

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 22 – Cloud-Hosted VoIP Services

Red River Technology LLC

CATALOG B

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Category 22 – Cloud-Hosted VOIP Services

22.2 Cloud-Hosted VoIP Services

22.2.3 Cloud-Hosted VoIP Service Packages

Contractor’s Description of Service:

Red River’s cloud-hosted VoIP service package provides the customer comprehensive phone system features, a dedicated telephone number, unified messaging, local and long distance service for a new VOIP services deployment, or for enhancing or replacing its existing VOIP services.

Geographic Availability:

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

Table 22.2.3.a – Cloud-Hosted VoIP Packages

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Service Package with Standard Handset	RR-CV-HND-STN	Cloud-Hosted VoIP Service package that includes a Standard Handset	Service Package with Standard Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	\$82.00	\$19.75	Each	Yes	No	Required
2	Cloud-Hosted VoIP Service Package with Midrange Handset	RR-CV-HND-MID	Cloud-Hosted VoIP Service package that includes a Midrange Handset.	Service Package with Midrange Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	\$148.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Cloud-Hosted VoIP Service Package with Attendant Handset	RR-CV-HND-ATN	Cloud-Hosted VoIP Service package that includes an Attendant Handset.	Service Package with Attendant Cloud-Hosted VoIP Handset and the Basic Handset Feature Package.	\$245.00	\$19.75	Each	Yes	No	Required
4	Cloud-Hosted VoIP Service Package with Conference Room Speakerphone	RR-CV-CNF-STN	Cloud-Hosted VoIP Service package that includes a Conference Room Speakerphone.	Service Package with Standard Cloud-Hosted VoIP Conference Room Speakerphone	\$676.00	\$19.75	Each	Yes	No	Required
5	Cloud-Hosted VoIP Service Package Without Desktop Handset	RR-CV-X	Cloud-Hosted VoIP Service package that does not include a Desktop Handset.	Service Package with Cloud-Hosted VoIP Softphone able to connect remotely or on Customer Provided Enterprise Network. Requires "Mobile User (Softphone Only) location based E911 client" when intended to be used outside of the Enterprise Network.	\$5.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	Standard Upgraded Handset	RR-UPHND-STN		Upgrade to Standard Handset in 22.2.2.1 providing increased screen size for better visibility, configurable speed dial buttons, and secondary Gigabit Ethernet switched port.	\$199.00	\$19.75	Each	Yes	No	Required
7	Midrange Upgraded Handset	RR-UPHND-MID		Upgrade to Midrange Handset in 22.2.2.2 providing increased color screen size for better visibility and customization. Increases the number of line buttons to up to 10.	\$206.00	\$19.75	Each	Yes	No	Required
8	Attendant Upgraded Handset	RR-UPHND-ATN		Upgrade to Attendant Handset in 22.2.2.3 providing additional capacity for Key Expansion Modules to increase to a total of 118 line and speed dial buttons. Also provides Wi-Fi connectivity in areas that copper ethernet connection is not available. Bluetooth for wireless headsets and Cisco Intelligent Proximity, providing mobile device integration.	\$284.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	Add-on Key Expansion for 8851/8861/8865	RR-KEYEXP		Key Expansion Module (KEM) can be added to Attendant Handset (2), Attendant Upgraded Handset (3), and Executive Video Enabled Handset (3). Each KEM adds a total of 18 physical buttons with two (2) pages each, for a total of 36 programmable line buttons.	\$226.00	\$ -	Each	Yes	No	Required
10	Midrange Video Handset	RR-VIDHND-MID		Includes all of the features of the Midrange Upgraded Handset adding Bluetooth for wireless headsets and Cisco Intelligent Proximity, providing mobile device integration, as well as 720p HD video calling capability.	\$230.00	\$19.75	Each	Yes	No	Required
