SINGLE SOURCE AWARD **BID # SS-10512-21**

Subject: Secure Logix Voice Services

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval of Single Source award to AT&T Corp. for Secure Logix voice services to provide defense against a DDoS attack on critical 911 infrastructure. Period of service is June 1, 2021 to May 31, 2024. The not-to-exceed expenditure amount for the period is $88,380.00.

Funding Source: 10701.552103.541020.000000.00000348.00000.0000000 - to be executed by Purchase Order.

Single Source Award To: AT&T Corp.

Price Justification: See Attached

Total Award: $88,380.00 **Requisition #:** PSSS-502326-21

Attachments: Agency Letter, Single Source Form, Vendor Letter and Proposal Notice

Certification as to Single Source: Tony Davis, Director, Police Services

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Olive Wallace-Cohen

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Jacksonville Sheriff's Office

MIKE WILLIAMS, SHERIFF

Serve • Protect • Community

TO: Gregory Pease
Chief of Procurement

THRU: Bill Clement, CPA
Chief, Budget

FROM: Derrick Lewis
Director, Police Services

SUBJECT: Award Request – AT&T Secure Logix service

DATE: Monday, May 17, 2021

The Jacksonville Sheriff's Office is requesting a Single Source award with AT&T for Secure Logix voice services to provide defense against a DDoS attack on critical 911 infrastructure. The award period is from June 1, 2021 to May 31, 2024 with a not to exceed expenditure amount of $88,380.00. The funding for this purchase is 10701.552103.541020.000000.00000348.00000.0000000. Attached is the Single Source request, the letter from AT&T, and the quote from the vendor for your review. We are requesting that the pricing agreement be processed through the Office of General Council.

Please let me know if you require any additional information, thank you for your assistance.

SINGLE SOURCE REQUEST

Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a Supplier subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

AT&T will provide access to the Secure Logix system to help identify and prevent DDoS attacks on critical 911 telecommunication infrastructure that is provided by AT&T.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

AT&T is the Local Exchange Carrier who provides a majority of circuits that the 911 telecommunications systems runs on. Other companies would not be able to determine and block DDoS attacks before they begin to interact with the telecommunications equipment.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

We have examined other options from other suppliers and have not been able to find a service that provides the level of coverage available from AT&T and the secure logix system

Procurement Division_____

March, 2020

March 12, 2021

To whom it may concern:

RE: AT&T Managed Security Service for Voice

This is letter is for the AT&T Managed Security Service for Voice partnering with Secure Logix. This product is unique to AT&T and only offered by AT&T in partnership with Secure Logix. AT&T has developed this managed service for voice and is the single source for purchasing this service. The service is on a 36 month term from the effective date and services would be provided within 30 days of contract signature. This is all documented in the AT&T Proposal to Jacksonville Sheriff Office for Managed Security Service for Voice GBS343082 presented on February 3, 2021.

Should your office require any further information, please feel free to contact me at 904-476-3100.

Sincerely,

W Chris Wadley

Chris Wadley

AT&T Account Manager

904-407-2751 office

904-476-3100 cell

Cw3669@att.com

Proposal for:
Jacksonville Sheriff Office

Managed Security Service for Voice

Prepared by: Kelly Formy-Duval
AT&T Integration Services
GBS343082
February 3, 2021

Proposal Notice

The following is an AT&T Corporation ("AT&T") proposal concerning certain specified AT&T products and/or service(s). Any changes, additions or deletions to the products, services, quantities, revenue commitments, or term of the proposed arrangement may result in changes to the rates, discounts, credits or other terms contained in this proposal.

This proposal does not constitute an offer to contract or an acceptance of the Customer, requirements or terms and conditions, notwithstanding any provisions to the contrary stated in any RFP, RFQ or other requirement documents.

The information contained in this proposal is proprietary to AT&T and is furnished solely for the use of Customer evaluation. AT&T respectfully requests that this be held confidential by the Customer team.
The information presented herein shall not be disclosed outside of Customer and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this Response, without the express written consent of AT&T.

