jackson St	Frame/MPLS	DS-1	AT&T
Evergreen	102 Hillcrest Drive	Frame/MPLS	DS-1	AT&T
Evergreen	106 South Main St	DSL - MPLS	1.5M/256K	AT&T
Fairfield	5231 Court B	Frame/MPLS	DS-1	AT&T
Fairhope	1100 Fairhope Avenue	Frame/MPLS	DS-1	AT&T
Fairhope	159 North Section Street	Frame/MPLS	DS-1	AT&T
Fayette	103 1st Avenue Northwest	Frame/MPLS	DS-1	Century Link
Fayette	2631 Temple Ave North, RM B-37	Frame/MPLS	DS-1	Century Link
Fayette	113 Temple Avenue	Frame/MPLS	DS-1	
Fayette	432 12th Street Northwest	Frame/MPLS	DS-1	Century Link
Fayette	204 South Temple Ave, Suite 2n	Frame/MPLS	DS-1	Century Link
Fayette	204 South Temple Avenue	Frame/ATM	DS-1	Century Link
Fayette	215 First Street NW	Frame/ATM	DS-1	Century Link
Fayette	215 First St NW	Frame/MPLS	DS-1	Century Link

Fayette	410 16th Street Northeast	Frame/MPLS	DS-1	Century Link
Florence	928 Florence Blvd	Frame/MPLS	DS-1	AT&T
Florence	112 Titan Drive	Frame/MPLS	DS-1	AT&T
Florence	200 South Court Street	Frame/MPLS	DS-1	AT&T
Florence	214 College Street	Frame/MPLS	DS-1	AT&T
FLORENCE	424 VETERANS DRIVE	Metro-E Premium FM	4mBPS	AT&T
Florence	200 Court Street Rm 204	Frame/MPLS	DS-1	AT&T
Florence	4112 Chisolm St	Frame/MPLS	4Mbps	AT&T
Florence	110 W. College St	Frame/MPLS	DS-1	AT&T
Florence	702 South Seminary St, Rm 110	Frame/MPLS	DS-1	AT&T
FLORENCE	102 S. COURT STREET	DSL - MPLS	1.5M/256K	AT&T
Foley	221 North Mckenzie St	Frame/MPLS	DS-1	Century Link
Foley	201 East Section Avenue	Frame/MPLS	DS-1	Century Link
Foley	202 West Michigan Avenue	Frame/MPLS	DS-1	Century Link
Foley	8158 HWY 59 -Midpointe Unit 108	Frame/MPLS	DS-1	Century Link
Foley	8158 HWY 59- Midpoint Unit 108	Frame/MPLS	DS-1	Century Link
Foley	1613 North Mckenzie St	Frame/MPLS	DS-1	Century Link
Fort Payne	2401 Calvin Drive Southwest	Frame/MPLS	DS-1	AT&T
Ft Payne	111 Grand Avenue SW, Suite 105	DSL - MPLS	1.5M/256K	AT&T
Ft. Payne	300 Grand Avenue	Frame/MPLS	DS-1	AT&T
Ft. Payne	300 Grand Avenue, South 5th Floor	Frame/MPLS	DS-1	AT&T
FT. PAYNE	2301 BRIARWOOD AVENUE SOUTH	Metro-E Premium FM	4MBPS	AT&T
FT. PAYNE	2401 CALVIN DR SW	Metro-E Premium FM	4Mbps	AT&T
Ft. Payne	2100 Jordan Road Southwest	Frame/MPLS	DS-1	AT&T
FT.PAYNE	1209 FOREST AVENUE	DSL - MPLS	1.5M/256K	AT&T

Gadsden	800 Forrest Avenue	Frame/MPLS	DS-1	AT&T
Gadsden	4509 Airport Road	Frame/MPLS	DS-1	AT&T
Gadsden	1100 George Wallace Drive	Frame/MPLS	DS-1	AT&T
Gadsden	516 North 5th Street	Metro-E Premium FM	4Mbps	AT&T
Gadsden	801 Forrest Ave. (Judicial Bldg.)	Frame/MPLS	DS-1	AT&T
Gadsden	200 West Meighan Blvd.	Frame/MPLS	DS-1	AT&T
GADSDEN	709 E. BROAD STREET	Metro-E Premium FM	4Mbps	AT&T
Gadsden	235 College St	Metro-E Premium FM	4Mbps	AT&T
Gadsden	827 Forrest Avenue	Frame/MPLS	DS-1	AT&T
Gadsden	510 South 9th Street	Frame/ATM	DS-1	AT&T
Gadsden	1198 Hooks Lake Rd	Frame/MPLS	DS-1	AT&T
Gadsden	3232 Lay Springs Rd	Frame/MPLS	DS-1	AT&T
Gardendale	2760 Decatur Highway	Frame/MPLS	DS-1	AT&T
Gardendale	120 West Tarrant Rd	Frame/MPLS	DS-1	AT&T
Gardendale	1309 Decatur Highway	Frame/MPLS	DS-1	AT&T
Geneva	200 North Commerce St., Boiler Room	Frame/MPLS	DS-1	Century Link
Geneva	1831 West Magnolia Ave	Metro-E Premium FM	ME5	Century Link
Georgiana	131 Jones Street	Frame/ATM	DS-1	Century Link
Georgiana	606 HWY 31 SOUTH	Frame/MPLS	DS1	Century Link
Glencoe	110 Lay Street (Bell has East Gadsden)	Frame/MPLS	DS-1	AT&T
GREENSBORO	701 HALL STREET	DSL - MPLS	1.5M/256K	AT&T
Greensboro	Main Street (Courthouse)	Frame/MPLS	DS-1	AT&T
Greensboro	101 Main Street	Frame/MPLS	DS-1	AT&T
Greensboro	906 Wheelan St.	Frame/MPLS	DS-1	AT&T
Greensboro	9371 Alabama Highway 14	Frame/MPLS	DS-1	AT&T
Greensboro	905-D Centerville St	Frame/MPLS	DS-1	AT&T

Greenville	700 Court Square, Front Entrance	Frame/MPLS	DS-1	Century Link
Greenville	Highway 185 North	Frame/MPLS	DS-1	Century Link
Greenville	101 South Conecuh Street	Frame/MPLS	DS-1	Century Link
Greenville	700 Court Square, 1st Floor	Frame/MPLS	DS-1	Century Link
Greenville	109 Caldwell Street	Frame/MPLS	DS-1	Century Link
Greenville	350 Searcy Road (or Airport Rd.)	Frame/ATM	DS-1	Century Link
Greenville	350 Searcy Rd	Frame/MPLS	DS-1	Century Link
Greenville	505 East Commerce St	Frame/MPLS	DS-1	Century Link
Greenville	117 West Commerce Street	Frame/MPLS	DS-1	Century Link
Grove Hill	129 Hwy 84 East @HWY 43	Frame/MPLS	DS-1	Butler Tel
Grove Hill	129 Hwy 84 East @HWY 43	Frame/MPLS	DS-1	Butler Tel
Grove Hill	Old Camp Grove Hill Road	Frame/MPLS	DS-1	Butler Tel
Grove Hill	114 Court Street	Frame/MPLS	DS-1	Butler Tel
Grove Hill	117 Court Street, Courthouse	Frame/MPLS	DS-1	Butler Tel
Grove Hill	22600 HWY 84	Frame/ATM	DS-1	Butler Tel
Grove Hill	22600 Highway 84	Frame/MPLS	DS-1	Butler Tel
Grove Hill	146 Clark Street	Frame/MPLS	DS-1	Butler Tel
Grove Hill	Highway 84 East	Frame/MPLS	DS-1	Butler Tel
Grove Hill	114 Court St, E911 Dispatch	Frame/MPLS	DS-1	Butler Tel
Grove Hill	360 South Jackson St	Frame/MPLS	DS-1	Butler Tel
Gulf Shores	100 E Second Ave	Frame/MPLS	DS-1	Century Link
Guntersville	425 Gunter Avenue	Frame/MPLS	DS-1	AT&T
GUNTERSVILLE	1925 GUNTER AVE.	Metro-E Premium FM	4MBPS	AT&T
GUNTERSVILLE	23445 US HIGHWAY 31	Metro-E Premium FM	100Mbps	AT&T
Guntersville	23445 US HWY 431	Frame/MPLS	DS-1	AT&T
Guntersville	150 Bluff RD/Judy Smith Dr	Metro-E Premium FM	4Mbps	AT&T

Guntersville	70 Grimes Dr	Frame/MPLS	DS-1	AT&T
Guntersville	70 Grimes DR	Frame/MPLS	DS-1	AT&T
GUNTERSVILLE	357 BLOUNT AVE.	DSL - MPLS	1.5M/256K	AT&T
Haleyville	1901 11th Avenue	Frame/MPLS	DS-1	Century Link
Hamilton	1734 Bexar AVE. E (Hwy 278 East)	Frame/MPLS	DS-1	Century Link
Hamilton	223 Sasser Drive	Frame/MPLS	DS-1	Century Link
Hamilton	Main Street and Court Square	Frame/MPLS	DS-1	Century Link
Hamilton	Main Street and Court Square	Frame/MPLS	DS-1	Century Link
Hamilton	4521 Military Street South	Frame/MPLS	DS-1	Century Link
Hamilton	760 Industrial Dr	Frame/MPLS	DS-1	Century Link
Hamilton	1481 Military Street South Bldg.S	Frame/MPLS	DS-1	Century Link
Hamilton	2448 Military Street south	Frame/MPLS	DS-1	Century Link
Hamilton	2448 Military Street South	Frame/MPLS	DS-1	Century Link
Hamilton	280 Winchester Drive	Frame/MPLS	DS-1	Century Link
Hamilton	272 Industrial Dr	Frame/MPLS	DS-1	Century Link
Hamilton	2205 Military St. North	Frame/MPLS	DS-1	Century Link
Hanceville	801 Main St. NW	Frame/MPLS	DS-1	AT&T
HARPERSVILLE	62 ALYOUTH DRIVE	DSL - MPLS	1.5M/256K	AT&T
Hartford	300 County Road 41	Frame/MPLS	DS-1	Century Link
Hartford	300 County Road 41	Frame/MPLS	DS-1	Century Link
Hartselle	2900 Highway 31 South	Frame/MPLS	DS-1	AT&T
Hartselle	150 Chestnut St Northwest	Frame/MPLS	DS-1	AT&T
HARTSELLE	241 HIGHWAY 31 SOUTH	DSL - MPLS	1.5M/256K	AT&T
HAYDEN	306 2ND AVENUE	DSL - MPLS	1.5M/256K	AT&T
Hayneville	205-A East Tuskeena St,RM101	Frame/MPLS	DS-1	Hayneville Tel

Hayneville	110 Commerce St South	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	205-A East Tuskeena Street, Rm	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	Washington & Lafayette Street	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	204 Highway 97	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	507 Montgomery Hwy	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	507 Montgomery HWY	Frame/MPLS	DS-1	Hayneville Tel
Hayneville	653 Highway 21 South	Frame/MPLS	DS-1	Hayneville Tel
Headland	2 Cable St	Frame/ATM	DS-1	Century Link
Heflin	324 Spirit Dr	Frame/MPLS	DS-1	Century Link
Heflin	120 Vickery Street	Frame/MPLS	DS-1	Century Link
Heflin	279 Martin Luther King Jr Dr	Frame/MPLS	DS-1	Century Link
Heflin	90 Brockford Road	Frame/ATM	DS-1	Century Link
Heflin	732 Oxford Road	Frame/MPLS	DS-1	Century Link
Heflin	6828 HWY 46	Frame/MPLS	DS-1	Century Link
Heflin	I-20 West Weigh Station	Frame/MPLS	DS-1	Century Link
Heflin	208887 Interstate 20	Frame/MPLS	DS-1	Century Link
Heflin	90 Brockford Rd	Frame/MPLS	DS-1	Century Link
Homewood	211 Summit Parkway, Suite 106	Frame/MPLS	DS-1	AT&T
Homewood	468 Palisades Blvd	Frame/MPLS	DS-1	AT&T
HOMEWOOD	236 GOODWIN CREST DRIVE	Metro-E Premium FM	4Mbps	AT&T
Homewood	110 Vulcan Road, Suite 211	Metro-E/MPLS	10Mbps	AT&T
Homewood	486 Palisades Boulevard	Frame/MPLS	DS-1	AT&T
Homewood	1833 29th Street South	Frame/MPLS	DS-1	AT&T