11	Executive Video Enabled Handset	RR-VIDHND-EXC		Includes all of the features of the Attendant Upgraded Handset adding 720p HD video calling capability.	\$316.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	Wireless Handset	RR-HNDWRLS		Wireless handset supported on 802.11 (a/b/g/n/ac) WLAN networks for freedom to roam around the enterprise WLAN. Provides Ingress Protection (IP54) and shock resistance, as well as 6 programable lines and Bluetooth 3.0 for use with headsets.	\$351.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
13	Fax over IP	RR-FAXIP		Provides Direct-Inward-Dial number as well as Fax over IP delivered to Customer's email client. Includes mobile and desktop application, email to FAX, Secure Unlimited Storage, edit and sign FAX, send to multiple recipients, and Searchable Faxes. Limited to 200 sent pages and 200 received pages per month. Facsimile over IP is supported for users with service packages in 22.2.3.a and will send FAX to their email client, however this Product Line Item is required to enable these services.	\$ -	\$19.95	per number	Yes	No	Required
14	Cloud Assist UC - End User	RR-CAUC-EU		Technical support for end users. This includes user provisioning / deprovisioning, button mapping, voicemail and UC feature support.	\$ -	\$5.00	per user	Yes	Yes	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	Cloud Assist UC - System less than 1000 users	RR-CAUC-SYS0K		Technical support for system administration for systems that have less than 1000 users. This includes configuration support, auto-attendant and voicemail support, voice gateway and network related voice services.	\$ -	\$2,500.00	per system	Yes	Yes	Required
16	Cloud Assist UC - System 1000 users and above	RR-CAUC-SYS1K+		Technical support for system administration for systems that have greater than 1000 users. This includes configuration support, auto-attendant and voicemail support, voice gateway and network related voice services.	\$ -	\$2.50	per user	Yes	Yes	Required
17	Standalone VOIP Analog Terminal Adapter	RR-ANADPT		Provides Analog Terminal Adapter to connect analog telephones, FAX Machines, modems, or other analog devices to the Contractor's Cloud-hosted VoIP system.	\$128.00	\$19.75	Each	Yes	No	Required
18	Cisco Wireless Dual Headset	RR-HED2WRLS		Binaural wireless headset for connection to handset, mobile, or workstation.	\$270.00	\$ -	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	Cisco Wireless Single Headset	RR-HED1WRLS		Monaural wireless headset for connection to handset, mobile, or workstation.	\$248.00	\$ -	Each	Yes	No	Required
20	Cisco Wired Dual Headset	RR-HED2WRD		Binaural wired headset for connection to handset, mobile, or workstation.	\$152.00	\$ -	Each	Yes	No	Required
21	Cisco Wired Single Headset	RR-HED1WRD		Monaural wired headset for connection to handset, mobile, or workstation.	\$141.00	\$ -	Each	Yes	No	Required
22	Cloud-Hosted VoIP Additional Line Appearance	RR-ADDLNAP		Provides additional Direct-Inward-Dial number for user assigned a Service Package from table 22.2.3.a or to be shared among multiple users.	\$5.00	\$9.00	Each	Yes	No	Required
23	Donoma OneVoice	RR-1VOICE		Providing Unified Messaging for Gmail, Exchange, and O365 with Transcription Service – 2 Minute limit – SLED only	\$16.83	\$ -	Per User	Yes	No	Required
24	Donoma OneView	RR-1VIEW		Providing Communication Visibility to Cisco UC and Contact Center Platforms. Reporting, Analytics, Troubleshooting Service – SLED only	\$4.16	\$ -	Per User	Yes	No	Required
25	Donoma One Vault	RR-1VAULT		Archiving Services for Cisco Voicemail, Cisco Jabber, Teaming Applications, and Email.	\$21.78	\$ -	Per User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
26	Vyopta CPM Suite Professional - Video Room	RR-CPMVRM		Vyopta Collaboration Performance Management Suite Professional – Video Endpoint (up to 7 days of dial back monitoring and 3 years of analytics storage)	\$ -	\$23.60	Per Device	Yes	No	Required
