BASIC DIALTONE SERVICE TECHNICAL DESCRIPTION

1. **Service Level.** The target uptime rate for the UW-IT Telephone Service is 99.9%*
   - Measurement is based on end-to-end dial-tone availability weighted across the total number of endpoints.
     - 10% PBX dial-tone
     - 30% Gateway (G450, G350, G700, G650)
     - 30% PSTN dial-tone
     - 30% Network

*Note – Scheduled maintenance does not count against uptime availability.

2. **Basic Services.** Basic services include basic telephony features and network connectivity:
   - **Basic Features.** The following basic features are associated with UW dial-tone:
     - Access to PBX direct inward dial extension
     - Access to the regional calling service area
     - Voicemail box on the campus voicemail system
     - E911 services
     - System features, excluding call center
     - Service Center assistance (general feature questions)
     - 24x7 Monitoring of system
     - Enterprise Survivability (see Business Continuity/Disaster Recovery below)
   - **Network Connectivity and Trunking**
     - Standard for PSTN Access: UW-IT over trunks by 80% to compensate for peak usages as part of the dial-tone rate or per capita rate.

3. **Enhanced Features.** The following system upgrades and maintenance features are available for additional fees on the UW Telephone Service
   - Long distance and international services (see UW-IT Service Catalog for applicable rates)
   - Phone sets – available for purchase or lease. (see UW-IT Service Catalog for supported phone sets and applicable rates)
   - Call center solutions (see UW-IT Service Catalog for applicable rates)
   - CMS call center reporting
   - CMS supervisor software
   - ACD call center functionality, agent/skills based
   - Voice Portal IVR
   - AES
   - Call recording / playback
   - Directory Services
   - Conferencing solutions
   - Other items not listed in the item covered list (custom fee or rate will be developed based on requirements)
4. **Engineering Services.** UW-IT may assess separate engineering charges under one or more of the following circumstances:

- Cost of the requested service exceeds the total amount of the customer’s expected payments over the term of the service
- Customer requests that Service be furnished using a type of facility, or via a route that is not normally used for the UW enterprise
- Additional facilities are requested than would normally be required to satisfy a routine order
- Customer requests that Construction be expedited, resulting in additional costs.

5. **Routine Processing Times.** UW-IT relies on customer planning to schedule resources and asks that advance notice be given for changes. Routine processing times include:

- **New service from carriers:**
  - Minimum of 6 weeks notice for new carrier services
  - Minimum of 4 weeks notice to port numbers
  - If additional DS1 are necessary to carry the numbers, then additional time may be needed to install new DS1 service

- **Media-Gateways:** Minimum of 6 weeks notice for procurement, installation and configuration

- **Survivability Servers:** Minimum of 4 weeks notice for procurement, installation and configuration

6. **Expedited Processing Times.** UW-IT recognizes that some requests will be need to be acted on quickly, so any Customer requests for UW-IT to expedite the delivery of Service will be deemed an expedited order and Expedite charges will apply. Upon UW-IT’s receipt of an expedite request from Customer, Customer and UW-IT will mutually agree to a new Service Due Date.

7. **TIE Trunk Connectivity and Routing.** UW-IT provides TIE line connectivity through the use of DS1 circuits. These circuits can be used for system-to-system connectivity with our consumers for RCS access or extension-to-extension calling. UW-IT will be the sole party in determining the design for TIE trunks. In some cases UW-IT may determine that additional PSTN trunks will be used in lieu of using TIE trunk connectivity. (See PSTN Connectivity below).

8. **PSTN Connectivity.** UW-IT provides for connectivity to the Public Switched Telephone Network. It is assumed that UW-IT Dial Tone service is, by default, a UW-IT Managed service. To operate in the second model below requires permission from UW-IT, and UW-IT has sole right of approval.

- **UW-IT Managed service – This service is managed exclusively by UW-IT**
  - UW-IT is the Customer of Record for PSTN trunking, and is responsible for carrier charges
  - Trunking is managed as part of the campus enterprise
  - Redundant DS1 is included
• **{Coming Soon} Self-managed/maintained – This service allows customer-ordered SIP PSTN services to be connected to SIP core.**
  
  o Customer is the Customer of Record and is responsible for carrier charges
  o Initial implementation will be charged for on a T&M basis for engineering time, transport needs, PBX administration, and/or testing using the rates set forth by Business and Finance.
  o Hardware charges will be assessed based on the type of service ordered and based on whether or not additional hardware needs to be purchased. Additional hardware will be charged at cost of equipment plus a tariffed rate for hardware refresh.
  o Subsequent moves, adds, or changes involving UW-IT will be done on a T&M basis
  o Expedites are available for an additional charge. (see Expedited Processing Times above)

9. **Transport services**

• UW-IT transport services are available on a mileage/per port basis where UW-IT network access is available, subject to change

• Transport services may be available in areas where UW-IT network access is not available (See Construction section above.)

10. **Business Continuity/Disaster Recovery.** In addition to Basic Services as defined above, Business Continuity/Disaster Recovery services provides Enterprise Survivability Servers (ESS) that can be placed strategic locations that service multiple buildings and that are geographically diverse from the UW Seattle campus. For an additional charge, a Local Survivability Processor (LSP) can be placed at locations requiring survivability that fall outside the ESS coverage or that have supplementary survivability needs. When the LSP service is ordered, UW-IT responsibility includes monitoring, troubleshooting, upgrades and maintenance of the LSP server. LSP charges include:

• Server options
  o Server is purchased by customer, and is the customer is responsible for the refresh for the hardware at the discretion of UW-IT
  o Server is purchased by UW-IT with a time commitment extends for the depreciation period of the hardware
• Time & Materials for engineering and installation
• Cost of additional trunking required at location, except where mutually agreed upon by customer and UW-IT
• Additional tariff for hardware refresh
• UW-IT routine testing (estimated to be 12 hours per year).

1 Service requests that require new contracts and/or negotiation of services may require additional time to prepare resulting in a delay from the timeframes outlined in Routine Processing Times.