The existing Non-Disclosure Agreement between Customer and AT&T covers this response.
Unless otherwise specified in writing by AT&T, this proposal shall expire on **April 28, 2021**. Each party may withdraw from discussions relating to this proposal at any time without liability or further obligation to the other party. Submission of this proposal does not obligate either party to enter a contract of any kind, create legal obligations on the part of either party or obligate either party to pay expenses incurred by the other party

Pricing contained in this document to Customer is budgetary in nature and based upon preliminary information and assumptions which need to be verified with an authorized Customer contact and AT&T Suppliers. Any agreement between the parties must be in writing and signed by both parties after negotiation of appropriate terms and conditions including applicable AT&T Subcontractors

Submission of this response by AT&T in no way conveys any right, title, interest or license in any intellectual property (including but not limited to patents, copyrights, trade secrets or trademarks) contained or embodied herein.

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EXHIBIT 1: STATEMENT OF WORK

1. Introduction

This SOW between **AT&T Corp.** ("AT&T") and **Jacksonville Sheriff Office** ("Customer") is attached to the NI Pricing Schedule and made a part thereof upon execution.

AT&T reserves the right to withdraw this SOW or modify the prices and any other terms and conditions, including, but not limited to, any section of this SOW (i) if the SOW is not signed by Customer and AT&T by **April 28, 2021**, and/or (ii) the engagement does not commence within thirty (30) calendar days of the Effective Date.

2. Scope of Work

AT&T will resell, install and configure the ETM Purchased Equipment to the two (2) locations designated by Customer located in the U.S. ("Site(s)) for a term of thirty-six (36) months ("Project"). In the event Customer requires AT&T to provide Services or material outside the U.S., the terms and conditions of the governing Agreement shall be amended in writing by the Parties. Anything not specifically included in this SOW is out of scope.

2.1. AT&T shall provide the following Services:

2.1.1. Project Management services
2.1.2. Installation services
2.1.3. Managed Security Service for Voice (MSSV-ESS) (APPENDIX B)
2.1.4. Hosting Service (APPENDIX C)
2.1.5. Technical Customer Support services
2.1.6. Training services
2.1.7. Documentation services to support the installation

2.2. Customer Site(s):

ETM TDM Hardware Appliance(s)		
Site Name	**Site Address**	**TDM Span Count**
DC1	Tier Point 8324 Baymeadows Way Jacksonville FL 32256	1
DC2	Cecil Field 5847 Aviation Ave Jacksonville FL 32220	1

2.3. Material/Equipment provided by AT&T

3 Years OPEX

Part Number	Description	Qty
SVC-MGD-FULL	Includes all necessary components to provide a managed security service for voice. Billed monthly. Includes the lab environment.	1

To include the following items:

DC1 – Tier Point 8324 Baymeadows Way Jacksonville FL 32256 — 1 PRI

Part Number	Description	Qty
ETM-2100-CHS-AC-R01	1U space-saver chassis with one (1) slot for one (1) Controller Module and one (1) Digital Trunk Interface Module pair to support up to four (4) digital spans	1
ETM-CTRL-MOD-8540-R02	Controller Module with 8540 series microprocessor used in ETM® 2100/3200 Series Appliances. Session licenses sold separately.	1
ETM-DTI-MOD	Digital Trunk Interface Module used in ETM® 2100/3200 Series Appliances	1

DC2 – Cecil Field 5847 Aviation Ave Jacksonville FL 32220 — 1 PRI

Part Number	Description	Qty

ETM-2100-CHS-AC-R01	1U space-saver chassis with one (1) slot for one (1) Controller Module and one (1) Digital Trunk Interface Module pair to support up to four (4) digital spans	1
ETM-CTRL-MOD-8540-R02	Controller Module with 8540 series microprocessor used in ETM® 2100/3200 Series Appliances. Session licenses sold separately.	1
ETM-DTI-MOD	Digital Trunk Interface Module used in ETM® 2100/3200 Series Appliances	1

Session Licensing

Part Number	Description	Qty
SLC-SESSION-1K	SecureLogix® Session License (1-1000 Concurrent Sessions), Price Per Session. Includes Voice Firewall and Voice IPS. Perpetual license.	48