27	Vyopta CPM Suite Professional - User	RR-CPMUSR		Vyopta Collaboration Performance Management Suite Professional – Individual Platform License (up to 7 days of dial back monitoring and 3 years of analytics storage)	\$ -	\$0.40	Per User	Yes	No	Required
28	Vyopta CPM Suite Professional - One Phone	RR-CPMPHO		Vyopta Collaboration Performance Management Suite Professional – Common Area Phone (up to 7 days of dial back monitoring and 3 years of analytics storage)	\$ -	\$0.12	Per Device	Yes	No	Required
29	Vyopta Workplace Insights - Video	RR-INSIVID		Vyopta Workplace Insights for Video Conference Spaces. Track and Optimize Space Utilization – Add-on for CPM Suite	\$ -	\$5.95	Per Room	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
30	Vyopta Workplace Insights - Non-video	RR-INSINVD		Vyopta Workplace Insights for non-Video shared spaces. Track and Optimize Space Utilization – Add-on for CPM Suite	\$ -	\$1.43	Per Room	Yes	No	Required
31	Vyopta SAML SSO	RR-SAMLSSO		SAML Single Sign-On for Vyopta vAnalytics	\$358.00	\$ -	Each	Yes	No	Required
32	Secure Call Recording	RR-SECCR		Cloud based, unlimited secure call recording.	\$ -	\$8.76	Per User	Yes	No	Required
33	Secure Call Recording with AI	RR-SECCR-AI		Cloud based, unlimited secure call recording. With Artificial Intelligence for transcription, emotional insight, automated alerts, and search capabilities.	\$ -	\$24.71	Per User	Yes	No	Required
34	Secure Call Recording Advanced API	RR-SECCR-API		CRM and other system custom integrations for secure call recording platform.	\$ -	\$8.80	Per User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
35	23" Desktop Personal Video Device with Cloud Hosted VoIP Service Package	RR-DSKVID23		Cisco WebEx DX80 Endpoint with 23" Full HD display for collaboration on a digital whiteboard. Built-in Full HD camera, Bluetooth, Microphone, and speakers. Connects to workstation or laptop as additional monitor. Registers with Red River Cloud Hosted VoIP service and can make video calls to standards-based video systems, Video endpoints provided in Red River's solution, as well as softphone clients.	\$1,916.00	\$19.75	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
36	27" UHD Desktop Personal Video Device with Cloud Hosted VoIP Service Package	RR-DSKVID27		Cisco WebEx Desk Pro Endpoint with 27" Ultra HD display for collaboration on a digital whiteboard. Built-in Ultra HD camera, Bluetooth, Microphone, and speakers. Connects to workstation or laptop as additional monitor. Registers with Red River Cloud Hosted VoIP service and can make video calls to standards-based video systems, Video endpoints provided in Red River's solution, as well as softphone clients.	\$5,142.00	\$19.75	Each	Yes	No	Required
37	Microsoft Teams Domestic and International Calling Plan with Provisioning	RR-MTINTL-CP		Microsoft Teams Domestic and International Calling Plan with provisioning and subscription management.	\$ -	\$28.00	Per User	Yes	No	Required
38	Microsoft Teams Domestic Calling Plan with Provisioning	RR-MTDOM-CP		Microsoft Teams Domestic Calling Plan with provisioning and subscription management.	\$ -	\$14.00	Per User	Yes	No	Required
39	Microsoft Teams Phone System with Provisioning	RR-MTPS		Microsoft Team Phone System subscription with provisioning and subscription management	\$ -	\$7.40	Per User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
40	JABRA Evolve2 30 Wired Mono Headset	RR-JAB30WRDMONO		JABRA Wired Mono Headset	\$57.74	\$ -	Each	Yes	No	Required
41	JABRA Evolve2 30 Wired Stereo Headset	RR-JAB30WRDSTO		JABRA Wired Stereo Headset	\$64.24	\$ -	Each	Yes	No	Required
42	JABRA Evolve2 40 Wired Mono Headset	RR-JAB40WRDMONO		JABRA Wired Mono Headset	\$83.69	\$ -	Each	Yes	No	Required
43	JABRA Evolve2 40 Wired Stereo Headsets	RR-JAB40WRDSTO		JABRA Wired Stereo Headset	\$90.20	\$ -	Each	Yes	No	Required