Homewood	3830 Ridgeway Drive	Frame/MPLS	DS-1	AT&T
HOOVER	310 INVERNESS CORNERS	DSL - MPLS	1.5M/256K	AT&T
Hoover	310 Inverness Corners	Frame/MPLS	DS-1	AT&T
Hoover	1 Riverchase Office Plaza	Metro-E Premium BM	10Mbps	AT&T
Hoover	2026 Valleydale Rd	Frame/MPLS	DS-1	AT&T
Hoover	2020 Valleydale Road	Metro-E Premium BM	100Mbps	AT&T
Hoover	2026 Valleydale Road	Metro-E/ Internet	100Mbps	AT&T
Hoover	2026 Valleydale Road	Metro-E/MPLS	100Mbps	AT&T
Hoover	2020 Valleydale Road	Frame/MPLS	DS-1	AT&T
Hoover	100 Municipal Drive	Frame/MPLS	DS-1	AT&T
HOOVER	2020 VALLEYDALE ROAD	Metro-E Premium FM	10Mbps	AT&T
Huntsville	1035 Putnam Drive Northwest, Suite B	Frame/ATM	DS-1	AT&T
Huntsville	202 Exchange Place., Suite B&C	Frame/MPLS	DS-1	AT&T
HUNTSVILLE	4920 CORPORATE DRIVE, SUITE H	Metro-E Premium FM	4Mbps	AT&T
Huntsville	2612 Leeman Ferry Rd SW	Frame/MPLS	DS-1	AT&T
HUNTSVILLE	2801 SOUTH MEMORIAL DRIVE	DSL - MPLS	1.5M/256K	AT&T
HUNTSVILLE	706 ANDREW JACKSON WAY	DSL - MPLS	1.5M/256K	AT&T
Huntsville	Courthouse Square	Frame/MPLS	DS-1	AT&T
Huntsville	3740 Highway 523, Suite W	Frame/MPLS	DS-1	AT&T
Huntsville	2055 Fischer Street	Frame/MPLS	DS-1	AT&T
Huntsville	5827 Oakwood Road Northwest	Frame/MPLS	DS-1	AT&T
Huntsville	2206 Oakwood Ave. New Bldg	Metro-E Premium FM	10Mbps	AT&T
Huntsville	911 Big Cove Rd 5th Floor N	Frame/ATM	DS-1	AT&T
Huntsville	2535 Sparkman Dr S.W.	Frame/MPLS	DS-1	AT&T
Huntsville	2535 Sparkman Dr S.W.	Frame/MPLS	DS-1	AT&T

Huntsville	9020 Bailey Cove Rd., S.E.	Frame/MPLS	DS-1	AT&T
Huntsville	6515 University Dr., Suite B	Frame/MPLS	DS-1	AT&T
Huntsville	751 Pleasant Road, Room 45	DSL - MPLS	1.5M/256K	AT&T
HUNTSVILLE	301 MAX LUTHER DRIVE	Metro-E/MPLS	4MBPS	AT&T
Huntsville	1115-A Church Street	Frame/MPLS	DS-1	AT&T
Huntsville	3000 Johnson Rd SW	Frame/MPLS	DS-1	AT&T
HUNTSVILLE	716 ARCADIA CIRCLE	Metro-E/MPLS	8MBPS	AT&T
Huntsville	716 Arcadia Circle NW	Frame/MPLS	DS-1	AT&T
Huntsville	4206 Pump St SW	Frame/ATM	DS-1	AT&T
Huntsville	120 Governor's Dr, 1st Floor	DSL - MPLS	1.5M/256K	AT&T
Huntsville	4711 Governors House Drive SW	Frame/MPLS	DS-1	AT&T
Irondale	3021 Crestwood Blvd	Metro-E Premium FM	100Mbps	AT&T
Irondale	101 South 20th Street	Frame/MPLS	DS-1	AT&T
Irondale	1900 Crestwood Blvd., Suite 700	Frame/MPLS	DS-1	AT&T
Irvington	12701 Padgett Switch Road	Frame/MPLS	DS-1	
Jackson	3090 Highway 43	Frame/MPLS	DS-1	AT&T
Jackson	118 College Ave	Frame/MPLS	DS-1	AT&T
Jackson	1506 North College Avenue	Frame/MPLS	DS-1	AT&T
Jacksonville	1703 Pelham Road	Frame/MPLS	DS-1	AT&T
Jasper	1815 3rd Avenue	Frame/MPLS	DS-1	AT&T
Jasper	1901 3rd Avenue	Frame/MPLS	DS-1	AT&T
Jasper	1720 3rd Ave	Frame/MPLS	DS-1	AT&T
Jasper	1901 Highway 78 East	Frame/MPLS	DS-1	AT&T
Jasper	542 Cordova Cut Off Road	Frame/MPLS	DS-1	AT&T
Jasper	2604 Viking Drive	Frame/MPLS	DS-1	AT&T
Jasper	705 20th Ave. East	Metro-E Premium FM	4Mbps	AT&T
Jasper	4505 Highway 78 East.,. Suite 300	Frame/MPLS	DS-1	AT&T

Jasper	1811 2nd Avenue	Frame/MPLS	DS-1	AT&T
Jasper	4330 Highway 78, East, Suite 100	Frame/MPLS	DS-1	AT&T
Joppa	Highway 69	Frame/MPLS	DS-1	AT&T
Lafayette	Courthouse Square	Frame/MPLS	DS-1	AT&T
LAFAYETTE	410 9TH AVENUE SW	Metro-E Premium FM	4Mbps	AT&T
Lafayette	410 9th Ave SW	Frame/MPLS	DS-1	AT&T
LAFAYETTE	9 JANE PLACE	DSL - MPLS	1.5M/256K	AT&T
Lafayette	105 Alabama Ave West	Frame/MPLS	DS-1	AT&T
Lanett	610 South Gilmer Ave	Frame/MPLS	DS-1	Knology
Lanett	3507 Veterans Memorial Parkway	Frame/MPLS	DS-1	Knology
Lanett	78 South Interstate 85	Frame/MPLS	DS-1	Knology
Leeds	1040 Park Drive	Frame/MPLS	DS-1	Windstream
Letohatchee	8415 HWY 97 South	Frame/MPLS	DS-1	AT&T
Lincoln	45625 Highway 78	Frame/MPLS	DS-1	AT&T
LINDEN	303 INDUSTRIAL DRIVE	Metro-E Premium FM	10Mbps	AT&T
Linden	101 E.Coates Ave	Frame/MPLS	DS1	AT&T
Linden	609 Shiloh St.	Frame/MPLS	DS-1	AT&T
LINDEN	101 NORTH SHILOH STREET	DSL - MPLS	1.5M/256K	AT&T
Linden	101 Dunn Street (Jail)	Frame/MPLS	DS-1	AT&T
Linden	2107 South Main Street	Frame/MPLS	DS-1	AT&T
Lineville	86892 Highway 9	Frame/ATM	DS-1	Century Link
Lineville	86892 Highway 9	Frame/MPLS	DS-1	Century Link
Lineville	86930 Highway 9	Frame/MPLS	DS-1	Century Link
Livingston	308 Smith Avenue	Frame/MPLS	DS-1	AT&T
Livingston	126 Franklin Street	Frame/MPLS	DS-1	AT&T
Livingston	105 W. Main St	Frame/MPLS	DS-1	AT&T
Livingston	108 West Main Street	Frame/MPLS	DS-1	AT&T

Livingston	1121 North Washington St	Metro-E Premium FM	4Mbps	AT&T
Livingston	318 Washington St	Frame/MPLS	DS-1	AT&T
Livingston	115 Marshall St. (Bell has 126 Franklin)	Frame/MPLS	DS-1	AT&T
Livingston	502 Lafayette Street	Frame/MPLS	DS-1	AT&T
Livingston	118 Hospital Dr	Frame/MPLS	DS-1	AT&T
Livingston	311 South Washington	Frame/MPLS	DS-1	AT&T
LIVINGSTON	104 HOSPITAL DRIVE	DSL - MPLS	1.5M/256K	AT&T
Loxley	14880 County Rd. 64	Frame/MPLS	DS-1	Century Link
Loxley	1083 East Relham Dr, RM 1	Frame/MPLS	DS-1	Century Link
Luverne	301 South Glenwood Ave., Tool Room	Frame/MPLS	DS-1	Century Link
Luverne	84 East 4th Street (Bricken Bldg.)	Frame/MPLS	DS-1	Century Link
Luverne	Highway 331 South	Frame/MPLS	DS-1	Century Link
LUVERNE	15 HOSPITAL DRIVE	Metro-E Premium FM	10Mbps	Century Link
Luverne	249 West 6th St	Frame/MPLS	DS-1	Century Link
Madison	100 Plaza Blvd	Frame/MPLS	DS-1	AT&T
Madison	1329 Brown Ferry Rd	Frame/MPLS	DS-1	AT&T
Maplesville	9424 Alabama Highway 22	Frame/MPLS	DS-1	AT&T
Maplesville	8566 Alabama Highway 22	Frame/MPLS	DS-1	AT&T
Marion	300 Washington St	Frame/MPLS	DS-1	AT&T
Marion	300 Washington Street Suite 201	Frame/MPLS	DS-1	AT&T
Marion	1609 Highway 5 South	Frame/MPLS	DS-1	AT&T
Marion	Highway 45 South	Metro-E Basic	10Mbps	AT&T
MARION	1450 HAMBURG ROAD	DSL - MPLS	1.5M/256K	AT&T
Maxwell AFB	130 West Selfridge, Bldg 943 (SFS Desk)	Frame/MPLS	DS-1	AT&T
Meridianville	12290 highway 231/431	DSL - MPLS	1.5M/256K	AT&T

Midland City	3209 Hwy 231 North (or 5679 Hwy 231)	Frame/MPLS	DS-1	Century Link
Millbrook	3569 Highway 14	Frame/MPLS	DS-1	AT&T
Millbrook	3160 PARK CIRCLE	DSL - MPLS	1.5M/256K	AT&T
MOBILE	1701 W I-65 SERVICE ROAD	Metro-E Premium FM	10Mbps	AT&T
Mobile	151 Dunlap Dr, Blakely Island	Metro-E/MPLS	10Mbps	AT&T
MOBILE	3740 JOY SPRINGS ROAD	DSL - MPLS	1.5M/256K	AT&T
Mobile	8694 Cottage Hill RD	Frame/MPLS	DS-1	AT&T
Mobile	3740 joy Springs Dr.	DSL - MPLS	1.5M/256K	AT&T
MOBILE	151 GOVERNMENT STREET	DSL - MPLS	1.5M/256K	AT&T
Mobile	7340 Zeigler Road	Frame/MPLS	DS-1	AT&T
Mobile	1365 Government Street, Suite 5	Frame/MPLS	DS-1	AT&T
Mobile	3925-L Michael Boulevard	Frame/MPLS	DS-1	AT&T
Mobile	3925-L Michael Boulevard	Frame/MPLS	DS-1	AT&T
Mobile	2800 Dauphin St, Suite 100	Frame/MPLS	DS-1	AT&T
Mobile	3400 Demotropolis Road	Frame/MPLS	DS-1	AT&T
Mobile	2419 Gordon Smith Drive	Frame/MPLS	DS-1	AT&T
Mobile	2204 Perimeter Road	Frame/MPLS	DS-1	AT&T
Mobile	2204 Perimeter Rd	Frame/MPLS	DS-1	AT&T
Mobile	200 North Royal St	Frame/MPLS	DS-1	AT&T
Mobile	1351 Springhill Avenue	Frame/MPLS	DS-1	AT&T
MOBILE	272 NORTH BROAD STREET.	Metro-E Premium FM	4Mbps	AT&T
Mobile	1150 Government Street	Frame/MPLS	DS-1	AT&T
Mobile	3103 Airport Blvd.	Metro-E Premium FM	10Mbps	AT&T
MOBILE	3103 AIRPORT BLVD.	Metro-E Premium FM	10Mbps	AT&T
Mobile	501 Bel Air Blvd.	Metro-E Premium FM	4Mbps	AT&T
Mobile	757 Museum Dr	Metro-E Premium FM	4Mbps	AT&T

Mobile	3103 Airport Drive, Suite 210	Frame/ATM	DS-1	AT&T
MOBILE	515 SPRINGHILL PLAZA COURT	Metro-E Premium FM	4Mbps	AT&T
Mobile	955 Downtowner Blvd	Metro-E Premium FM	4Mbps	AT&T
Mobile	251 North Bayou St	Metro-E Premium FM	4Mbps	AT&T
Mobile	651 Church St	Frame/MPLS	DS-1	AT&T
Mobile	2451 Fillingim St.	Metro-E Premium FM	10Mbps	AT&T
Mobile	2451 Fillinghim St., Annex C	Metro-E Premium FM	10Mbps	AT&T
MOBILE	3280 DAUPHIN STREET 100B	Metro-E Premium FM	4Mbps	AT&T
Mobile	3512 Godwin Court.,Suite C	Frame/MPLS	DS-1	AT&T
Mobile	1610 Center St., Suite A	Frame/MPLS	DS-1	AT&T
Mobile	RSA Tower, 11North Water St. 8th Floor	Frame/MPLS	DS-1	AT&T
Mobile	11 N. Water St.	Metro-E Premium FM	50Mbps	AT&T
Mobile	11 N. Water St.	Metro-E Premium FM	50Mbps	AT&T
Mobile	510 South Royal Street	Frame/MPLS	DS-1	AT&T
Mobile	2315 Costa Rides St	Frame/MPLS	DS-1	AT&T
Mobile	201 St Michael St	Frame/MPLS	DS-1	AT&T
Mobile	2423 No. Beltline Hwy	Frame/MPLS	DS-1	AT&T
Mobile	3401 Newman Rd	Frame/MPLS	DS-1	AT&T
Mobile	1504 Springhill Ave	Frame/MPLS	DS-1	AT&T
Monroeville	North Alabama Ave., Courthouse Rm. 206	Frame/MPLS	DS-1	Frontier
Monroeville	No. Alabama Avenue (Courthouse Sq)	Frame/MPLS	DS-1	Frontier
Monroeville	33 Outlet Drive	Frame/MPLS	DS-1	Frontier
Monroeville	108 Legion Drive	Frame/MPLS	DS-1	Frontier
Monroeville	416 Agriculture Drive	Frame/MPLS	DS-1	Frontier