Remote Installation, Training & Std. Warranty

Part Number	Description	Qty
SVC-IMPLEMENTATION-R02	Implementation services hourly rate	15
ETM-TRNG-EL-ESOO	Per-user one-year subscription for the ETM® System Overview and Operation course series on the online SecureLogix® E-Learning Portal.	1
STD-WARRANTY-PKG	Standard Product Warranty Package	1

3 Years of MSSV Care & Hosting

Part Number	Description	Qty
SVC-MSSV-ETM-ESS-R01	Essential management, monitoring, and administration of the installed ETM® System. Includes Customer Care and Hosting. Three (3) Year Service Contract for 1-250 Sessions.	1

2.4. Service Hours

AT&T shall provide Services during normal business hours or hours as negotiated by the parties to meet Customer requirements. Normal hours of operation are 7am - 5pm Central Standard Time, Monday through Friday not including standard Holidays ("Normal Business Hours" or "NBH").

AT&T Designated Holiday Date Observed

New Year's Day	January 1
Martin Luther King	January 15
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Thanksgiving Day	4th Thursday in November
Day after Thanksgiving	4th Friday in November
Christmas Day	December 25

If technical product support is needed once the installation has been completed, please direct all requests to the AT&T's Technical Customer Support Team using one of the following contact methods:

- Phone – 877-752-4435
- Email – support@securelogix.com
- Web - http://support.securelogix.com/support_incident.htm

For service affecting support requirements, AT&T's after-hours call center will escalate the request to an on-call Technical Support Engineer.

Visit https://support.securelogix.com/ to download the latest Customer Support Handbook with support contact details and other information.

3. Term of SOW

AT&T shall provide Services for a term of 3 years from the Effective Date ("Term"). AT&T shall commence providing Services within 30 days of the Effective Date.

4. AT&T Responsibilities

4.1. AT&T Project Management

In support of the Services, AT&T shall assign a Project Manager who will:

a. Act as point of contact to Customer personnel.
b. Develop project documentation.
c. Ensure all deliverables within this SOW are completed on time. Maintain action register for all open actions and ensure action item owners are meeting the agreed upon target dates for their action items.
d. Develop and manage corrective action plan which could be required to recover from any non-forecasted event affecting the normal Project progress.
e. Escalate any issue putting at risk the Project; this should be done verbally as soon as possible to be followed up in writing (email).
f. Interface with Customer on Change Orders (COs) for items required to complete the delivery of service.
g. Interface with Customer on Change Requests (CRQ) for any outage windows required to complete the delivery of service.

4.2. Installation and Configuration

AT&T shall perform the following onsite installation and configuration services, in coordination with the Customer who will execute the physical and virtual installation tasks under the direction of AT&T:

a. Provide a detailed questionnaire to Customer to capture installation details including required network connectivity and voice network configuration. The questionnaire is used to identify all site preparation details prior to installation.
b. For ETM TDM Appliance(s) if included in Section 2.3.
   - No unique requirements.
c. Prepare the Supplier-hosted ETM System server applications.
d. Remotely install, configure, and test up to two (2) ETM System Console (ESC) client software instances on Customer-provided platform(s).
e. Manage the remote installation, configuration, and testing of the ETM System solution at the listed Customer location(s).
   - Initial configuration of the ETM System by AT&T during the installation is defined as what is minimally required to accomplish the installation and testing tasks as described herein. After the installation has been completed, configuration tasks such as policy definition, alerting, phone number input, and reporting will be accomplished in accordance with all Attachments to this SOW.
   - In order for the ETM System to flag calls as being local or long distance, Customer's local dialing environment must be described in a dial plan. Customer must provide a copy of their Local Exchange dial plan for each scheduled facility no later than 10 business days prior to installation start. This can be printed from the tables in your PBX\switch, saved as a text file, obtained from a local service provider or found in the local telephone directory. Supplier will accept dial plan data in electronic or paper formats.

International numbers - During the initial system configuration, phone numbers will be formatted for policy processing. International numbers not of North American format will appear as one sequence (for example, a number in France will appear in the ETM System as 33()144419900). Custom formatting is not part of the standard installation, but can be provided as part of an expanded level of effort.]