44	JABRA Evolve2 65 Wireless Stereo Headset	RR-JAB65WRLSSTO		JABRA Wired Stereo Headset	\$161.94	\$ -	Each	Yes	No	Required
45	JABRA Speaker 750 USB/Bluetooth	RR-JAB750SPKR		JABRA speaker with USB and/or Bluetooth Connectivity	\$208.41	\$ -	Each	Yes	No	Required
46	Poly CCX 400 Phone for MS Teams	RR-POLYCCX400		Poly CCX 400 Phone for Microsoft Teams	\$177.98	\$ -	Each	Yes	No	Required
47	Poly CCX 400 1 Year Warranty	RR-POLYCCX400WARR		Poly CCX 400 1 Year Warranty	\$14.59	\$ -	Each	Yes	No	Required
48	Poly CCX 500 Phone for MS Teams	RR-POLYCCX500		Poly CCX 500 Phone for Microsoft Teams	\$252.86	\$ -	Each	Yes	No	Required
49	Poly CCX 500 1 Year Warranty	RR-POLYCCX500WARR		Poly CCX 500 1 Year Warranty	\$14.59	\$ -	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
50	Poly CCX 600 Phone for MS Teams	RR-POLYCCX600		Poly CCX 600 Phone for Microsoft Teams	\$327.73	\$ -	Each	Yes	No	Required
51	Poly CCX 600 1 Year Warranty	RR-POLYCCX600WARR		Poly CCX 600 1 Year Warranty	\$16.67	\$ -	Each	Yes	No	Required
52	Poly Trio C60 Video Conferencing for MS Teams	RR-POLYTRIOC60		Poly Trio C60 Video Conference for Microsoft Teams	\$591.40	\$ -	Each	Yes	No	Required
53	Poly Trio C60 1 Year Warranty	RR-POLYTRIOC60WARR		Poly Trio C60 1 Year Warranty	\$43.75	\$ -	Each	Yes	No	Required
54	Poly Trio 8800 IP Conference (Polycom)	RR-POLYTRIO8800IP		Poly Trio 8800 IP Conference (Polycom)	\$920.99	\$ -	Each	Yes	No	Required
55	Poly 8800 IP Phone PERP	RR-POLYTRIO8800IPWARR		Poly Trio 8800 Phone PERP	\$43.75	\$ -	Each	Yes	No	Required
56	Poly Expansion Microphone Kits for Trio 8800	RR-POLYTRIO8800MICKIT		Poly Microphone Expansion Kit for Trio 8800	\$192.09	\$ -	Each	Yes	No	Required
57	Poly Studio X30 All-in-One Collaboration Bar	RR-POLYSTUX30ALL		Poly Studio X30 All-in-One Collaboration Bar	\$1,670.81	\$ -	Each	Yes	No	Required
58	Poly Studio X30 1 Year Warranty	RR-POLYX30WARR		Poly Studio X30 1 Year Warranty	\$203.13	\$ -	Each	Yes	No	Required
59	Poly Studio X50 All-in-One Collaboration Bar	RR-POLYSTUX50ALL		Poly Studio X50 All-in-One Collaboration Bar	\$2,444.15	\$ -	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
60	Poly Studio X50 1 Year Warranty	RR-POLYX50WAR		Poly Studio X50 one (1) Year Warranty	\$359.38	\$ -	Each	Yes	No	Required
61	Poly HW Replace CCX 500 1 Year	RR-POLYHWCCX500REP		Poly Hardware CCX 500 Replacement Warranty. Only Available at Original Purchase	\$3.64	\$ -	Each	Yes	No	Required
62	Poly HW Replace CCX 600 1 Year	RR-POLYHWCCX600REP		Poly Hardware CCX 600 Replacement Warranty. Only Available at Original Purchase	\$4.16	\$ -	Each	Yes	No	Required
63	Poly Implementation Services Remote Manual Installation Studio Services	RR-POLYIMPSVC		Remote Manual Installation Services	\$343.14	\$ -	Each	Yes	No	Required
64	Poly Polycom Studio X50 1 Year Service	RR-POLYX50SVC		Poly Studio X50 One (1) Year Service	\$401.05	\$ -	Each	Yes	No	Required
65	Poly Trio C60 Services	RR-POLYC60SVCS		Poly Trio C60 Services	\$36.46	\$ -	Each	Yes	No	Required
66	Poly Blackwire C5210/C5220 Services	RR-POLYC5210-C5220SVCS		Blackwire C5210/C5220 Services	\$10.41	\$ -	Each	Yes	No	Required
67	Poly HW Replace CCX 400 1 Year	RR-POLYCCX400REP		Poly Hardware CCX 400 Replacement Warranty. Only Available at Original Purchase	\$3.64	\$ -	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
68	Poly Polycom Studio X30 1 Year Service	RR-POLYX30SV C		Poly Studio X30 one (1) Year Service	\$255.21	\$ -	Each	Yes	No	Required
69	Plantronics Blackwire C5210 Wired Mono Headset	RR-PLANTC5210 WRDMONO		Plantronics Blackwire C5210 Wired Headset	\$70.59	\$ -	Each	Yes	No	Required
70	Plantronics Blackwire C5220 Wired Mono Headset	RR-PLANTC5220 WRDMONO		Plantronics Blackwire C5220 Wired Headset	\$77.65	\$ -	Each	Yes	No	Required
71	Plantronics Blackwire BW7225 Headset	RR-PLANTBW7225		Plantronics Blackwire BW7225 Headset	\$127.06	\$ -	Each	Yes	No	Required

