

2.1.7 Circuit Switched Voice Service [C.2.2.2]

2.1.7.1 Compliance with Evaluation Criteria [L.29.2.1]

MetTel proposes a CSVS solution that meets the mandatory service requirements for CSVS in C.2.2.2. This section presents a technical description of our offering, demonstrating our capabilities in Standards, Connectivity, Technical Capabilities, Features, Performance Metrics, and Interfaces. **Exhibit 2.1.7-1** highlights some key strengths and benefits of our CSVS solution in relation to RFP Section M.2.1 evaluation criteria.

MetTel

Anywhere-to-Anywhere

- Single invoice option to include all invoices across multiple LECs
- Migrating to MetTel does NOT require any changes, no new installations, no porting. Agencies keep everything "as is" with no service interruption
- Unique pricing structure saves money
- Billing and inventory management through user-friendly secure MetTel EIS Portal

Exhibit 2.1.7-1. Features and Benefits of Approach to CSVS

Evaluation Criteria	Features and Benefits of MetTel's Approach
Understanding (M.2.1(1))	<ul style="list-style-type: none"> 20 years of experience providing CSVS to industry and Government A combination of local providers and telecommunication giants to deliver CSVS. [REDACTED] Long distance and international reach equal to the combined reach of all the major long distance providers combined
Quality of Services (M.2.1(2))	<ul style="list-style-type: none"> Voice quality at least equal to 64 kbps PCM (standard: ITU G.711) Network availability 24x7x365 Transparency and interconnectivity between all providers' networks [REDACTED]
Service Coverage (M.2.1(3))	<ul style="list-style-type: none"> Global geographic reach through the PSTN [REDACTED]
Security (M.2.1(4))	<ul style="list-style-type: none"> Compliance with all security and monitoring requirements of the PSTN Timely access 911 and E911 for emergency service requirements Support of NS/EP requirements and the Telecommunications Service Priority (TSP) Act

2.1.7.1.1 Service and Functional Description [L.29.2.1, C.2.2.2.1, C.2.2.2.1.1]

MetTel's CSVS provides cost-effective local and long distance solutions for commercial and Government organizations, including in-state, state-to-state, and international calling with plans tailored for all business needs. We offer solutions from basic service to the most advanced features at competitive market rates for basic telephone lines to flat rate, measured, or unlimited local and regional calling plans. Our

plans feature no limitations such as restrictions in calling times or extra digits to dial. Our communications experts identify opportunities to reduce customer costs by eliminating redundancies and recommending latest-technology solutions.

Our model for connectivity links the best price with the best reach to meet CSVS requirements. [REDACTED]

[REDACTED] By leveraging multiple access providers, we drive down the price of access and consolidate bandwidth to provide efficiencies that are not available from any single provider.

The Value of Integrated Voice

We migrate and manage telecommunications services for all Agencies under one provider efficiently structured to provide cost-effective, streamlined management and technology migrations, eliminating redundancies and complications of managing multiple service providers. We provide all the required functions, features, and reach of the CSVS requirements and an effective migration path for Agencies seeking the features and functionality of IPVS.

Our solution is developed for the Agency seeking to leverage the advantages of a converged network, including reduced bandwidth, cost savings, and single point of management for multiple vendors, technology, and circuits. We provide the interface, network, and migration path for moving complex CSVS implementation to a cost-effective IPVS solution. Key to our approach, the MetTel EIS Portal is a single information repository for all customer information, including implementation, inventory, maintenance and monitoring, and consolidated billing. Migration is planned and managed to meet Agency operational requirements, facility moves, relocations, and consolidations. [REDACTED]

[REDACTED] We are the only provider capable of managing the complexities of converged networks with a focus on operational efficiencies, reduction in cost, and effective Telecommunications Expense Management (TEM). **Exhibit 2.1.7-2** depicts how MetTel's CSVS and IPVS integration provides total telecommunications management across multiple providers, locations, and technologies.