Monroeville	416 Agriculture Drive	Frame/MPLS	DS-1	Frontier
Monroeville	121 Pineville Road	Frame/MPLS	DS-1	Frontier
Monroeville	160 Wilcox St	Frame/MPLS	DS-1	Frontier
Montgomery	605 South Perry St	Metro-E Premium FM	100Mbps	AT&T
Montgomery	11 South Union	Metro-E Premium FM	250Mbps	AT&T
MONTGOMERY	64 N. UNION STREET	Frame/MPLS	DS-1	AT&T
MONTGOMERY	2778 GUNTER PARK BUILDING L	Metro-E Premium FM	10Mbps	AT&T
Montgomery	2525 Fairlane Drive.BLDG J, Room 103	Frame/MPLS	DS-1	AT&T
Montgomery	2720 West Gunter Park Drive	Metro-E Basic	10Mbps	AT&T
Montgomery	1111 Air Base Blvd- BLDG. D	Frame/MPLS	DS-1	AT&T
MONTGOMERY	445 HERRON STREET	Metro-E Premium FM	10Mbps	AT&T
Montgomery	777 S. Lawrence	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	777 S. LAWRENCE STREET	Frame/MPLS	DS-1	AT&T
Montgomery	2715 Gunter Park Drive West	Metro-E Premium FM	10Mbps	AT&T
Montgomery	2715 Gunter Park Drive West	Metro-E Basic	10Mbps	AT&T
Montgomery	7949 Vaughn RD (Festival Plaza	Frame/MPLS	DS-1	AT&T
Montgomery	2720 West Gunter Park Drive	Metro-E/MPLS	50Mbps	AT&T
Montgomery	2720 West Gunter Park Drive	Metro-E Premium FM	100Mbps	AT&T
Montgomery	634 South Decatur Street	DSL - MPLS	1.5M/256K	AT&T
Montgomery	2717 Eastern Bypass	Frame/MPLS	DS-1	AT&T
Montgomery	4545 Hanger Court	Frame/MPLS	DS-1	AT&T
Montgomery	2105 East South Blvd- Sobra	Frame/MPLS	DS-1	AT&T
Montgomery	4590 Mobile HWY	Frame/MPLS	DS-1	AT&T
Montgomery	2745 Gunter Park Dr, West	Frame/MPLS	DS-1	AT&T
Montgomery	1290 Red Eagle Road	Frame/MPLS	DS-1	AT&T

Montgomery	3801-A Day St	Frame/MPLS	DS-1	AT&T
Montgomery	101 South Lawrence St	Frame/MPLS	DS-1	AT&T
Montgomery	101 South Lawrence St., RM 48	Frame/MPLS	DS-1	AT&T
Montgomery	115 South Perry Street	Frame/MPLS	DS-1	AT&T
Montgomery	251 South Lawrence St., Rm 11	Frame/MPLS	DS-1	AT&T
Montgomery	1201 Carmichael Way	Metro-E Premium FM	100Mbps	AT&T
Montgomery	12201 Wares Ferry Rd	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	1400 LLOYD STREET	Metro-E Premium FM	10Mbps	AT&T
Montgomery	5845 Carmichael Rd	Frame/MPLS	DS-1	AT&T
Montgomery	1100 John Overton Drive	Metro-E Premium FM	10Mbps	AT&T
Montgomery	1064 Monticello drive	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	2545 TAYLOR ROAD	Metro-E Premium FM	250Mbps	AT&T
MONTGOMERY	401-A COLISEUM BLVD.	Metro-E Premium FM	10Mbps	AT&T
Montgomery	1400 Coliseum Blvd	Metro-E Basic	10Mbps	AT&T
Montgomery	1400 Coliseum Blvd	Metro-E/MPLS	10Mbps	AT&T
Montgomery	1890-A Dickenson Drive	Frame/ATM	DS-1	AT&T
MONTGOMERY	64 N. UNION STREET	Metro-E Premium FM	2mbps	AT&T
MONTGOMERY		Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	64 N. UNION STREET	DSL - MPLS	1.5M/256K	AT&T
Montgomery	64 North Union St (300 Dexter Ave)	Frame/MPLS	DS-3	AT&T
Montgomery	64 North Union St, BET (Rm 32)	Metro-E Premium BM	1Gbps	AT&T
Montgomery	64 North Union St, IDF 1.7	Metro-E Basic	100Mbps	AT&T
Montgomery	64 North Union St IDF 1.7	Metro-E Premium BM	250Mbps	AT&T

Montgomery	64 North Union Street, Room 682	Frame/ATM	DS-1	AT&T
Montgomery	64 North Union St	DSL - MPLS	1.5M/256K	AT&T
Montgomery	1789 Congressman wm. Dickinson drive	DSL - MPLS	1.5M/256K	AT&T
Montgomery	8160 University Blvd	Metro-E Premium FM	100Mbps	AT&T
montgomery	2181 congressman dickinson drive	Metro-E Premium FM	10Mbps	AT&T
Montgomery	513 Madison Ave	Metro-E Premium FM	10Mbps	AT&T
Montgomery	525 Carter Hill Road	Metro-E Premium FM	100Mbps	AT&T
Montgomery	2773 Gunter Park Dr.,West	Frame/MPLS	DS-1	AT&T
MONTGOMERY	1142 S. PERRY STREET	DSL - MPLS	1.5M/256K	AT&T
Montgomery	3030 Mobile Highway	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	10 S. HOPPER ST.	Metro-E Premium FM	10Mbps	AT&T
Montgomery	3060 Mobile Hwy	Metro-E Premium FM	10Mbps	AT&T
Montgomery	3060 Mobile HWY	Metro-E Premium FM	4Mbps	AT&T
Montgomery	221 Interstate Park Drive (Bldg. 200)	Frame/ATM	DS-1	AT&T
Montgomery	2500 Fairlane Dr, Suite 200	Frame/MPLS	DS-1	AT&T
Montgomery	8 Commerce St	Frame/MPLS	DS-1	AT&T
Montgomery	2739 West Gunter Park Drive	Frame/ATM	DS-3	AT&T
Montgomery	2739 West Gunter Park Drive	Metro-E/MPLS	100Mbps	AT&T
Montgomery	1060-A East South Blvd.	Frame/MPLS	DS-1	AT&T
Montgomery	649 Monroe Street	Metro-E Premium FM	100Mbps	AT&T
Montgomery	3075 Mobile Highway	Frame/MPLS	DS-1	AT&T
MONTGOMERY	3032 WOODLEY ROAD	DSL - MPLS	1.5M/256K	AT&T
Montgomery	300 Dexter Avenue	Frame/ATM	DS-1	AT&T
MONTGOMERY	1845 CHERRY STREET	DSL - MPLS	1.5M/256K	AT&T

MONTGOMERY	1845 CHERRY STREET	DSL - MPLS	1.5M/256K	AT&T
Montgomery	2101 Chestnut St	Frame/ATM	DS-1	AT&T
Montgomery	818 So. Perry (suite 1)	Frame/MPLS	DS-1	AT&T
Montgomery	468 South Perry Street	Metro-E Premium FM	10Mbps	AT&T
Montgomery	350 South Decatur Street	Frame/MPLS	DS-1	AT&T
MONTGOMERY	1720 CONGRESSMAN DICKINSON DRIVE	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	60 COMMERCE STREET	Metro-E Premium FM	10Mbps	AT&T
Montgomery	2363 Fairlane Dr Building H	Frame/MPLS	DS-1	AT&T
MONTGOMERY	1708 CONGRESSMAN DICKENSON DRIVE.	Metro-E Premium FM	10Mbps	AT&T
Montgomery	911 Communications Parkway, Rm 134	Frame/MPLS	DS-1	AT&T
Montgomery	5449- A Atlanta Highway	Frame/MPLS	DS-1	AT&T
Montgomery	8140 University Drive	Metro-E Premium FM	100Mbps	AT&T
Montgomery	514 South McDonough St	DSL - MPLS	1.5M/256K	AT&T
Montgomery	4631 Richardson Rd	Frame/MPLS	DS-1	AT&T
Montgomery	1635 Mitchell Young Rd	Metro-E Premium FM	250Mbps	AT&T
Montgomery	1635 Mitchell Young Rd	Metro-E Basic	10Mbps	AT&T
Montgomery	1445 Federal Drive	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	4446 SELMA HWY	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	4446 SELMA HIGHWAY	Metro-E Premium FM	10Mbps	AT&T
Montgomery	2 North Jackson Street	Frame/ATM	DS-1	AT&T
MONTGOMERY	8 COMMERCE STREET	Metro-E Premium FM	10Mbps	AT&T
MONTGOMERY	400 SOUTH UNION,SUITE 465	DSL - MPLS	1.5M/256K	AT&T
Montgomery	201 Monroe St. (rm 878 @ RSA Tower)	Frame/MPLS	DS-1	AT&T

Montgomery	425 South Union Street	Metro-E Premium FM	10Mbps	AT&T
Montgomery	11 South Union St	Metro-E Premium BM	100Mbps	AT&T
Montgomery	11 South Union St	Metro-E Premium BM	1Gbps	AT&T
Montgomery	7110 University Court	Frame/MPLS	DS-1	AT&T
Montgomery	1409 Coliseum Blvd.	Metro-E/MPLS	100Mbps	AT&T
Montgomery	1409 Coliseum Blvd	Metro-E/MPLS	10Mbps	AT&T
Montgomery	1409 Coliseum Blvd.	Metro-E Premium FM	100Mbps	AT&T
Montgomery	11644 Atlanta Hwy	Frame/MPLS	DS-1	AT&T
Montgomery	5801 Vaughn Rd	Metro-E Premium FM	100Mbps	AT&T
Montgomery	1628 Highland Ave	Metro-E Premium FM	10Mbps	AT&T
Montgomery	9500 Wynlakes Place	Frame/MPLS	DS-1	AT&T
Montgomery	201 Smothers Rd	Frame/MPLS	DS-1	AT&T
MONTGOMERY	670 HALL STREET	Metro-E Premium FM	10Mbps	AT&T
Montogmery	101 South Lawrence St	Frame/MPLS	DS-1	AT&T
Moulton	14451 Market St	Frame/MPLS	DS-1	AT&T
Moulton	13280 Hwy 157	Frame/MPLS	DS-1	AT&T
MOULTON	13299 ALABAMA HIGHWAY 157	Metro-E Premium FM	4Mbps	AT&T
Moulton	242 Parker Road	Frame/MPLS	DS-1	AT&T
Moundville	61 Market St (Moundville Methodist)	Frame/MPLS	DS-1	Moundville Tel
Mountain Brook	101 Tibbett St, E911 Center	Frame/MPLS	DS-1	AT&T
Mountain Brook	101 Tibbett St, E911 Center	Frame/MPLS	DS-1	AT&T
Mt Meigs	1000 Industrial School Rd	Metro-E Premium BM	10Mbps	AT&T
Mt Meigs	1000 Industrial School Rd (Security)	Frame/MPLS	DS-1	AT&T
Mt Vernon	20885 Highway 43	Frame/MPLS	DS-1	AT&T

Mt.Meigs	1000 Industrial School Road/Support Oper	Metro-E Premium FM	10Mbps	AT&T
Munford	42590 Alabama Highway 21	Frame/ATM	DS-1	AT&T
Muscle Shoals	1730-C Webster Street	Frame/ATM	DS-1	AT&T
Muscle Shoals	1730-C Webster St	Frame/MPLS	DS-1	AT&T
Muscle Shoals	1450 East Avalon Avenue	Frame/MPLS	DS-1	AT&T
Muscle Shoals	3105 George Wallace Blvd.	Frame/MPLS	DS-1	AT&T
Muscle Shoals	2803 S Wilson Dam Rd	Frame/MPLS	DS-1	AT&T
Muscle Shoals	103 Student Drive	Frame/MPLS	DS-1	AT&T
Muscle Shoals	874 Reservation Road	Frame/MPLS	DS1	AT&T
New Brockton	1015 East McKinnon Street, Room 1	Frame/MPLS	DS-1	Century Link
New Brockton	1166 East McKinnon Street	Frame/ATM	DS-1	Century Link
New Hope	5300 Main Dr	Frame/MPLS	DS-1	New Hope Tel
Newton	10010 Highway 84 West	Frame/ATM	DS-1	Century Link
Northport	5550 McFarland Blvd.,Suite 300	Frame/MPLS	DS-1	AT&T
Northport	3610 Watermelon Rd., Suite 102	Frame/MPLS	DS-1	AT&T
Northport	3721 26th Ave	Frame/MPLS	DS-1	AT&T
Northport	3500 mcfarland blvd.	DSL - MPLS	1.5M/256K	AT&T
Oakman	10290 Main St	Frame/MPLS	DS-1	Oakman Tel
Oneonta	2nd Avenue East	Frame/MPLS	DS-1	OTELCO
Oneonta	415 5th Avenue East	Frame/MPLS	DS-1	OTELCO
Oneonta	1001 Lincoln Avenue	Frame/ATM	DS-1	OTELCO
Oneonta	1001 Lincoln Ave	Frame/MPLS	DS-1	OTELCO
Oneonta	Old Highway 75	Frame/MPLS	DS-1	OTELCO
Oneonta	1245 Rogers Rd	Frame/MPLS	DS-1	OTELCO
Opelika	3051 Frederick Rd	Frame/MPLS	DS-1	AT&T
Opelika	2311 Gateway Drive Room 102	Frame/MPLS	DS-1	AT&T
Opelika	3395 Skyway Drive	Frame/MPLS	DS-1	AT&T
Opelika	215 South 9th Street	Frame/MPLS	DS-1	AT&T