22.2.4 Additional Cloud-Hosted VoIP Services

22.2.4.2 Direct Inward Dial Number Reservation

Contractor's Description of Service:

Red River provides the customer the ability to purchase a reservation of DID numbers. Reservations are purchased in blocks of 20 DIDs. The purchase only applies for a reservation of the block of numbers, and the charge shall be terminated upon utilization of all twenty reserved DIDs.

Geographic Availability:

Services are provided statewide throughout California

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

Table 22.2.4.a Additional Cloud-Hosted VoIP Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Cloud-Hosted VoIP Services Small Site Survivability Network Failure	RR-CV-SURV-SM	Site Survivability option for a site with 100 Endpoint Devices and 15 concurrent calls to outside lines.	Site Survivability for Small Site, supporting up to 100 endpoints and 15 concurrent PSTN calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.	\$0.00	\$332.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Cloud-Hosted VoIP Services Medium Site Survivability Network Failure	RR-CV-SURV-MD	Site Survivability option for a site with 500 Endpoint Devices and 75 concurrent calls to outside lines.	Site Survivability for Medium Site, supporting up to 500 endpoints and 75 concurrent calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.	\$0.00	\$786.00	Each	Yes	No	Required
3	Cloud-Hosted VoIP Services Large Site Survivability Network Failure	RR-CV-SURV-LG	Site Survivability option for a site with 1000 Endpoint Devices and 150 concurrent calls to outside lines.	Site Survivability for Large Site, supporting up to 1000 endpoints and 150 concurrent calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure.	\$0.00	\$1,036.00	Each	Yes	No	Required
4	Direct Inward Dial Number Reservation	RR-CV-DID	Block of 20 DID numbers held in reserve.	Provides the Customer an option to reserve additional DID numbers for future requirements (20 per block).	\$0.00	\$4.00	Block	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Direct Route Microsoft Teams for 100-3500 Users - Tier 1	RR-DRMT35		Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 100 to 3,500 users. MRC is quoted at a per-user rate.	\$ 0	\$15.00	per user	Yes	No	Required
6	Direct Route Microsoft Teams for 3500-7000 Users – Tier 2	RR-DRMT7K		Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 3,500 to 7,000 users. MRC is quoted at a per-user rate.	\$ 0	\$12.00	per user	Yes	No	Required
7	Direct Route Microsoft Teams for 7000-10000 Users – Tier 3	RR-DRMT10K		Red River hosted Session Border Controller as a Service (SBCaaS) to provide PSTN services to existing Microsoft Teams Environment for Customers 7,000 to 10,000 users. MRC is quoted at a per-user rate. Customers with over 10,000 can add on lower SBCs to this package.	\$ 0	\$12.00	per user	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
8	Cloud-Hosted VoIP Service Extra Large Site Survivability Network Failure	RR-CV-SURV-XL		Site Survivability for Extra Large Site, supporting up to 2000 endpoints and 400 concurrent calls, offers the Customer the ability to have all handsets on-premises to make and receive phone calls in the event of network failure as specified in 22.2.4.1.	\$ 0	\$1,388.56	Each	Yes	No	Required

22.2.5 International Off-Net Calling

22.2.5.1 United States Based Services Waiver

Contractor's Description of Service:

Red River provides international off-net calling with a landline or mobile termination to specified countries.