4.3. Test and Turn-up

AT&T shall:

a. Execute a Verification Checklist to ensure the installed system meets AT&T's implementation standards. A Pass result of the checklist signifies the installation has been successfully completed. This is an internal document to AT&T and a copy is not provided to the Customer.

b. Upon Customer request, perform a Functional Systems Test (FST) to validate the product is functioning as designed, including:
   - Exercise different functional areas within the ETM System solution in order to validate communications and basic system functionality.
   - All security, operational configurations and customizations, including but not limited to policy definition, alerting, phone number input, and reporting, are outside the scope of the FST.

c. The Customer will be notified of installation completion via email. Receipt of email signifies official start date for Support, MSSV services (if included), and AO services (if included).

4.4. Change Control Process

a. AT&T will manage all changes to this SOW through a written change request process ("Change Control Process"). Either Party must submit change requests to contractual documents in writing via the form attached as APPENDIX A to this SOW.

b. The party requesting the change must submit a written request to the other party and the receiving party shall issue a written response within five (5) business days of the receipt of the request, including whether the receiving party accepts or rejects the request. Once agreed upon, both parties must execute the form in APPENDIX A.

4.5. Deliverables

AT&T shall provide to Customer the following Deliverables:

Description of Material/Service	Deliverable	Delivery Date
Install	Product Installation	Upon site readiness confirmation
Installation Documentation	Project Questionnaire	After installation completion
Functional Systems Test (FST)	Signed FST Document	After installation completion
Installation Completion email	Email	After installation completion

4.6. Acceptance/Approval

a. Acceptance. Customer acknowledges the installation tasks have been successfully completed upon receipt of the Installation Completion email if Customer has not communicated in writing any deviations of Customer requirements or specifications to AT&T within 10 calendar days after receipt of email.

b. In the event, the Customer does not Accept the Material or Services, AT&T will document in writing, all deviations from Customer's requirements and specifications in AT&T's performance, including any deviations identified by Customer.

c. AT&T shall resolve the deviations(s) promptly within a mutually agreed time period. Once all deviations have been resolved to the AT&T Project Manager's and Customer's reasonable satisfaction, AT&T's Project Manager will Accept the Services and Materials/Equipment, if applicable, in writing via the form in APPENDIX A.

5. Customer Responsibilities

5.1. Customer shall provide:

a. ETM System Application Platform(s). Customer will provide the computer platforms to support the ETM System ETM System Console client. Platforms must meet or exceed technical specifications recommended by AT&T upon execution of this SOW.

b. Voice Network Configuration Details for the ETM System. Customer will provide voice network configuration details, including a simple network diagram describing call flow, to support ETM Appliance configuration.

c. Customer will satisfy data network communications requirements as specified by AT&T to permit communications between the ETM System components.

d. For ETM TDM Application(s) if included in Section 2.3:
   - Rack Space and Power. Customer will provide the necessary space and power to properly rack the ETM Appliances as specified by AT&T.
   - Requested IP address assignments are required at the start of the project to allow pre-configuration of the ETM Appliance(s) prior to the shipment to the Customer.
   - Customer will satisfy all materials and labor requirements for the physical installation and connections to the ETM Appliance(s) at each of the Customer's location(s). Description and quantity of materials and description of the installation tasks will be provided by AT&Tupon execution of this SOW.

e. Shipping, Storage, and Staging. Customer will provide shipping addresses and designate point(s) of contact at each applicable facility to receipt for and provide secure storage for the AT&T equipment until it is installed. The designated point(s) of contact will ensure the AT&T provided equipment is delivered to its respective installation location no later than one (1) day prior to the scheduled install date.

f. Technical Coordination. Customer will provide a dedicated point of contact (POC) throughout the Project. The POC will be the interface between AT&T and the Customer's organization participating in all Project activities and briefings, providing information and guidance, obtaining all approvals and certifications required in order to deploy the ETM System solution within the Customer's production network, facilitating access to installation locations, aiding in the scheduling of events, submitting change management requests, making arrangements for installation support from Customer's voice services provider(s) and\or support vendor(s) as required, and conducting all coordination and communication on behalf of each of the installation locations.