Opelika	2000 Pepperell Parkway (2nd Floor)	Frame/MPLS	DS-1	AT&T
OPELIKA	510 WEST THOMASON CIRCLE	Metro-E Premium FM	10Mbps	AT&T
OPELIKA	1801 CORPORATE DRIVE	Metro-E Premium FM	10Mbps	AT&T
Opelika	1715 Corporate Dr	Metro-E Premium FM	10Mbps	AT&T
Opelika	2300 Fredrick Road	Frame/MPLS	DS-1	AT&T
Opelika	3320 Skyway Dr, STE 706	Frame/MPLS	DS-1	AT&T
Opelika	2015 Gateway Dr	Frame/MPLS	DS-1	AT&T
Opelika	1220 Foxrun Pkwy STE-N1	Frame/MPLS	DS-1	AT&T
Opelika	1900 Frederick Rd-D164	Frame/MPLS	DS-1	AT&T
Opelika	1101 Spring Drive	Frame/ATM	DS-1	AT&T
Opelika	2015 Gateway Dr	Frame/MPLS	DS-1	AT&T
Opp	702 No Main St 2nd floor of hospital	Frame/MPLS	DS-1	Century Link
Orange Beach	23680 Canal Rd	Frame/MPLS	DS-1	Century Link
Orange Beach	25405 Perdido Beach Blvd.16-B	Frame/MPLS	DS-1	Century Link
Orange Beach	4480 Orange Beach Blvd	Frame/MPLS	DS-1	Century Link
Owens Cross Roa	318 Hamer Road	Frame/MPLS	DS-1	New Hope Tel
Oxford	84 Coldwater Rd	Frame/ATM	DS-1	AT&T
Ozark	202 HWY 123, Suite C	Frame/MPLS	DS-1	Century Link
Ozark	Court Square Boiler Room, 1st Floor	Frame/MPLS	DS-1	Century Link
Ozark	461 Black Forest Dr	Frame/MPLS	DS-1	Century Link
Ozark	513 Carroll Avenue	Frame/MPLS	DS-1	Century Link
OZARK	532 WEST ROY PARKER ROAD	Metro-E Premium FM	10Mbps	Century Link
Pelham	114 Commerce Parkway	Frame/MPLS	DS-1	AT&T
Pelham	1000 County Services Drive	Frame/MPLS	DS-1	AT&T

Pelham	999 Oak Mountain Circle	Frame/MPLS	DS-1	AT&T
Pelham	168 Chandalar Place Dr	Frame/MPLS	DS-1	AT&T
PELHAM	2000 COUNTY SERVICES DRIVE	Metro-E Premium FM	4mbps	AT&T
Pelham	3174 Church St	Frame/MPLS	DS-1	AT&T
Pelham	1061 Commerce Circle	Frame/MPLS	DS-1	AT&T
Pell City	1175 23rd ST., North	Frame/MPLS	DS-1	AT&T
Pell City	1175 23rd St, North	Frame/MPLS	DS-1	AT&T
Pell City	311 Miles Parkway	Frame/MPLS	DS-1	AT&T
Pell City	213 Fox Hollow Boulevard	Metro-E Basic	10Mbps	AT&T
Pell City	1507 Martin Street	Frame/ATM	DS-1	AT&T
Pell City	1610 Cogswell Ave	Frame/MPLS	DS-1	AT&T
Pell City	1805 Cogswell Ave	Frame/MPLS	DS-1	AT&T
Pell City	70 Pine Ridge Rd	Frame/MPLS	DS-1	AT&T
Phenix City	2602 College Dr	Frame/MPLS	DS-1	AT&T
PHENIX CITY	1850 CRAWFORD ROAD	Metro-E Premium FM	4Mbps	AT&T
Phenix City	1320 Broad St	Frame/MPLS	DS-1	AT&T
Phenix City	501 14th St., Room 419	Frame/MPLS	DS-1	AT&T
PHENIX CITY	1003 25TH AVE.	Metro-E Premium FM	4MBPS	AT&T
Phenix City	1111 Broad St	Frame/MPLS	DS-1	AT&T
Phenix City	1000 Broad St	Frame/MPLS	DS-1	AT&T
Phenix City	305 Prentiss Dr	Frame/MPLS	DS-1	AT&T
Phenix City	707 Dillingham St	Frame/MPLS	DS-1	AT&T
Phil Campbell	3553 Broad St	Frame/MPLS	DS-1	AT&T
PIEDMONT	109 NORTH CENTRAL AVENUE	DSL - MPLS	1.5M/256K	AT&T
Piedmont	103 Seaboard Ave	Frame/MPLS	DS-1	AT&T
Pike Road	7007 Troy Highway	Frame/ATM	DS-1	AT&T
Pittsview	5940-A Highway 431 South	Frame/ATM	DS-1	AT&T

Prattville	134 North Court St, Rm 104 (Courthouse)	Frame/MPLS	DS-1	AT&T
Prattville	219 N. Court St	Metro-E Premium FM	10Mbps	AT&T
Prattville	203 North Court Street	Frame/MPLS	DS-1	AT&T
Prattville	176 West 5th street (across parking lot)	Frame/MPLS	DS-1	AT&T
Prattville	815 Gillespie Street	Frame/MPLS	DS-1	AT&T
Prattville	1601 County Rd 57	Frame/MPLS	DS-1	AT&T
Prattville	1601 County Road 57	Frame/MPLS	DS-1	AT&T
Prattville	1601 County Road 57	Frame/MPLS	DS-1	AT&T
PRATTVILLE	1601 COUNTY ROAD 57	Metro-E Premium FM	10Mbps	AT&T
PRICHARD	1075 S. BESSEMER AVE.	Metro-E Premium FM	4Mbps	AT&T
QUINTON	16160 HWY 269	Frame/ATM	DS-1	AT&T
Quinton	4829 Freewill Dr	Frame/MPLS	DS-1	AT&T
Rainsville	35 Trinity Ave	Frame/MPLS	DS-1	Farmers Tel
Rainsville	41 McCurdy Ave	Frame/MPLS	DS-1	Farmers Tel
Rainsville	Lowell Barron HWY, AL HWY 35	Frame/MPLS	DS-1	Farmers Tel
Red Bay	517 Bostic Road	Frame/ATM	DS-1	AT&T
Redstone	Building 3494. Redstone Arsenal	Frame/MPLS	DS-1	AT&T
Redstone Arsena	Ajax Rd, Bldg 3623, Rm 105-B	Frame/MPLS	DS-1	AT&T
RedstoneArsenal	1413 Nike St	Frame/ATM	DS-1	AT&T
Roanoke	320 Main St	Frame/MPLS	DS-1	Roanoke Tel
Roanoke	320 Main St	Frame/MPLS	DS-1	Roanoke Tel
Roanoke	320 Main St	Frame/MPLS	DS-1	Roanoke Tel
Roanoke	3928 Highway 431	Frame/MPLS	DS-1	Roanoke Tel
Robertsdale	21341 Highway 50	Frame/MPLS	DS-1	Century Link
Robertsdale	22251 Palmer St	Frame/MPLS	DS-1	Century Link

Robertsdale	23280 Gilbert Drive	Frame/ATM	DS-1	Century Link
Robertsdale	23280 Gilbert Drive	Frame/MPLS	DS-1	Century Link
Robertsdale	22251 Palmer Street	Frame/ATM	DS-1	Century Link
ROBERTSDALE	22259 PALMER STREET	Metro-E Premium FM	4Mbps	Century Link
Robertsdale	22259 Palmer St	Frame/MPLS	DS-1	Century Link
Robertsdale	22259 Palmer Dt	Frame/MPLS	DS-1	Century Link
Robertsdale	23100 McAuliffee Drive	Frame/MPLS	DS-1	Century Link
Rockford	Hwy. 231 No. & Hwy 22	Frame/MPLS	DS-1	Century Link
Rockford	Health Dept, Main St	Frame/MPLS	DS-1	Century Link
Rockford	Health Department, Main Street	Frame/ATM	DS-1	Century Link
Rockford	300 South Jackson Street	Frame/MPLS	DS-1	Century Link
Russellville	410 North Jackson St	Frame/MPLS	DS-1	AT&T
Russellville	1000-B Ronnie McDowell Ave	Frame/MPLS	DS-1	AT&T
Russellville	15046 Highway 43	Frame/MPLS	DS-1	AT&T
Russellville	410 North Jackson St.	Frame/MPLS	DS-1	AT&T
Russellville	737 Hwy 48	Frame/MPLS	DS-1	AT&T
Russellville	801 Highway 48	Metro-E Premium FM	4Mbps	AT&T
RUSSELLVILLE	523C GANDY STREET N.E	Frame/ATM	DS-1	AT&T
Saks	2498 U.S. Highway 431	Frame/MPLS	DS-1	AT&T
Scottsboro	Corner Market and Laurel	Frame/MPLS	DS-1	Century Link
Scottsboro	205 Liberty Lane	Frame/MPLS	DS-1	Century Link
Scottsboro	205 Liberty Lane	Frame/MPLS	DS-1	Century Link
Scottsboro	3305 South Broad St	Frame/MPLS	DS-1	Century Link
Scottsboro	23123 John T Reid Pkwy	Frame/MPLS	DS-1	Century Link
Scottsboro	Corner Market and Laurel	Frame/MPLS	DS-1	Century Link

Scottsboro	102 East Laurel Street, Suite 301	Frame/MPLS	DS-1	Century Link
Scottsboro	205 Liberty Lane	Frame/MPLS	DS-1	Century Link
Scottsboro	204 Liberty lane	Frame/MPLS	DS-1	Century Link
Scottsboro	204 Liberty Lane	Frame/MPLS	DS-1	Century Link
Scottsboro	409 South Broad Street, Rm 10	Frame/MPLS	DS-1	Century Link
Scottsboro	205 South Market St	Frame/MPLS	DS-1	Century Link
Scottsboro	708 Laurel St	Frame/MPLS	DS-1	Century Link
Seale	1034 Highway 169 south	Frame/MPLS	DS-1	AT&T
Selma	Highway 80 West	Frame/MPLS	DS-1	AT&T
Selma	100 Sam O'Moseley Drive	Metro-E Premium FM	10Mbps	AT&T
SELMA	513 LAUDERDALE STREET	DSL - MPLS	1.5M/256K	AT&T
Selma	105 Lauderdale St. (Rm 103)	Frame/MPLS	DS-1	AT&T
Selma	105 Lauderdale Street 3rd Floor C/H	Frame/MPLS	DS-1	AT&T
SELMA	1005 MEADOW LANE	Metro-E Premium FM	10Mbps	AT&T
Selma	2906 Citizens PKWY	Frame/MPLS	DS-1	AT&T
SELMA	200 SAM O. MOSELY DRIVE	Metro-E Premium FM	10Mbps	AT&T
Selma	1023 Medical Center Parkway Tower	DSL - MPLS	1.5M/256K	AT&T
Selma	106 Executive Park Place	Frame/MPLS	DS-1	AT&T
Selma	105 Lauderdale Avenue	Frame/MPLS	DS-1	AT&T
Selma	102 Church Street	Frame/MPLS	DS-1	AT&T
Selma	Craig Field BLDG 181 Ave C	Frame/MPLS	DS-1	AT&T
Selma	1114 Water Avenue	Frame/MPLS	DS-1	AT&T
Selma	311 Dallas Avenue	Frame/MPLS	DS-1	AT&T
Sheffield	594 South Montgomery Ave	Frame/MPLS	DS-1	AT&T
Sheffield	4500 Hatch Boulevard	Frame/MPLS	DS-1	AT&T