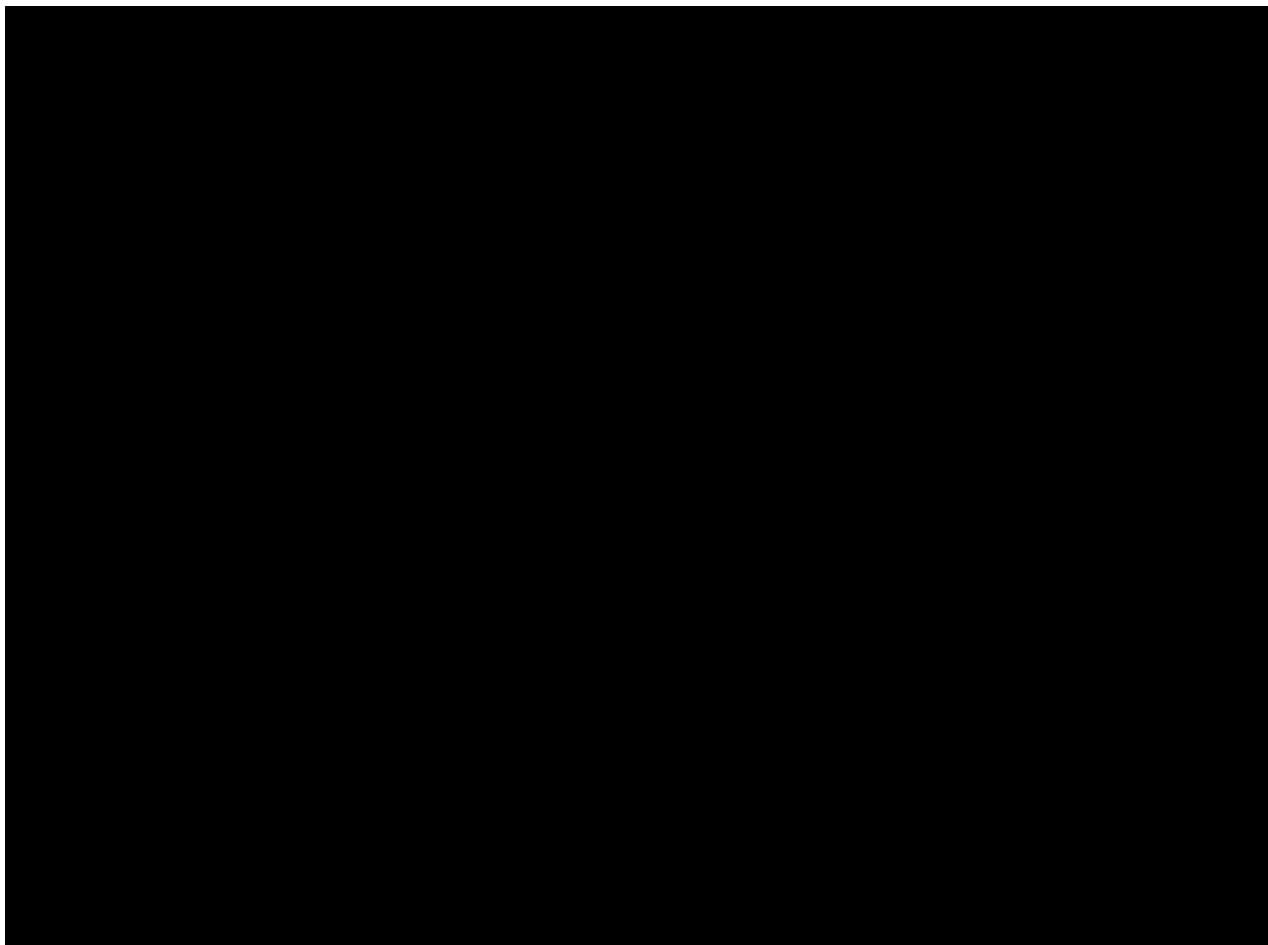


Exhibit 2.1.7-2. CSVS and IPVS Integration

Quality of Services [L.29.2.1, M.2.1(2)]

We deliver an integrated voice solution for CSVS and work with all the major providers for the best service based on location and Agency requirements. We meet the high expectations of user demands and deliver CSVS to provide high-quality connections across a global geography. We provide voice quality equal to at least 64kbps PCM (standard, ITU G.711) on all calls.