g. Access and Technical Support. Customer will provide AT&T with the necessary assistance to obtain access to all systems necessary for the installation. This will include all permissions and work orders necessary to conduct work associated with the ETM System installation. The Customer will also provide the necessary assistance to understand and comply with the Customer's corporate standards for installation, documentation, approved applications, information assurance (security) requirements, and testing of enterprise systems.

h. Customer will provide the business and non-business hour timeframes the installation team will have access to the Customer's facilities no later than 10 business days prior to installation start.

i. If the ETM System component(s) must communicate through a data firewall, appropriate information systems representative(s) must participate in all scheduled communication testing events. The representative must be capable of logging into and configuring the Customer's firewall(s) and router(s) to troubleshoot encountered problems.

j. A voice technician for each installation site must participate in all scheduled events where the ETM Appliances are scheduled to be cutover into the Customer's telecommunication circuits. The technician must be capable of operating the PBX\gateway\router device to monitor performance, control traffic, and troubleshoot problems encountered.

5.2. Contacts:

The project managers and/or points of contact shall be:

AT&T:
Kelly Formy-Duval, Network Integration
kf2784@att.com

SecureLogix:
Steve Maccado
Channel Sales Account Manager Mid-Atlantic
(703)932-1779

6. Schedule of Charges

AT&T shall provide the Services and Purchased Equipment outlined in this SOW for the Charges stated below. All Charges are in USD for a term of **thirty-six (36) months**.

Part Number	Description	Qty	One-Time Charge	Monthly Recurring Charge	Extended Charge
*SVC-MGD-Upfront	Up-front Total to Cover Management Set-up Fees	1	$7,365.00		$7,365.00
**SVC-MGD-FULL	Includes all necessary components to provide a managed security service for voice. A three-year commitment is required. Billed monthly.	33		$2,455.00	$81,015.00
				Total Charge	**$88,380.00**

***This charge equals 3 months of MRC ($7,365.00) billed when necessary hardware needed for installation has shipped.**

****Monthly fee will start when service is fully operational and the final 3 months of the 3-year service is at no charge.**

(a) **Defined Scope.** Pricing is based on the currently defined scope. Any additions or changes to this SOW will necessitate changes in pricing. Pricing herein assumes no project delays will occur that would require AT&T to stop work. AT&T will not be held financially responsible for project delays outside of its control.
(b) **Invoicing.** AT&T will invoice Services monthly as defined herein and will cover any one-time charges or expenses incurred during the previous calendar month.
(c) **Travel and related Expenses.** Fees do not include expenses for AT&T travel to Customer's facilities. Standard business expenses (e.g., transportation, food, lodging) incurred by AT&T in connection with delivery of the Services will be billed at cost as a separate line item on Customer's invoice. AT&T personnel will incur travel expenses only after receiving permission from Customer's Project Manager.
(d) **Out of Scope Matters.** In the event that the scope of work changes from this SOW, all such out of scope matters will be handled via the Change Control process outlined herein.

7. Termination

(a) Customer may not terminate this SOW for any reason other than AT&T's uncured material breach.
(b) In the event Customer terminates this SOW or any portion hereof for any reason other than AT&T's uncured material breach, Customer shall be responsible to pay for all one-time Services rendered, Purchased Equipment ordered and expenses incurred hereunder as well as the monthly recurring charges for the MSSV multiplied by the number of months remaining in the Initial Minimum Term.

APPENDIX A: SAMPLE CHANGE REQUEST FORM

Change Request Number: _____			
AT&T Requestor:	•	**NI Tracking #:**	•
Title:	•	**Date of Request:**	•
Nature of the Change Request:			
(Please list specific details explaining the Change):			
Change Priority:			
Attached Materials: (list of additional documents required for other sources – i.e. engineering drawings, Purchased Equipment order list, etc)			
To be completed by the Project Manager:			
Impact of Change on the Project:			
Impact of Project Time and Scheduled Delivery Date:			
Impact on Pricing and Work Order(s):			
Notes or Additional Information:			

APPENDIX B: - MANAGED SECURITY SERVICE FOR VOICE ("MSSV") STATEMENT OF WORK

1. **Introduction:**

   The AT&T® MSSV Service provides a managed capability to visualize, detect, and mitigate threats to your voice network. Our consultants provide expert guidance and best-practice recommendations to build, deploy, and manage enterprise-wide Unified Communications (UC) security policies.