SHEFFIELD	1000 S. JACKSON HIGHWAY	Metro-E/MPLS	4MBPS	AT&T
Somerville	423 Union Hill Rd	Frame/MPLS	DS-1	AT&T
Somerville/Pric	2203 Highway 67 South	Frame/MPLS	DS-1	AT&T
Springville	108 Warden Lane	Frame/MPLS	DS-1	Windstream
Springville	1000 St Clair Rd	Frame/MPLS	DS-1	Windstream
Sumiton	101 State St (building 100)	Frame/MPLS	DS-1	AT&T
Summerdale	15050 County Road 49	Frame/MPLS	DS-1	Century Link
Summerdale	Highway 59	Frame/MPLS	DS-1	Century Link
Summerdale	20962 Fred Dugger Rd	Frame/MPLS	DS-1	Century Link
Summerdale	20962 Fred Dugger Rd	Frame/MPLS	DS-1	Century Link
Sylacauga	400 North Norton Avenue	Frame/MPLS	DS-1	AT&T
Sylacauga	201 4th St West	Frame/MPLS	DS-1	AT&T
Sylacauga	400 North Norton Ave	Frame/MPLS	DS-1	AT&T
Sylacauga	315 West Hickory st Floor B	Frame/MPLS	DS-1	AT&T
SYLACAUGA	311 N. ELM	Metro-E Premium FM	4Mbps	AT&T
Sylacauga	Court Square	Frame/MPLS	DS-1	AT&T
Talladega	719 East Battle St. Suite A	Frame/MPLS	DS-1	AT&T
TALLADEGA	925 NORTH STREET	DSL - MPLS	1.5M/256K	AT&T
Talladega	Court Square	Frame/MPLS	DS-1	AT&T
Talladega	#4 Medical Office Park	Frame/MPLS	DS-1	AT&T
Talladega	5 Bemiston Ave	Frame/MPLS	DS-1	AT&T
Talladega	26715 AL HWY 21	Frame/MPLS	DS-1	AT&T
Talladega	1010 Ashland HWY	Metro-E Premium FM	10Mbps	AT&T
Talladega	223 Haynes St	Frame/MPLS	4Mbps	AT&T
Talladega	30265 Alabama Highway 21	Frame/MPLS	DS-1	AT&T
Talladega	235 Haynes St	Frame/MPLS	DS-1	AT&T
Talladega	146 East Street North, 1st floor	Frame/MPLS	DS-1	AT&T

Talladega	150 East Renfroe Rd	Frame/MPLS	DS-1	AT&T
Talladega	110 North Spring St.	DSL - MPLS	1.5M/256K	AT&T
Tallassee	3 Freeman Avenue	Frame/MPLS	DS-1	Century Link
Tanner	21113 Highway 20 West	Frame/MPLS	DS-1	AT&T
Tarrant	2593 Commerce Circle	Frame/MPLS	DS-1	AT&T
Theodore	5808 Highway 90, Suite D	Frame/MPLS	DS-1	AT&T
Theodore	5808 Highway 90, Suite D	Frame/MPLS	DS-1	AT&T
Theodore	5660 HWY 90	Frame/MPLS	DS-1	AT&T
Thomaston	Highway 25	Frame/MPLS	DS-1	Frontier
Thomasville	32850 Highway 43, Suite B	Frame/MPLS	DS-1	AT&T
Town Creek	850 Alabama Highway 101	Frame/MPLS	DS-1	AT&T
Troy	110 Troy Plaza St	Frame/MPLS	DS-1	AT&T
TROY	299 ALABAMA HIGHWAY 87 (ELBA HIGHWAY)	Metro-E Premium FM	10Mbps	AT&T
Troy	1023 S. Brundidge St	Frame/MPLS	DS-1	AT&T
Troy	Court Square	Frame/MPLS	DS-1	AT&T
Troy	111 Williams Street	Frame/MPLS	DS-1	AT&T
Troy	717 So. Three Notch Street	Frame/MPLS	DS-1	AT&T
TROY	900 S. FRANKLIN DRIVE.	Metro-E Premium FM	10Mbps	AT&T
Troy	120 Church St (Jail)	Frame/MPLS	DS-1	AT&T
TROY	13000 US HIGWAY 231	DSL - MPLS	1.5M/256K	AT&T
Troy	300 Elm St	Frame/MPLS	DS-1	AT&T
Troy	125 Williams St	Frame/MPLS	DS-1	AT&T
Trussville	1873-A Gadsden Hwy	Frame/MPLS	DS-1	AT&T
Trussville	131 Main St	Frame/MPLS	DS-1	AT&T
Tuscaloosa	401 21st Ave	DSL - MPLS	1.5M/256K	AT&T
Tuscaloosa	202 Skyland Blvd	Frame/MPLS	DS-1	AT&T
Tuscaloosa	202 Skyland Blvd	Frame/MPLS	DS-1	AT&T
Tuscaloosa	6050 Mimosa Circle	Frame/MPLS	DS-1	AT&T

Tuscaloosa	3420 McFarland Blvd East	Frame/MPLS	DS-1	AT&T
Tuscaloosa	1651 Ruby Tyler Parkway	Metro-E Premium FM	100Mbps	AT&T
Tuscaloosa	2501 7th Street	Frame/MPLS	DS-1	AT&T
Tuscaloosa	714 1/2 Greensboro Ave	Frame/MPLS	DS-1	AT&T
Tuscaloosa	714 Greensboro Ave (3rd Floor)	Frame/MPLS	DS-1	AT&T
Tuscaloosa	800 Sorority Circle (ext from Switch Roo	Frame/MPLS	DS-1	AT&T
Tuscaloosa	2123 9th St, STE110	Frame/MPLS	DS-1	AT&T
Tuscaloosa	1514 Skyland Blvd East	Frame/MPLS	DS-1	AT&T
Tuscaloosa	1110 6th Ave East	Frame/MPLS	DS-1	AT&T
Tuscaloosa	505 Hackberry Lane	Frame/MPLS	DS-1	AT&T
Tuscaloosa	3716 12th Avenue East	Metro-E Premium FM	10Mbps	AT&T
Tuscaloosa	3702 Resource Drive, Suite One	Frame/MPLS	DS-1	AT&T
Tuscaloosa	2350 Hargrove East	Metro-E Premium FM	10Mbps	AT&T
Tuscaloosa	1305 37th Street East	Frame/MPLS	DS-1	AT&T
Tuscaloosa	900 West 22nd Avenue	Frame/MPLS	DS-1	AT&T
Tuscaloosa	1301 Jack Warner Parkway NE	Metro-E Premium FM	10Mbps	AT&T
Tuscaloosa	1301 River Rd (1301 Jack Warner Rd)	Frame/MPLS	DS-1	AT&T
Tuscaloosa	1700 University Blvd. E	Metro-E Premium FM	100Mbps	AT&T
Tuscaloosa	200 University Blvd	Metro-E Premium FM	100Mbps	AT&T
Tuscaloosa	2731 Martin Luther King Jr. Blvd.	DSL - MPLS	1.5M/256K	AT&T
Tuscaloosa	2731 Martin Luther King Jr Blvd	Frame/ATM	DS-1	AT&T
Tuscaloosa	6001 12th Ave East	Frame/MPLS	DS-1	AT&T
Tuscaloosa	2645 Skyland Boulevard	Frame/MPLS	DS-1	AT&T
Tuscaloosa	3801 Mill Creek Rd	Frame/MPLS	DS-1	AT&T
Tuscaloosa	518 19th Street	Frame/MPLS	DS-1	AT&T

TUSCALOOSA	518 19TH AVE.	Metro-E Premium FM	4Mbps	AT&T
TUSCALOOSA	2715 SKYLAND BLVD.	Metro-E Premium FM	100Mbps	AT&T
TUSCALOOSA	2715 SKYLAND BLVD	Metro-E Premium FM	10Mbps	AT&T
Tuscumbia	201 North Main St	Frame/MPLS	DS-1	AT&T
Tuscumbia	107 West Fourth Street	Frame/MPLS	DS-1	AT&T
TUSCUMBIA	295 HIGHWAY 20 EAST	Metro-E Premium FM	10Mbps	AT&T
Tuscumbia	201 North Main Street	Frame/MPLS	DS-1	AT&T
Tuscumbia	1098 Joe Wheeler Dr	Frame/MPLS	DS-1	AT&T
Tuscumbia	116 West 5th Street	Frame/MPLS	DS-1	AT&T
Tuskegee	2400 Hospital Rd., BLDG 4 Room 101	Frame/MPLS	DS-1	AT&T
Tuskegee	213 North Main Street	Frame/MPLS	DS-1	AT&T
Tuskegee	430 North Main St.	Frame/MPLS	DS-1	AT&T
TUSKEGEE	302 MAIN STREET (GOMILLION BLDG)	DSL - MPLS	1.5M/256K	AT&T
TUSKEGEE	812 HOSPITAL ROAD	Metro-E Premium FM	10Mbps	AT&T
Tuskegee	4280 US HIGHWAY 29 South	Frame/MPLS	DS-1	AT&T
Tuskegee	516 University Ave	Frame/MPLS	DS-1	AT&T
Union Springs	Highway 82 East	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	219 Prairie Street, 1st Floor	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	219 No. Prairie St.	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	21401 Highway 82	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	201 North Powell St.	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	Highway 82 East	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	103 Conecuh Avenue. West	Frame/MPLS	DS-1	Union Springs Tel

Union Springs	103 Conecuh Ave., West	Frame/MPLS	DS-1	Union Springs Tel
Union Springs	303 North Prairie Street	Frame/MPLS	DS-1	Union Springs Tel
Uniontown	200 North Street	Frame/ATM	DS-1	AT&T
Valley	5 North Medical Park Drive	Frame/ATM	DS-1	Knology
Valley	5 North Medical Park Dr	Frame/MPLS	DS-1	
Valley	321 Fob James Dr., Main Bldg	Frame/MPLS	DS-1	Knology
Vernon	300 Springfield Road	Frame/ATM	DS-1	Century Link
Vernon	300 Springfield Rd	Frame/MPLS	DS-1	Century Link
Vernon	330 1st Street Northeast	Frame/MPLS	DS-1	Century Link
Vernon	North Pond Street	Frame/MPLS	DS-1	Century Link
Vernon	North Pond Street	Frame/MPLS	DS-1	Century Link
Vernon	1118 County Road 9	Frame/MPLS	DS-1	Century Link
Vernon	1118 County Road 9	Frame/MPLS	DS-1	Century Link
Vestavia Hills	513 Montgomery Highway	Frame/MPLS	DS-1	AT&T
Wedowee	Main Street	Frame/MPLS	DS-1	Century Link
Wedowee	865 Hillcrest Avenue	Frame/MPLS	DS-1	Century Link
Wedowee	2nd First St, Southwest	Frame/MPLS	DS-1	Century Link
Wetumpka	8935 Hwy 231 North	Frame/MPLS	DS-1	AT&T
Wetumpka	100 Commerce Street	Frame/MPLS	DS-1	AT&T
Wetumpka	73932 Tallassee Hwy	Frame/MPLS	DS-1	AT&T
WETUMPKA	6501 US HIGHWAY 231	Metro-E Premium FM	10Mbps	AT&T
WETUMPKA	303 HILL STREET	DSL - MPLS	1.5M/256K	AT&T
Wetumpka	8476 U.S Highway 231 North	Metro-E Premium FM	10Mbps	AT&T
Wetumpka	8955 U.S. Highway 231	Frame/MPLS	DS-1	AT&T
WETUMPKA	8966 HIGHWAY 231 NORTH	Metro-E Premium FM	10Mbps	AT&T

Winfield	2575 US HWY 43	Frame/MPLS	DS-1	AT&T
Woodstock	28513 Highway 5	Frame/MPLS	DS-1	AT&T

DSL Inventory Listing

The DSL Inventory has been updated to reflect access speed, and has been placed in the following spreadsheet.

UPDATED DSL RECORDS

Speed	Address	Phone	City
6M/512K	892 4-H ROAD	205-669-4241	COLUMBIANA
1.5M/256K	12481 HWY 86 W	205-367-8232	CARROLLTON
1.5M/256K	163 PLAZA LANE	256-832-2439	OXFORD
	104 LAKEPOINT DRIVE	334-687-8011	EUFAULA
1.5M/256K	1436 LENLOCK LANE	256-820-5382	ANNISTON
1.5M/384K	514 Kirkland St, Suite B	(334) 585-2330	Abbeville
1.5m/256k	1625 ashville rd	205-699-2851	leeds
6m/512k	175 4H AG SCIENCE DRIVE, SUITE D	251-867-7760, 867-7991	BREWTON
1.5M/256K	1012 MONTEVALLO ROAD	205-685-9739	ALABASTER
1.5M/256K	5852 US Hwy 431 South	(256) 894-7691	Albertville
3M/384K	200 West Main Street	(256) 571-7830	Albertville
1.5M/256K	3044 Highway 280	(256) 234-3306	Alexander City
3m/384K	82 Court Square, Suite 101	(256) 329-3021	Alexander City
1.5M/384K	1915 E. Three Notch St.	(334) 222-4715	Andalusia
1.5M/512K	1515 Martin Luther King Expressway	(334) 427-7900	Andalusia
1.5M/512K	1803 M.L. King, Jr Expressway	(334) 222-0379	Andalusia
1.5M/512M	6517 Highway 51	(334) 762-9988	Ariton
3M/384K	6517 HIGHWAY 51	334-762-2109	ARITION
1.5M/256K	614 Highway 31 South	(256) 232-5629	Athens
1.5M/256K	1696 U.S. Hwy 29 North	(334) 727-3783	Auburn
3M/384K	41261 STATE HIGHWAY 225	(251) 937-7771	BAY MINETTE
	4920 Civic Lane	(205) 425-6734	Birmingham
1.5M/256K	220 West Oxmoor Rd	(205) 290-9286	Birmingham
1.5M/256K	2911 7th Ave South	(205) 251-0601	Birmingham
1.5M/256K	2116 Bessemer Rd	(205) 781-9420	Birmingham
1.5M/256K	5712 Chalkville Rd	(205) 815-4694	Birmingham
1.5M/256K	1960 Veteran's Memorial Dr (AT&T has 1958)	(205) 798-1098	Birmingham
1.5M/256K	1116 3rd Ave North	(205) 251-1814	Birmingham
1.5M/256k	5406 Hwy 280, Suite B101	(205) 991-1721	Birmingham
1.5M/256K	4500 Montevallo Rd, Suite D105	(205) 956-2859	Birmingham
1.5M/256K	1716 Finley Blvd	(205) 251-9556	Birmingham
1.5M/256K	4647 Hwy 280 South, Suite Q	(205) 995-2409	Birmingham
3M/384K	950 22nd Street, Suite 765	(205) 458-8716	Birmingham
768K/512K	816 17TH STREET NORTH	205-581-5660	BIRMINGHAM
3M/384K	400 Bellville Avenue	(334) 954-5028	Brewton