CSVS supports voice calls, whether initiated from on-net or off-net locations, to be connected to all on-net and off-net locations by direct dialing throughout the U.S. We deliver CSVS functions by combining the assets and reach of our strategic partners to provide a greater reach and connectivity than any partner provider can provide individually.

2.1.7.1.2 Standards [L.29.2.1, C.2.2.2.1.2]

We deliver CSVS in compliance with voice service industry standards.

2.1.7.1.3 Connectivity [L.29.2.1, C.2.2.2.1.3]

MetTel’s CSVS is built on the extensive networks of the major local and long distance carriers of PSTN services. MetTel CSVS connects to and interoperates with Government-specified terminations and network terminations defined in **Exhibit 2.1.7-3**

Exhibit 2.1.7-3. CSVS Supported Terminations

Specific Terminations	Network Terminations
Single-line Telephones	Wireline PSTN network
Secure Terminal Equipment	Wireless PSTN network
Multi-line Key Telephone Systems	PSTN domestic
Conference-room Audio Equipment	PSTN non-domestic
PBX	Other EIS voice service networks through the PSTN
Centrex	IPVS
T1 MUX	
Modem	
FAX Equipment	
Video Teleconferencing Systems	
Satellite Phones and Terminals	

2.1.7.1.4 Technical Capabilities [L.29.2.1, C.2.2.2.1.4]

CSVs provides all the technical capabilities required for EIS customers. **Exhibit 2.1.7-4** defines each of the EIS technical capabilities and MetTel’s response.

Exhibit 2.1.7-4. CSVS Technical Capabilities

Requirement	MetTel Response
Numbering Plan	<ul style="list-style-type: none"> a) MetTel provides unique directory numbers for all on-net Government locations, which can be integrated and support existing Government numbers. b) MetTel provides PSTN (both wireline and wireless) numbers and any future changes to PSTN numbers. <div style="background-color: black; height: 15px; width: 100%; margin: 5px 0;"></div> <ul style="list-style-type: none"> d) MetTel provides transparency and interconnectivity between MetTel networks and the Network Terminations defined in Exhibit 2.1.7-3.
Network Intercept	<p>Network intercept to a recorded announcement is provided as an inherent network capability when a call cannot be completed. Announcements are provided for the following conditions:</p> <ul style="list-style-type: none"> a) Number disconnected. If MetTel controls the number assignment, we do not reassign the number for 90 days after receiving an Agency disconnect. b) Time-out during dialing typically results in a reorder tone initiated by the switch supporting the station instrument. Switches support this where directly connected station instruments are involved. c) Calls encountering network congestion in the network typically receive a “fast busy” signal. d) On-net originating calls that exceed the class of service assigned to the originating station for off-

Requirement	MetTel Response
	net and non-domestic PSTN calls receive a recorded message stating the call cannot be completed because it exceeds the assigned class of service range privileges. e) MetTel supports the denial of features via class of service restrictions against the originating trunk group, ANI, or authorization code.
User-to-user signaling via ISDN D-Channel (Optional)	[REDACTED]
Voice Quality	Voice quality of at least 64 kbps Pulse Code Modulation (PCM) is provided per standard ITU G.711.
911 and E911 Service	MetTel fully complies with emergency service requirements, including 911 and E911 services, identifying the locations of the originating stations and routing them to the appropriate PSAP.

2.1.7.1.5 Features [L.29.2.1, C.2.2.2.2]

CSVS provides the features listed in **Exhibit 2.1.7-5**.