2. **Scope of Work:**

   AT&T will provide the MSSV-ESS Service for the production ETM System environment described below. Any developmental, quality assurance (QA), lab, or other non-production systems not listed below are outside the scope of this SOW. SecureLogix® product licensing is based on trunk capacity measured in SIP concurrent calls. This MSSV-ESS Service is limited to the licensed trunk capacity at the locations listed below.

Site	Concurrent Call Sessions	Server Site
Tier Point 8324 Baymeadows Way Jacksonville FL 32256	48	AT&T
Cecil Field 5847 Aviation Ave Jacksonville FL 32220		

Table 1

Notes for Table 1: A span is a licensed port for one T1/E1 circuit or one ETM analog appliance. The number of concurrent call sessions is the total number of licensed concurrent SIP call sessions at the named site.

3. **Fees and MSSV Period:**

   Refer to Sections 2 through 6 in the SOW.

4. **MSSV-ESS Service Description:**

   The MSSV-ESS service is limited to the deliverables, components, tasks, and functions described in this section.

   a. **ETM Management Server Application Administration.** AT&T will provide administrative services for the Customer's ETM Management Server Application for the duration of the period of performance. Application administration tasks shall include the following:

      - **Application and Appliance Management and Administration**—ETM Management Server Application operation, administration, and management tasks necessary to ensure delivery of the Service.
      - **Fault Detection**—Monitoring, analysis, and corrective action for ETM System faults.
      - **Maintenance of Key Data Sources**—Installation, configuration and updates of dialing plans, CCMI data (telephone number location information), and call blocking lists (blacklists, white lists and harassing callers).
      - **Remote ETM System Software Upgrades**—Remote installation of major and minor upgrades to the ETM Management Server application and ETM Appliance software packages. Upgrades are provided for the production ETM System and ETM Appliances listed in Table 1. Certification testing or pre-deployment of updates into a QA or Test environment are not included in the Service.

   b. **Service Monitoring.** AT&T will monitor the systems and services required to deliver the Service. Monitored elements shall include the following:

      - **ETM Management Service and Database Service**—Critical applications and services are monitored to ensure availability of the Service.

- **ETM Appliances**—General health and status and network connectivity are monitored.
- **Telecom Circuits**—If the Customer chooses to use the ETM System to monitor health and status of the trunk resources listed in Table 1, then AT&T will implement alerts to notify Customer-designated contacts in the event of telecom circuit outages.

c. **Voice Intrusion Prevention System Policy Management.** Intrusion Prevention System (IPS) Policy provides the capability to generate notifications and enforce voice security policy on patterns of telephony activity across the Customer's enterprise. Unique calling patterns can indicate attacks, toll fraud, misuse/abuse, and other issues of concern. IPS Policy defines thresholds for count and/or cumulative duration of suspect calling patterns. When a threshold is exceeded, alerts are automatically generated to initiate investigation and mitigation of the threat.

AT&T will analyze telephone calling patterns and provide best practice recommendations. AT&T will develop, implement, and manage an IPS Policy to address aspects of voice network security and fraud mitigation. IPS Policy thresholds and alerts will be configured and tuned periodically as required.