1.5M/256K	326 Evergreen Ave	(251) 809-2012	Brewton
3M/384K	615 Forrest Avenue/East Brewton City Hall	251-867-9588	Brewton
1.5M/256K	5584 Hwy 431 South	(256) 288-0074	Brownsboro
3M/384K	4299 Highway 72 East	(256) 766-4411	Brownsboro
1.5M/256K	1715 East Pushmataha St	(334) 459-2928	Butler
1.5M/256K	7500 S. Memorial Pwky, Unit 107	(256) 883-6949	Huntsville
3M/384K	819 Cook Ave	(256) 532-1678	Huntsville
6m/512K	1201 Carmichael Way, 2nd Floor Training Room	(334) 353-0838	Montgomery
1.5M/256K	717 South 3 Notch St	(334) 807-6140	Troy
1.5M/256K	231 DEPOT STREET	(334) 682-1215	Camden
1.5M/256K	231 Camden Bypass	(334) 682-4421	Camden
5M	1420 East Main Street	(256) 927-3163	Centre
1.5M/256K	44 Chelsea Corners	(205) 678-0112	Chelsea
1.5M/256K	124 Shell Toomer Parkway	(334) 887-5621	Auburn
1.5M/256K	32441 U.S. Highway 280	(256) 378-0493	Childersburg
1.5M/256K	1684 7th Street, Hwy 31 South	(205) 755-9375	Clanton
1.5M/256K	116 Eufaula Ave	(334) 775-8844	Clayton
1.5M/256K	1 Court Square, Room 105 (Courthouse)	334-844-5528	Clayton
1.5M/256K	431 Highway 51	(334) 775-3496	Clayton
1.5M/256K	217 West College St	(205) 669-0903	Columbiana
3M/384K	260 McDow Road	(205) 389-0051	Columbiana
1.5M/256K	54 Kelly Lane, Suite 6	(205) 669-4133	Columbiana
256K/128K	368 Southwest Second Avenue	(205) 924-4321	Carbon Hill
1.5M/256K	2475 MAIN STREET	205-926-5114	BRENT
1.5M/512K	15121 U.S. Highway 231 South	(334) 677-7332	Cottonwood
1.5M/256K	1527 Sportsman Lake Rd NW	(256) 734-0573	Cullman
3M/384K	12632 Confederate Parkway	(205) 477-6301	McCalla
1.5M/256K	18327 Highway 280	(256) 825-4349	Dadeville
1.5M/512K	101 Bienville Blvd	(251) 861-7509	Dauphin Island
1.5M/384K	680 South Daleville Ave	(334) 598-3114	Daleville
1.5M/256K	2200 U.S. Hwy 98, Suites 6 & 7	(251) 626-8470	Daphne
6M/512K	24714 hwy 195, rm 1	205-489-5376	DOUBLE SPRINGS
1.5M/512K	991 Highway 33	(205) 489-1531	Double Springs
1.5M/256K	225 Coats Street.	(205) 489-5014	Double Springs
6M/512k	621 Cherry St Northeast	(256) 353-2754	Decatur
1.5M/256K	4208 Hwy 31 North	(256) 232-7940	Decatur

1.5M/512K	2141 Bunker Loop	(256) 488-5649	Delta
1.5M/256K	1313 Highway 80 East	(334) 289-1757	Demopolis
1.5M/256K	1105 Bailey Street	(334) 289-8030	Demopolis
1.5M/256K	724 North Walnut Ave, Suite A		Demopolis
1.5M/256K	805 SOUTH CEDAR STREET	334-289-4846	DEMOPOLIS
3M/384K	1800 Highway 80 East	(334) 289-3552	Demopolis
1.5M/384K	2371 Murphy Mill Rd, Suite 2	(334) 792-8745	Dothan
1.5M/384K	2109 Ross Clark Circle, Suite 2	(334) 793-7372	Dothan
1.5M/384K	655 North Oates St	(334) 792-2051	Dothan
ABC-07-COM	2115 East Main St, Suite 7	(334) 793-1224	Dothan
	1557 Reeves Street	(334) 792-5185	Dothan
1.5M/512K	4855 Hodgesville Rd	(334) 677-5454	Dothan
3M/384K	495 Alabama 203	(334) 897-6340	Elba
960K/512K	28232 Upper Elkton Rd	(256) 423-3891	Elkmont
1.5M/256k	1803 Avenue H	(205) 785-6689	Ensley
	803 North Main Street	(334) 347-6525	Enterprise
1.5M/256K	1624 South Eufaula Ave	(334) 687-3301	Eufaula
3M/384K	104 Lakepoint Drive	(334) 687-8011	Eufaula
1.5M/256K	917 BARBOUR STREET	334-687-8469	EUFAULA
1.5M/256K	123 Tuscaloosa St	(205) 372-2923	Eutaw
256K/128K	3445 Eva Road	(256) 796-4434	Eva
1.5M/256K	100 Hillcrest Drive	(251) 578-2158	Evergreen
1.5M/256K	856 Liberty Hill Drive	(251) 578-3910	Evergreen
1.5M/256K	160 Baldwin Square S.C.	(251) 928-9700	Fairhope
3M/384K	11300 US HIGHWAY 98	251-928-9792	FAIRHOPE
1.5M/256K	8600 County Rd 32, DPS Hanger	(251) 938-3869	Fairhope
1.5M/256K	6940 Martin Luther King Drive	(205) 785-5300	Birmingham
1.5M/256K	100 N Union St, Suite 192	(334) 242-7075	Montgomery
1.5M/256K	100 N Union St, Suite 192	(334) 242-7075	Montgomery
1.5M/256K	424 Veterans Drive	(256) 765-4015	Florence
3M/384K	1212 Waterloo Road	(256) 764-4382	Florence
1.5M/256K	300 DeKalb Plaza Blvd, SW	(256) 997-1072	Fort Payne
1.5M/256K	920 Forest Avenue	(888) 296-9705	Fort Payne
256K/128K	300 Grand Ave SW, Basement (Courthouse)	(256) 547-0554	Fort Payne
1.5M/256k	1727 Decatur Highway, Suite B	(205) 808-9815	Fultondale
1.5M/256K	3524 Decatur Hwy, Suite 206 Seville Place	(334) 850-7704	Fultondale
1.5M/256K	209 East Meighan Blvd	(256) 547-4283	Gadsden

1.5M/256K	2217 FRANKLIN DRIVE	205-631-5861	GARDENDALE
3M/384K	1124 West Maple Ave	(334) 954-5028	Geneva
3M/384K	1142 S. Perry St, Basement	(334) 834-3022	Montgomery
1.5M/256K	633 Tuscaloosa St	(334) 624-8569	Greensboro
1.5M/256K	1002 HOBSON STREET	334-624-8618	GREENSBORO
1.5M/256K	170 Greenville Bypass	(334) 382-7889	Greenville
6m/512k	101 SOUTH CONECUH STREET	334-382-3250	GREENVILLE
1.5M/256K	22609 Hwy 84 East	(251) 275-7024	Grove Hill
1.5M/256K	Highway 182 East	334-353-5510	Gulf Shores
	Highway 182 East	(334) 353-5510	Gulf Shores
	Highway 182 East	(334) 353-5510	Gulf Shores
3M/384K	23116B Campground Rd	251-948-7275	Gulf Shores
1.5M/256K	1435 Sunset Drive	(256) 582-7433	Guntersville
1.5M/256K	11973 Hwy 431 South	(256) 894-7953	Guntersville
1.5M/256K	7966 Alabama Highway 227	(256) 571-5444	Guntersville
1.5M/256K	801 Avalon Ave, Unit 208	(256) 383-8750	Muscle Shoals
1.5M/512K	17994 U.S. Hwy 431	(334) 693-2810	Headland
1.5M/512K	72 Brockford Road	(256) 463-2620	Heflin
1.5M/512K	7315 Highway 78	(256) 463-2876	Heflin
1.5M/256K	405 Helena Marketplace	(205) 620-2485	Helena
1.5M/256K	3232 Galleria Circle, Suite 110	(205) 989-3386	Hoover
1.5M/256K	5184 Caldwell Mine Rd, Suite 208	(205) 995-9397	Hoover
1.5M/256K	2910 Allison Bonnett Memorial Dr, Ste 100	(205) 744-0822	Hueytown
1.5M/256K	6790 U.S. Hwy 72 West	(256) 217-0787	Huntsville
1.5M/256K	4320-A University Drive, NW	(256) 837-0744	Huntsville
1.5M/256K	11700 S Memorial Parkway, SW, Suite E	(256) 883-0722	Huntsville
1.5M/256K	700-A Pratt Avenue, NW	(256) 539-9405	Huntsville
3M/384K	5105 Nolen Ave	(334) 353-5510	Huntsville
1.5M/256K	2206 Oakwood Avenue, NW	(256) 535-4596	Huntsville
1.5M/256K	261 WEST VALLEY RD	(205) 941-1719	Homewood
3M/384K	3830 Ridgeway Drive	(205) 870-5999	Homewood
1.5M/256K	236 Goodwin Crest Drive	(205) 290-4475	Homewood
1.5M/256K	1658 Pelham Rd South	(256) 782-1276	Jacksonville
1.5M/256K	4405 N College Ave, Suite A	(251) 246-6897	Jackson
1.5M/512K	1710 Alabama Av, Suites 202, 203 & 204	(205) 384-6344	Jasper
1.5M/256K	410 9th Avenue SW	(334) 864-4004	Lafayette
1.5M/256K	101 Jane Place	(334) 864-9368	Lafayette
256K/128K	18 East Alabama Avenue	(334) 864-8226	Lafayette

1.5M/256k	Lanett Welcome Center, I-85	334-576-2116	Lanett
1.5M/256K	47619 Highway 78	(205) 763-1033	Lincoln
1.5M/256K	505 South Main St	(334) 295-5088	Linden
1.5M/256K	409 Lafayette St	(205) 652-2212	Livingston
1.5M/256K	108 West Main Street	(205) 652-5026	Livingston
1.5M/256K	195 SMITH AVENUE	205-652-7382	LIVINGSTON
1.5M/512K	75 McCrary St	(256) 618-1645	Lineville
1.5M/256K	1352 S. Forest Ave	(334) 335-3960	Luverne
1.5M/256K	8505 Madison Blvd	(256)464-5901	Madison
1.5M/256K	8115 Highway 72 West	(256) 830-9345	Madison
1.5M/256K	3960 Highway 25	(205) 665-7952	Montevallo
1.5M/256K	3710-B Lakeside Court	(251) 666-8935	Mobile
1.5M/256K	5364 Hwy 90 West	(251) 666-8692	Mobile
1.5M/256K	4625 Springhill Ave	(251) 340-0683	Mobile
1.5M/256K	5220 Cottage Hill Road	(251) 602-1937	Mobile
1.5M/256K	2501 Government Blvd, Unit 10	(251) 470-1052	Mobile
1.5M/256K	440 Schillinger Rd South	(251) 633-9778	Mobile
1.5M/256K	804 U.S. Hwy 31 South	(251) 580-0144	Bay Minette
	70A North Broad Street	(251) 434-9180	Mobile
1.5M/256K	3974 Government Blvd	(251) 666-0642	Mobile
1.5M/256K	2543 Old Shell Road	(251) 478-3209	Mobile
1.5M/256K	1907 13th Street, Bldg 52	(251) 415-2531	Mobile
1.5M/256K	151 DUNLAP DRIVE	(251) 470-8208	MOBILE
1.5M/256K	3572 Firetower Rd	(251) 649-1380	Mobile
3M/384K	65 Pineville Road	(334) 954-5028	Monroeville
1.5M/256K	887 Veterans Avenue	(251) 743-2350	Monroeville
1.5M/256K	13280 AL Hwy 157	(256) 905-3114	Moulton
1.5M/256K	423 Washington Street	(334) 683-8263	Marion
1.5M/256K	County Rd 45, Route 2, Box 6-S	(334) 683-8537	Marion
256K/256K	893 Carpenter Rd	(251) 847-2972	Millry
1.5M/256K	115 Brown Springs Road	(334) 244-9472	Montgomery
1.5M/256K	501 Mildred St	334-263-4901	Montgomery
1.5M/256K	1995 Coliseum Blvd	(334) 273-8677	Montgomery
1.5M/256K	225 East South Blvd	(334) 284-3307	Montgomery
1.5M/256K	461-I North Eastern Bypass	(334) 284-3307	Montgomery
1.5M/256K	2715 Gunter Park Drive	(334) 290-4272	Montgomery
3M/384K	2715 Gunter Park Drive West	(334) 290-4272	Montgomery
1.5M/256K	2690 Zelda Road	(334) 395-6787	Montgomery