Exhibit 2.1.7-5. CSVS Features

ID Number	Feature	MetTel Response
1	Agency-Recorded Message Announcement	<ol style="list-style-type: none"> 1. Authorized Government personnel are able to dial a unique PSTN toll-free number to access the recording platform, be prompted for a user ID and password PIN for authentication, record or change a message, hear the playback, and activate the message for network calls. 2. The recording is assigned an on-net number and is accessible from on-net and off-net stations. 3. The messaging platform supports message announcements of at least 3 minutes in length. 4. The length of each message provided by the Government is determined on a case-by-case basis and continues to 3 minutes in length. 5. All calls to the message announcement platform are answered in less than five rings (typically one ring cycle) and are capable of "barge-in" access to the announcement. All message announcements start at the beginning and are not subject to a rotary annunciator that answers calls in the middle of announcements. 6. The message announcement platform has a system-wide capability for storing significantly more than 500 recorded messages. These are shared commercial IVR platforms with logical message partitioning with scalable memory storage capabilities. 7. This feature is capable of supporting 250 or more concurrent callers.
2 (optional)	Authorization Codes/Calling Cards	[REDACTED]
3	Caller Identification (ID)	Call Identification digits for the originating calling station are available to the receiving station or PBX in a signaling message for each call. This assumes the originating equipment or LEC facilities deliver the calling number in the ANI field.
4	Call Screening for users	MetTel supports capabilities for CoS call screening based on the caller, station, or trunk group. The following is the call screening feature that is

ID Number	Feature	MetTel Response
		<p>supported:</p> <ol style="list-style-type: none"> 1. CoS and Restrictions. MetTel supports at least 128 CoSs for each user, station, or trunk. CoS is determined from the ANI, authorization code, traveling classmark, or trunk group. The CoS derived from an authorization code takes precedence over any derived from other means. CoSs identify access and feature restrictions as follows: <ol style="list-style-type: none"> a) Access restrictions include at a minimum: toll-free and 900 calls, off-net calling, other Government networks, non-U.S. calling, and other than specified NPA/NXXs. b) Access restriction to network features is by users or groups of users.
4.2 (optional)	Call Screening for users (Call Block)	[REDACTED]
5 (optional)	Customized Network Announcement Intercept Scripts	[REDACTED]
6 (optional)	Internal Agency Accounting Code	[REDACTED]
7	Directory Assistance	MetTel supports the ability of a user to call off-net directory assistance by dialing NPA-555-1212 or any other off-net directory assistance number. NPA also includes service access codes (e.g., 800, 888) to support directory assistance.
8	Suppression of Calling Number Delivery	MetTel supports the inhibition of the delivery of the calling number by setting the Privacy Indicator at the originating end and honoring it at the terminating end based on the originating calling station. It is possible to block a calling number delivery on a call-by-call basis by dialing a MetTel defined and provided code.
9	Voice Mailbox	<p>MetTel offers voicemail capability that includes the transmission, reception, and storage of voicemail 24x7 except for scheduled periodic maintenance activities. MetTel's voicemail provides the following minimum requirements:</p> <ol style="list-style-type: none"> 1. At least 60 minutes of storage time (or at least 30 messages) 2. The ability to remotely access voicemail services 3. Secure access to voicemail via a password or PIN 4. Automatic notification when a message is received 5. Minimum message length of 2 minutes 6. Capability to record custom voicemail greetings <p>Voicemail is administered on a station basis according to the Agency specification in the Task Order.</p>
10 (optional)	Basic Subscriber Line: Multi-Appearance Directory Number	[REDACTED]
11 (optional)	ISDN PRI: Back up of Shared-D Channel	[REDACTED]
12 (optional)	ISDN BRI: Multi-Appearance Directory	[REDACTED]

ID Number	Feature	MetTel Response
13 (optional)	MLPP	

2.1.7.1.6 Interfaces [L.29.2.1, C.2.2.2.3]

We provide all the mandatory interfaces for CSVS. Interfaces to support CSVS depend on the local access provider and availability of the specific interface for the service requested. We bring our large set of LECs, Cable, and Tier-1 providers to deliver the appropriate interface for the requested CSVS service and maintain compliance with all required standards.

2.1.7.1.7 Performance Metrics [L.29.2.1, C.2.2.2.4]

MetTel meets or exceeds the KPIs and AQLs required for CSVS and is a compliant solution that meets all KPIs.