Following is a list of the monitored elements in the IPS Policy:

- **Total Inbound Calls (Enterprise-wide or IVR specific)**—Provides the first indication of unusual call volumes.
- **Outbound International (INTL) Calls**—Provides an indication of toll fraud.
- **Total Terminated Calls**—A sudden change in the normal number or rate of calls terminated by Firewall Policy is a major indicator of anomalous activity.
- **Countries of Interest**—Alerts on inbound or outbound calls to or from countries that may be of interest to the Customer.

d. **Voice Firewall Policy Management.** Firewall Policy enforces a voice security policy for individual telephone calls across the Customer's enterprise. AT&T will develop, implement, and manage a Firewall Policy. Firewall Policy management includes the management of white lists (allow) and blacklists (log, alert, block). As part of the Service, AT&T will create a policy rule to enforce the AT&T-proprietary nuisance caller blacklist. Periodic updates to the list are included in the Service. The Service also includes a Voice Firewall Policy rule to implement a Customer-specific harassing callers rule. Subsequent updates to the Customer-specific list are handled through Service Change Requests as described in Section 5.

e. **Incident Response.** AT&T will provide Incident Response for telecommunications attack and exploitation events detected by IPS Policy alerts or reported to AT&T by the Customer. The AT&T MSSV team will use ETM System monitoring and reporting capabilities to determine the scope and nature of the attack and then implement Voice Firewall and IPS Policy rules to mitigate the attack. Incident Response is limited to issues that can be addressed using the ETM System's features and capabilities. The Customer is responsible for any configuration changes to Customer's telecommunications infrastructure that may be required to address vulnerabilities identified during the Incident Response. In the context of Incident Response; an "incident" is defined as an issue that is transient in nature (as opposed to an ongoing or persistent issue), that can be mitigated or resolved through the use of policy-based features and capabilities in the ETM System as deployed on the Customer's network, in a manner that is otherwise in accordance with this SOW. AT&T and the Customer will work together to classify issues as "incidents" or "ongoing issues". Ongoing issues are managed through Customer Change Requests as defined in Section 5.

5. **Customer Service Change Requests.**

The MSSV Service includes up to fifteen (15) Customer-initiated Service Change Requests per month.

Change requests are limited to the following:

- **Customized Reports**—Create or modify a custom report using the ETM System reporting capability. This may include scheduling for recurring delivery to a managed list of Customer recipients.
- **Targeted Analytics**—Detailed analysis of call records for specific internal or external telephone numbers.
- **Masking and Redirection Policy**—Create or modify a masking and redirection plan rule.

6. **Recurring Deliverables.**

MSSV-ESS Service recurring deliverables consist of an Automated Monthly Scorecard report with detailed analytics. As part of the Service Initiation Tasks described in Section 7, AT&T will provide an online meeting to familiarize Customer personnel with the MSSV-ESS Service and provide a detailed description of the content provided in the Automated Monthly Scorecard.

The Automated Monthly Scorecard includes the following elements:

- **General Statistics**—Includes an inventory of the deployed solution, operational Firewall and IPS Policy statistics, overall call volumes, and number of support cases opened/closed on the Customer's behalf in the preceding month and year-to-date.
- **Call Analytics**—Includes call pattern trends for several key toll fraud and security elements, along with a percentage change from last month, top callers, and top call detail records.

7. **Service Delivery**

The Service begins and the Period of Performance commences when AT&T begins the Service Initiation Tasks. When the Service Initiation Tasks are complete, then the Service is considered to be in the Ongoing Service Delivery phase. AT&T will endeavor to complete the Service Initiation Tasks as quickly as possible.

a. **Service Initiation Tasks**

i. An online meeting to identify POCs and introduce the MSSV Service.

ii. Service start-up tasks, including, establishing secure connectivity, configuration and tuning of the Customer's ETM System to support the Service, populating key data sets, and configuring the monitoring alarms and alerts to be delivered to AT&T.

iii. A comprehensive analysis of baseline reports to determine normal traffic patterns and establish initial recommendations for alert thresholds and security policies defined in Section 4.

iv. A presentation to the Customer of findings and guided instruction on how to interpret the data elements in the Automated Monthly Scorecard.

b. **Ongoing Service Delivery**

- The Automated Monthly Scorecard lists current findings and recommendations.
- The Customer submits Service Change Requests to modify policies or to request ad-hoc or scheduled reports.