Geographic Availability:

Services are provided statewide throughout California

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

Table 22.2.5.a – International Off-Net Calling with Landline Termination

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	RR-LNDLN-BR	\$0.0300	Minute	Yes	No	Required
2	Canada	RR-LNDLN-CA	\$0.0200	Minute	Yes	No	Required
3	China	RR-LNDLN-CN	\$0.0500	Minute	Yes	No	Required
4	France	RR-LNDLN-FR	\$0.0200	Minute	Yes	No	Required
5	Germany	RR-LNDLN-DE	\$0.0300	Minute	Yes	No	Required
6	Israel	RR-LNDLN-IL	\$0.0200	Minute	Yes	No	Required
7	Italy	RR-LNDLN-IT	\$0.0200	Minute	Yes	No	Required
8	Japan	RR-LNDLN-JP	\$0.1000	Minute	Yes	No	Required
9	Korea	RR-LNDLN-KR	\$0.0300	Minute	Yes	No	Required
10	Mexico	RR-LNDLN-MX	\$0.0200	Minute	Yes	No	Required
11	Spain	RR-LNDLN-ES	\$0.0400	Minute	Yes	No	Required
12	Switzerland	RR-LNDLN-CH	\$0.0500	Minute	Yes	No	Required

#	Country, Countries, Regions or Groupings	Landline Termination Product Identifier	Landline Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
13	United Kingdom	RR-LNDLN-GB	\$0.0200	Minute	Yes	No	Required

Table 22.2.5.c – International Off-Net Calling with Mobile Termination

#	Country, Countries, Regions or Groupings	Mobile Termination Product Identifier	Mobile Termination Non-Recurring Charge	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Brazil	RR-MOB-BR	\$0.3400	Minute	Yes	No	Required
2	Canada	RR-MOB-CA	\$0.0200	Minute	Yes	No	Required
3	China	RR-MOB-CN	\$0.0500	Minute	Yes	No	Required
4	France	RR-MOB-FR	\$0.2000	Minute	Yes	No	Required
5	Germany	RR-MOB-DE	\$0.5000	Minute	Yes	No	Required
6	Israel	RR-MOB-IL	\$0.0900	Minute	Yes	No	Required
7	Italy	RR-MOB-IT	\$0.6200	Minute	Yes	No	Required
8	Japan	RR-MOB-JP	\$0.1800	Minute	Yes	No	Required
9	Korea	RR-MOB-KR	\$0.0500	Minute	Yes	No	Required
10	Mexico	RR-MOB-MX	\$0.0900	Minute	Yes	No	Required
11	Spain	RR-MOB-ES	\$0.1800	Minute	Yes	No	Required
12	Switzerland	RR-MOB-CH	\$0.2700	Minute	Yes	No	Required
13	United Kingdom	RR-MOB-GB	\$0.0600	Minute	Yes	No	Required

22.2.6 Voicemail Services

Contractor's Description of Service:

Red River provides comprehensive voicemail services, including unified messaging with our cloud-hosted UCM cloud VOIP services.

Geographic Availability:

Services are provided statewide throughout California

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

Table 22.2.6.a – Voicemail Services

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Voicemail	RR-VM	Voicemail Service	Provides End-users with a Voice-Mail account allowing callers to leave a message for end-users to retrieve later. Limited to end users assigned to a service package.	\$0.00	\$0.00	Each	Yes	No	Required
2	Voice Mail Only End User	RR-VMDID		Voicemail account and Direct-inward-dial (DID) number for end users without a service package from 22.2.3.a.	\$5.00	\$17.50	Per mailbox	Yes	No	Required

22.3 OTHER SERVICES

22.3.2 Services Related Hourly Support

Contractor's Description of Service:

Red River provides service labor for diagnosing and repairing incidents or problems not caused or outside of Red River's responsibility.