1.5M/256K	9563 Vaughn Road (City of Pike Road)	(334) 215-1367	Montgomery
1.5M/256K	7413 Eastchase Parkway	(334) 215-8235	Montgomery
1.5M/256K	501 Mildred Street	(334) 263-4901	Montgomery
1.5M/256K	3458 Atlanta Highway	(334) 271-5751	Montgomery
3M/384K	1655 Federal Drive	(334) 242-5350	Montgomery
1.5M/256K	560 South McDonough Ave	(334) 242-4496	Montgomery
3m/512k	3030 Mobile Highway, Room 011	(334) 293-3131	Montgomery
3M/384K	649 Monroe St, Room 2218	(334) 242-8047	Montgomery
3M/384K	648 East Jefferson St	(334) 242-8047	Montgomery
3M/384K	2127 East South Blvd	(334) 613-2319	Montgomery
3M/384K	100 North Union St, IDF 2.1	(334) 242-4954	Montgomery
3M/384K	8140 University Drive	(334) 260-3400	Montgomery
	11 South Union St, Suite 516A	334-229-4932	Montgomery
1.5M/256K	11 SOUTH UNION ST, SUITE 206	334-242-7831	MONTGOMERY
1.5M/256K	19435-A Highway 43	(251) 829-5653	Mt Vernon
1.5M/256K	42590 AL HIGHWAY 21	(256) 358-4333	MUNFORD
1.5M/256K	2500 Woodward Ave	(256) 383-7759	Muscle Shoals
1.5M/256K	3105 George Washington Blvd	(256) 383-5215	Muscle Shoals
3M/384K	1450 East Avalon Avenue	(256) 381-1110	Muscle Shoals
1.5M/512K	1155 East McKinnon Street	(334) 894-6734	New Brockton
1.5M/256K	1051 S. Fox Run, Suite 101	(334) 749-7219	Opelika
3M/384K	520 West Thomason Circle	(334) 749-1259	Opelika
1.5M/512K	406-B North Main St.	(334) 493-3247	Opp
1.5M/512K	658 County Road 423	(334) 493-0053	Opp
3M/384K	450 South Union St	(334) 269-6347	Montgomery
1.5M/512K	1177 Andrews Ave, Suite A	(334) 774-4312	Ozark
1.5M/256K	513 Carroll Avenue	(334) 445-4955	Ozark
1.5M/256K	1233 West Roy Parker Road	(334) 774-5139	Ozark
3m/384k	20115 state highway 135	334-353-5510	gulf shores
1.5M/256K	3511C Pelham Parkway	(205) 621-8572	Pelham
6m/584K	1815 COGSWELL AVE, #103	205-338-9416	PELL CITY
256K/128K	144 Mohician Drive	(205) 338-7789	Pell City
1.5M/256K	901 E. Hwy 280 Bypass	(334) 298-1550	Phenix City
3M/384K	1317 9th Avenue	(334) 298-6160	Phenix City
1.5M/256K	114 Commerce Parkway	(205) 403-8709	Pelham
1.5M/256K	719 East Main Street	(334) 361-5236	Prattville
3M/384K	101 West Main Street	(334) 954-5028	Prattville
1.5M/256K	208 West Grand Ave	(256) 442-1341	Rainbow City

1.5M/256K	3502 LAKE STREET	256-442-3353	RAINBOW CITY
512K/256K	1524 Conaly Street	(334) 242-6842	Repton
1.5M/256K	20210 Hwy 59, Suite 5	(334) 260-5506	Summerdale
1.5M/256K	737 Highway 78	(256) 332-9261	Russellville
1.5M/256K	710-A Industrial Parkway	(251) 675-5123	Saraland
1.5M/256K	2852 DAUPHIN ISLAND PARKWAY	334-850-3455	MOBILE
1.5M/512K	3305 South Broad St	(256) 574-2820	Scottsboro
1.5M/512K	205 Liberty Lane	(256) 574-0355	Scottsboro
1.5M/256K	2300 Marie Foster Street	(334) 872-4523	Selma
1.5M/256K	200 Samuel O Moseley	(334) 874-1448	Selma
1.5M/256K	719 TREMONT STREET	334-877-4253	SELMA
3M/384K	816 Selma Avenue	(334) 874-4961	Selma
1.5M/256K	9070 Moffett Rd, Unit 200	(251) 645-8146	Semmes
1.5M/256K	508 East Second Street	(256) 386-7026	Sheffield
1.5M/256K	10200 EasternShore Blvd, Unit 500	(251) 626-9116	Spanish Fort
1.5M/256K	6729 Spanish Fort Blvd, Unit E	(251) 626-4073	Spanish Fort
1.5M/256K	5093 BATTLESHIP PARKWAY	251-626-5474	SPANISH FORT
256K/128K	5200 Battleship Parkway	(251) 626-5529	Spanish Fort
3M/384K	31115 Five Rivers Boulevard	(256) 621-1331	Spanish Fort
3M/384K	30945 5 Rivers Blvd, Suite B	(251) 625-0814	Spanish Fort
1.5M/384K	18909 US Highway 411	(205) 629-6421	Springville
1.5M/256K	12445 Highway 431	(256) 593-0328	Sardis City
1.5M/256K	301 North Main Avenue	(256) 249-9560	Sylacauga
3M/384K	203 West 4th Street	(256) 245-9859	Sylacauga
1.5M/256K	30265 ALABAMA HIGHWAY 21	(256) 362-1240	TALLADEGA
1.5M/256K	270 Shocco Springs Road	(800) 252-5015	Talladega
1.5M/256K	2074 Springdale Lane	(205) 808-9848	Tarrant City
1.5M/256K	6941 Bellingrath Rd	(251) 653-2419	Theodore
1.5M/256K	1400 U.S. Hwy. 231, S.	(334) 808-1430	Troy
1.5M/256K	104 Eastside St	(334) 727-0983	Tuskegee
1.5M/256K	9770 Hwy 69 South, Suite D-F	(205) 345-8889	Tuscaloosa
1.5M/256K	821B Hargrove Road	(205) 553-1021	Tuscaloosa
1.5M/256K	620 14TH STREET, SUITE A	(205) 752-5503	TUSCALOOSA
1.5M/256K	3702 RESOURCE DRIVE, SUITE 1	205-554-3271	TUSCALOOSA
1.5M/256K	2715 East Skyland Blvd	(205) 554-3271	Tuscaloosa
1.5M/256K	2115 Bashi Road, Bldg 515	(334) 636-5421	Thomasville
768K/128K	290 Timberland Drive	(334) 636-1186	Thomasville
1.5M/256K	Water Street	(334) 628-4891	Uniontown

1.5M/512K	10 EAST BROAD NORTH	(256) 357-2178	Wedowee
1.5M/256K	4836 U.S. Hwy 231	(334) 567-3303	Wetumpka
1.5M/256K	6 South Broad St	(205) 392-4511	York
1.5m/256k	77 justice ave	256-237-1621	anniston
1.5m/256k	4140 florence blvd	256-757-7880	florence
1.5m/512k	865 Hillcrest Ave	256-357-3039	Wedowee
3m/384k	8950 Roebuck Ave	205-838-4911	Birmingham
3m/384k	3030 mobile hwy	334-293-3477	montgomery
3m/384k	1409 highland ave.	334-353-1566	montgomery
3m/384k	236 Goodwin Crest Dr.	205-290-4311	Homewood
3m/384k	21055 Water Way East Blvd	251-968-7576	gulf shores
3m/384k	21055 mildred casey dr	251-968-7576	gulf shores
1.5m/256k	9712 hwy 5	205-926-4917	brent
1.5m/512k	48878 highway 17	205-695-7530	sulligent
3m/384k	650 Mcconnell Loop	205-932-8941	Fayette
6m/512k	126 chilton place	205-755-8000	clanton
6m/512k	#4 Medical Office Park	(256) 362-1300	Talladega
1.5M/256k	2521 w. fort toulouse	334-567-3002	wetumpka
1.5M/256K	2521 w. fort toulouse rd.	334-567-3002	wetumpka
1.5m/256k	3740 joy springs rd.	251-661-8602	mobile
3M/384K	59 Firetower Rd.	334-376-9114	Greenville
3m/384k	1060 east south blvd.	334-293-7123	montgomery
3m/384k	11525 us highway 98	251-928-9792	fairhope
1.5m/256k	3760 highway 53, suite u	256-852-7956	huntsville
1.5m/256k	304 1st ave ne	256-775-1391	cullman
1.5m/256k	14833 old hwy 5 south.	251-275-3283	Grove Hill
1.5M/256K	2111 MARTIN STREET SOUTH	205-338-6409	PELL CITY
1.5M/256K	1789 HIGHWAY 14 EAST	334-365-2821	PRATTVILLE
3M/384K	22722 AZALEA AVE.	334-850-7326	FLORALA
1.5M/256K	621 BOLL WEEVIL CIRCLE SUITE 32-B	334-308-9344	ENTERPRISE
1.5M/256K	2228 VILLAGE DRIVE BOX 4	205-640-2784	MOODY
3m/384k	1833 industrial blvd.	256-593-2995	boaz
3m/384k	Milsap Bldg. 2nd flr. U.S.11 S	205-426-1294	Bessemer
3m/384k	milsap bldg. 2nd floor U.S hwy 11	205-426-1294	bessemer
1.5m/256k	3670 Enterprise RD.	334-684-2876	Geneva
1.5m/256k	3738 Atlanta Hwy.	334-272-6245	montgomery
3m/384k	30586 Five Rivers Blvd.	251-625-0814	Spanish Fort
3m/384k	602 s. lawrence st.	3346132295	montgomery

1.5m/256k	47619 hwy 78	256-846-0346	lincoln
3m/384k	rt 2 box 4-a hwy 45 south	334-683-6888	marion
1.5m/256k	2413 dawes rd.	251-607-7990	mobile
	110 washington st.	205-652-6500	Livingston
1.5m/256k	421-b gilmer ave.	334-283-3351	Tallassee
3m/384k	3520 plaza drive	334-347-9030	enterprise
3m/384k	771 S. Lawrence St.	334-242-2831	montgomery
6m/512k	560 S.Lawrence st.	334-293-7123	montgomery
6m/512k	560 s. lawrence st.	334-293-7123	montgomery
3m/384k	5105 nolen ave.	256-534-3757	huntsville
6m/512k	110 North Main St.	205-260-8742	Columbiana
1.5m/256k	15173 U.S. Highway 431	334-850-1578	Lafayette
3M/384K	515 Springhill Plaza Court	251-4611-4498	Mobile
3M/384K	235 haynes Street Suite A	256-480-2125	Talladega
3M/384K	3440 3rd Ave. South	205-326-2431	Birmingham
3m/384k	2535 Sparkman Drive	256-859-9360	Huntsville
1.5m/256k	4154 wulff road e	334-850-7142	semmes
3m/384k	202 skyland drive	205-759-2576	tuscaloosa
3m/384k	1023 south Brundidge	334-566-9030	Troy
3m/384k	500 south montgomery ave, suite 102	256-389-8131	sheffield
3m/384k	216 north 5th street	256-546-3366	gadsden
3m/384k	1119 Forest area Rd.	334-898-7013	Kinston
1.5M/256K	353 NORTH BROADNAX STREET	256-825-2773	DADEVILLE
6M/512K	ROUTE 2 BOX 4-A	334-683-6888	MARION
6M/512K	426 EAST PRYOR STREET	2162052	ATHENS
6m/512k	721 hwy 78 west	256-577-0662	jasper
3M/384K	22050 CAMPGROUND ROAD	251-948-4704	GULF SHORES
1.5M/256K	2230 SPARKMAN ROAD	334-260-5417	HUNTSVILLE
1.5M/256K	646 US HWY 43S	256-764-2435	WINFIELD
3m/384k	7022 Oak Side Court	334-312-6166	Montgomery
1.5m/256k	400 S. Union St.Suite 445	334-242-4505	Montgomery
3M/384K	5920 US Highway 431	256-878-3031 ext 240	Albertville
1.5M/256K	4745 SAINT STEPHENS ROAD	251-330-1026	EIGHT MILE
1.5M/256K	19375 NORTH 3RD STREET	251-866-7056	CITRONELLE
	35775 us hwy 231	205-594-7111	ashville
1.5M/256K	400 S. UNION ST.	334-269-1434	MONTGOMERY
1.5M/256K	325 NORTH CRAFT HWY.	334-260-5417	CHICKASAW