Geographic Availability:

Services are provided statewide throughout California

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

Table 22.3.2 –Services Related Hourly Support

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Field Service Repair Technician Regular Hours	RR-FLDTECH-RH	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor	Regular-hours rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities	\$95.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Field Service Repair Technician Overtime Hours	RR-FLDTECH-OT	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Overtime-hours rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities.	\$143.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Field Service Repair Technician Sunday and Holiday Hours	RR-FLDTECH-HOL	Field technician properly trained to an expert level for the service being dispatched to diagnose and/or repair a CALNET DNCS service problem that turns out to be caused by factors outside the responsibility of the Contractor.	Sunday and Holiday rate to dispatch a properly trained expert-level technician to diagnose and/or repair a CALNET DNCS service problem caused by factors outside of the Contractor's responsibilities.	\$143.00	N/A	Hour	Yes	No	Required

22.3.3 Migration Professional Services

Contractor’s Description of Service:

Red River provides professional services for supporting a migration of the customer's current telephone system from one CALNET service to another CALNET service.

Geographic Availability:

Services are provided statewide throughout California

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

Table 22.3.3.a – Migration Professional Services

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Migration Technical Services Support I - Standard Regular Hours	RR-MIGTECH1-RH	Technical Services Support I for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Technical Services Support I for Central Office Exchange Migration only.	\$143.00	N/A	Hour	Yes	No	Required
2	Migration Technical Services Support I - Overtime Hours	RR-MIGTECH1-OT	Technical Services Support I for Central Office Exchange Migration only - Overtime Hours	Overtime-hours rate for Technical Services Support I for Central Office Exchange Migration only.	\$185.90	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Migration Technical Services Support I – Sunday and Holiday Hours	RR-MIGTECH1-HOL	Technical Services Support I for Central Office Exchange Migration only – Sunday and Holiday Hours	Sunday and Holiday rate for Technical Services Support I for Central Office Exchange Migration only.	\$228.80	N/A	Hour	Yes	No	Required
4	Migration Technical Services Support II - Regular Hours	RR-MIGTECH2-RH	Technical Services Support II for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Technical Services Support II for Central Office Exchange Migration only.	\$158.00	N/A	Hour	Yes	No	Required
5	Migration Technical Services Support II - Overtime Hours	RR-MIGTECH2-OT	Technical Services Support II for Central Office Exchange Migration only – Overtime Hours	Overtime-hours rate for Technical Services Support II for Central Office Exchange Migration only.	\$205.40	N/A	Hour	Yes	No	Required
6	Migration Technical Services Support II – Sunday and Holiday Hours	RR-MIGTECH2-HOL	Technical Services Support II for Central Office Exchange Migration only – Sunday and Holiday Hours	Sunday and Holiday rate for Technical Services Support II for Central Office Exchange Migration only.	\$252.80	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	Migration Network Engineer – Regular Hours	RR-NETENG-RH	Network Engineer for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Network Engineer for Central Office Exchange Migration only.	\$158.00	N/A	Hour	Yes	No	Required
8	Migration Network Engineer – Overtime Hours	RR-NETENG-OT	Network Engineer for Central Office Exchange Migration only – Overtime Hours	Overtime-hours rate for Network Engineer for Central Office Exchange Migration only.	\$205.40	N/A	Hour	Yes	No	Required
9	Migration Network Engineer – Sunday and Holiday Hours	RR-NETENG-HOL	Network Engineer for Central Office Exchange Migration only – Sunday and Holiday Hours	Sunday and Holiday rate for Network Engineer for Central Office Exchange Migration only.	\$252.80	N/A	Hour	Yes	No	Required
10	Migration Professional Services - Senior Engineer – Regular Hours	RR-NETSEN-RH	Professional Services - Senior Engineer for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services - Senior Engineer for Central Office Exchange Migration only.	\$179.00	N/A	Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	Migration Professional Services Principal Architect I – Regular Hours	RR-ARCHT1-RH	Professional Services Principal Architect I for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services Principal Architect I for Central Office Exchange Migration only.	\$210.00	N/A	Hour	Yes	No	Required
12	Migration Professional Services - Principal Architect II – Regular Hours	RR-ARCHT2-RH	Professional Services - Principal Architect II for Central Office Exchange Migration only – Regular Hours	Regular-hours rate for Professional Services Principal Architect II for Central Office Exchange Migration only.	\$240.00	N/A	Hour	Yes	No	Required