3M/384K	1819 BASSETT AVE.	256-355-0142	DECATUR
	11261 us hwy 331	334-280-3701	Montgomery
6m/512k	4170 COMMANDERS DRIVE	251-438-5690	MOBILE
6M/512K	892 4-H ROAD	205-669-4241	COLUMBIANA
1024K/256K	220 2ND AVE EAST	205-290-4412	ONEONTA
6M/512K	8159 JOHN FINDLEY DRIVE	205-438-4655	PELHAM
1.5M/256K	ALABAMA STATE DOCKS PIER D 12TH STREET	251-438-2549	MOBILE
1.5M/256K	1425 MONTGOMERY HWY PARK SOUTH PLAZA SHOPPING CENT	334-260-5417	VESTAVIA HILLS
1.5M/256K	2340 CONNALY STREET	251-248-2960	REPTON
1.5M/256K	207 East Meighan Blvd.	334-260-5417	Gadsden
	300 SPRINGVILLE STATION SUITE 800	205-467-2883	SPRINGVILLE
1.5M/256K	1406 CENTRAL PLAZA	334-684-1029	GENEVA
1.5M/256K	138 NORTH PRAIRIE STREET	334-738-2900	UNION SPRINGS
3M/384KBPS	1462 US HIGHWAY 431 SOUTH	334-585-2403	ABBEVILLE
4m	2575 us highway 43	205-487-1161	winfield
3M/384K	20800 EAST BEACH BLVD.	251948-7275	GULF SHORES
1.5M/256K	501 BEL AIRE BLVD.	251-450-1944	MOBILE
1.5M/256K	4653 ALABAMA HIGHWAY 75	256-632-3208	FLAT ROCK
1.5M/256K	726 2ND AVE NORTH	205-328-8347	BIRMINGHAM
1.5M/256K	930 CHURCH STREET	334-240-6592	DECATUR
1.5M/256K	19 S. JACKSON STREET	334-954-2576	MONTGOMERY
1.5M/256K	54 KELLEY LANE	334-619-1391	COLUMBIANA
1.5M/256K	201 BROAD STREET	334-693-2729	HEADLAND
3M/384K	2880 MILL STREET	251-478-2174	MOBILE
1.5M/256K	15950 MOSELY BLVD.	251-937-1840	STAPLETON
3M/384K	504 1ST AVENUE NORTH	205-755-8114	CLANTON
1.5M/256K	3000 EARL GOODWIN PARKWAY	334-876-9354	SELMA
1.5M/256K	5461 SKYLAND BLVD. E	334-353-6204	COTTONDALE
6M/512K	107 HARRIS AVE. EUTAW ACTIVITY CENTER	205-399-6645	EUTAW
3m/384k	401 ADAMS AVENUE	334-242-2395	MONTGOMERY
3M/384K	2430 EAST RIDGE ROAD	251-867-7798	BREWTON
3M/384K	2584 EAST RIDGE ROAD	251-867-5368	BREWTON
	1 COURT SQUARE	256-362-1357	TALLADEGA
3M/384K	22685 HWY 31	251-470-8332	FLOMATON
3M/384K	21465 HWY 31	251-470-8332	FLOMATON

1.5M/256K	350 COUNTY ROAD 12, APPALACHAIN SCHOOL	205-274-9712	ONEONTA
3M/384K	22050 CAMPGROUND ROAD.	251-424-8079	GULF SHORES
3M/384K	216 NORTH 5TH STREET	2565463366	GADSDEN
6M/584K	1000 23RD STREET SOUTHWEST	334-242-3820	CULLMAN
1.5M/256K	8 COMMERCE STREET, SUITE 910	334-262-8784	MONTGOMERY
1.5M/256K	50 COURT SQUARE, RM 106	205-367-1664	CARROLLTON
1.5M/256K	2537 6TH AVE. OAKTREE PLAZA	334-850-6345	HALEYVILLE
1.5M/256K	2014 1st AVE. NORTH	205-481-2690	BESSEMER
1.5M/256K	213155 INTERSTATE 20	256-748-4303	HEFLIN
1.5M/256K	16250 STATE ROAD 45	251-866-9730	CITRONELLE
1.5M/256K	204 EAST HART AVE.	334-493-9923	OPP
3M/384K	22050 CAMPGROUND ROAD	251-424-8079	GULF SHORES
1.5M/256K	2226 HWY 14 W SUITE 1	334-240-9372	AUTAUGAVILLE
3M/384K	1109 WEST MARTKET STREET SUITE F	256-232-7940	ATHENS
1.5M/256K	ROUTE 1 (I-59 WEST)	256-635-0906	VALLEY HEAD
8m	795 ROSS CLARK CIRCLE NE	334-293-7239	DOTHAN
6M/512K	437 COUNTY ROAD 63	205-755-8982	MARBURY
6M/584K	400 S. UNION STREET	334-832-7300	MONTGOMERY
1.5M/256K	1780 STATE ROAD 221	334-682-4287	CAMDEN
1.5M/256K	435 HEARN DRIVE	251-847-2911	CHATOM
1.5M/256K	340 HYDE ROAD	334-353-3205	PHIL CAMPBELL
	660 ADAMS AVE. SUITE 360	334-242-4127	MONTGOMERY
1.5M/512K	974 HICKS INDUSTRIAL BLVD.	334-376-9114	UNION SPRINGS
1.5M/256	3012 MCGEHEE ROAD	334-281-3016	MONTGOMERY
1.5M/256K	6662 HIGHWAY 75 SUITE 120	205-680-8991	PINSON
10M/768K	93 COUNTY ROAD 31	334-844-3510	ASHLAND
6M/512K	701 HALL STREET	334-844-3510	GREENSBORO
3M/384K	20962 FRED DUGGER ROAD	251-331-0778	SUMMERDALE
1.5M/256K	5676 HIGHWAY 90 WEST	251-653-6525	THEODORE
6MK/512K	281 COLUMBUS AVE, P.O BOX 567	334-844-3510	VERNON
1.5M/256K	121 VILLAGE STREET	205-328-5820	HOOVER
1.5M/256K	805 N. MCKENZIE STREET.	334-850-7704	FOLEY
1.5M/256K	115 ARGO PARK DRIVE	334-850-6347	TRUSSVILLE
1.5M/256K	I10 WEST	251-865-4499	GRAND BAY
3M/384K	2001 12TH AVE. NORTH	205-321-1317	BIRMINGHAM
1.5M/256K	3620 WETUMPKA HIGHWAY	334-272-0094	MONTGOMERY
3M/384K	2001 12TH AVE. N 11TH FLOOR	205-3076709	BIRMINGHAM

6M/512K	2025 DANVILLE PARK DRIVE SW	334-293-7123	DECATUR
3M/384K	5200 BATTLESHIP PARKWAY EAST	251-626-5529	SPANISH FORT
1.5M/256K	26955 U.S HIGHWAY 43	334-295-8230	GALLION
	115 ARGO PARK DRIVE	334-850-1311	TRUSSVILLE
3M/384K	510 WEST THOMASON	334-293-7123	OPELIKA
	50 NORTH RIPLEY STREET	334-2423816	MONTGOMERY
1.5M/256K	8950 ROEBUCK BLVD	205-838-4911	BIRMINGHAM
6M/512K	3180 MAINTENANCE DRIVE	251-747-4028	GULFSHORES
6M/512K	22250 EAST BEACH BLVD	251-7474028	GULF SHORES
6M/512K	21425 COUNTY ROAD 2	251-7474028	gulf shores
6m/512k	22250 east beach blvd	251-7474028	gulf shores
6m/512k	20115 state hwy	251-747-4028	gulf shores

Local Voice Inventory By City Listing

The Local Voice Inventory by City is in the following spreadsheet.

CITY	ZIP CODE
Abbeville	36310
Adamsville	35005
Alabama Port	36523
Alabaster	35007
Albertville	35980
Albertville	35950
Alexander City	35010
Aliceville	35442
Alpine	35014
Andalusia	36420
Anniston	36201
Ariton	36311
Ashford	36312
Ashland	36251
Ashville	35953
Athens	35611
Atmore	35602
Attalla	35954
Auburn	36849
Autaugaville	36003
Bay Minette	36507
Bayou La Batre	36509
Belle Mina	35615
Bessemer	35020
Billingsley	
Birmingham	35209
Bladon Springs	36919
Blountsville	35031
Boaz	35956
Boaz	35957
Brent	35034
Brewton	36426
Bridgeport	
Browns	
Brownsboro	35741
Butler	36904
Calera	35040
Camden	36726
Carbon Hill	35549

CITY	ZIP CODE
Carrollton	35447
Castleberry	36432
Centerpoint	35215
Centre	35960
Centreville	35042
Chatom	36518
Chelsea	35043
Chickasaw	36611
Childersburg	35044
Citronelle	36522
Clanton	35045
Clayton	36016
Clio	36017
Coker	35452
Columbiana	35051
Cordova	35550
Cottondale	35453
Cottonwood	36320
Creola	36525
Crossville	35962
Cuba	36907
Cullman	35055
Dadeville	36853
Daleville	36322
Danville	35619
Daphne	36526
Dauphin Island	36528
Deatsville	36022
Decatur	35603
Deer Park	36522
Delta	36258
Demopolis	36732
Dothan	36303
Double Springs	35553
Duncanville	35456
Dutton	35744
East Gadsden	35903
Eastaboga	36260
Eight Mile	36612

CITY	ZIP CODE
Elba	36323
Eldridge	35554
Elkmont	35620
Elmore	36025
Emelle	35459
Ensley	35218
Enterprise	36330
Estillfork	35745
Ethelsville	35461
Eufaula	35607
Eutaw	35462
Eva	35621
Evergreen	
Fairfield	35064
Fairhope	36532
Fayette	35555
Flat Rock	35966
Flomaton	36441
Florala	36442
Florence	35630
Florence	35634
Foley	36535
Fort Deposit	36032
Fort Payne	35967
Fort Payne	35968
Fort Rucker	36362
Fullers Crossroads	36811
Fultondale	35068
Gadsden	35903
Gallion	36742
Gardendale	35071
Gaylesville	
Geneva	36340
Gilbertown	36908
Glencoe	35905
Goodwater	
Gordon	36343
Grand Bay	36541

CITY	ZIP CODE
Graysville	35073
Greensboro	36744
Greenville	36037
Grove Hill	36451
Grove Oak	35975
Guin	35563
Gulf Shores	36542
Guntersville	35976
Haleyville	35565
Hamilton	35570
Hanceville	35077
Harpersville	35078
Hartford	36344
Hartselle	35640
Harvest	35749
Hayneville	36040
Headland	36345
Heflin	36264
Helena	35080
Hillsboro	36545
Hollywood	35752
Homewood	35209
Hoover	35244
Hueytown	35023
Huntsville	35806
Irondale	35210
Jackson	36545
Jacksonville	36265
Jasper	35501
Jemison	35085
Joppa	35087
Killen	35645
Kinston	36453
Lafayette	36862
Lanett	36863
Leeds	35094
Lillian	36549
Lincoln	35096
Linden	36748

CITY	ZIP CODE
Lineville	36266
Livingston	35470
Lowndesboro	36752
Loxley	36551
Luverne	36049
Madison	35756
Magnolia Springs	36555
Maplesville	36750
Marbury	36051
Marion	36756
Marion Junction	36759
McCalla	35111
Mentone	35984
Midfield	35228
Midway	36053
Millbrook	36054
Millry	36558
Mobile	36606
Monroeville	36560
Monroeville	36460
Montevallo	35115
Montgomery	36130
Moody	35004
Morris	35116
Moulton	35650
Moundville	35474
Mountain Brook	35223
Mt Meigs	36057
Mt Vernon	36560
Munford	36268
Muscle Shoals	35661
New Brockton	36351
New Hope	35760
Newbern	36765
Newton	36352
Northport	35475
Oneonta	35121
Opelika	36801
Opp	36467

CITY	ZIP CODE
Orange Beach	36561
Orriville	36767
Oxford	36203
Ozark	36360
Paint Rock	35764
Pelham	35124
Pell City	35128
Pell City	35125
Perdido	36562
Phenix City	36868
Phil Campbell	35581
Piedmont	36272
Pike Road	36064
Pinson	35126
Pittsview	36871
Prattville	36067
Prichard	36610
Quinton	35130
Rainbow City	35906
Rainsville	35986
Ramer	36069
Ranburne	36273
Red Bay	35582
Redstone Arsenal	35808
Repton	36475
Roanoke	36274
Robertsdale	36567
Rockford	35136
Rogersville	35652
Russellville	35654
Russellville	35653
Saks	36206
Saraland	36571
Sardis City	35956
Scottsboro	35789
Scottsboro	35769
Seale	36875
Selma	36702
Selma	36701

CITY	ZIP CODE
Seminole	36574
Semmes	36575
Sheffield	35660
Snead	35952
Somerville	35670
Southside	35907
Spanish Fort	36527
Springville	35146
St Stephens	36569
Stapleton	36578
Stockton	36579
Sulligent	35586
Sumiton	35148
Summerdale	36580
Sylacauga	35150
Sylvan Springs	36118
Talladega	35601
Tallassee	36078
Tanner	35671
Tarrant	35208
Theodore	36582
Thomaston	36783
Thomasville	36784
Thorsby	35171
Town Creek	35672
Townley	
Troy	36081
Trussville	36904
Tuscaloosa	35401
Tuscumbia	35674
Tuskegee	36083
Union Springs	36089
Uniontown	36786
Uriah	36480
Valley	36854
Valley Head	35989
CITY	**ZIP CODE**
Vance	35490
Vernon	35592
Vestavia Hills	
Vina	35593
Vincent	35178
Wadley	36276
Walnut Grove	35990
Warrior	35180
Wedowee	36278
West Blocton	35184
Wetumpka	36092
Whitney Junction	36608
Winfield	35594
Woodville	35776
York	36925