8. **Customer-Hosted Server Platforms:**

For engagements where the Customer hosts the ETM Management Server and ETM Database Server applications on Customer-provided server platforms, the following requirements apply:

a. **Platform Administration**—The Customer is responsible for administration of the operating system and the Oracle Database application, including system and database backup and restoral.

b. **Secure Remote Access**—The Customer will authorize and assist in the establishment of a site-to-site VPN in order to provide AT&T personnel with unrestricted, 24X7 access to the ETM Management Server application. When necessary, AT&T MSSV personnel shall have full administrative access to the host operating system and ETM Management Server application.

c. **SMTP**—The Customer will configure an SMTP server as required to accept and forward email from the ETM Management Server to AT&T for the delivery of alerts and reports.

d. **SNMP**—The Customer will configure their network as required to allow SNMP traps to be sent from the ETM Management Server to AT&T for delivery of system-level alerts.

e. **Syslog**—The Customer will configure their network as required to allow Syslog messages to be sent from the ETM Management Server to AT&T for delivery of system-level alerts.

f. **Database Connectivity**—The Customer will configure their network as required to allow inbound SQL access to the Oracle database in order to support Incident Response and automated reporting.

9. **Change Control Management:**

The systems used in the delivery of the MSSV Service are accessible to both the Customer and AT&T; therefore, a jointly agreed-upon process for change control management will be implemented to reduce the possibility of service outages.

a. **Notification**—AT&T will notify the Customer before making changes to the ETM System. The Customer will notify AT&T before making changes to the ETM System.

b. **Updates and Patches**— AT&T will notify the Customer by email when ETM System software updates are available. AT&T will coordinate ETM System software update tasks with the Customer and only install updates after approval by the Customer.

10. **Service Delivery Objectives:**

AT&T will meet the following Delivery Objectives:

a. **Service Change Requests**

i. Service Change Requests will be executed during business hours, which are defined as Monday through Friday from 8:00 AM to 5:00 PM Central Time (exclusive of holidays listed at http://www.securelogix.com/common/SLC_Holidays.pdf).

ii. Service Change Requests will be acknowledged within one hour during business hours.

iii. Service Change Requests received outside of business hours will be acknowledged the next business day.

iv. Service Change Requests are generally completed within four business hours of receipt of the request; however, in all cases, requests will be completed by the end of the next business day following receipt of the request.

b. **Incident Response**

i. Incident Response is available Monday through Friday from 8:00 AM to 5:00 PM Central Time (exclusive of holidays listed at http://www.securelogix.com/common/SLC_Holidays.pdf).

ii. AT&T will notify the Customer of critical security policy alert threshold violations within one hour during business hours.

iii. For security policy alerts and incidents occurring outside of the defined Incident Response Service Hours, AT&T will notify the Customer on a best effort basis, but in all cases no later than the next business day.

11. **Notices and Limitations:**

The following notices and limitations apply:

a. The MSSV Service may use proprietary service data (i.e., AT&T-maintained fraudulent and nuisance caller lists) that are only available to current MSSV customers. Upon termination of the Customer's MSSV Service contract, AT&T may remove proprietary service data from the Customer's ETM System and supporting Oracle database.

b. Customer-initiated reconfiguration, expansion, migration, redesign, or any other change to Customer's voice or data networks is considered to be a Network Reconfiguration. Changes to the ETM System required as a result of a Network Reconfiguration are not included in the Service. AT&T support for Customer-initiated Network Reconfigurations will be separately quoted and invoiced on a time and materials basis.

c. The MSSV Service is limited to the sites, spans, and concurrent calls listed in Table 1. Any expansion to the ETM System during the period of performance including, but not limited to, the addition of new spans, concurrent call sessions, or sites is not included in this SOW. MSSV coverage for a system expansion will incur additional charges.

d. The Voice IPS Policy and Voice Firewall Policy defined in Section 4 and the Recurring Deliverables defined in Section 6 are provided for the aggregate call traffic for the system described in Section 2. The Service does not include additional "per-site" policies, reports, or deliverables. However, the Customer may use Service Change Requests described in Section 5 to request site-level reports.

e. ETM Management Server Administration does not include backups for systems installed on customer premises. AT&T personnel can provide guidance for effective backup policies but the Customer is responsible for implementing backup processes and procedures.

f. Deliverables, materials, tasks, and functions not described in this document as part of the MSSV Service are outside of the scope of this SOW. Out-of-scope work, if agreed to and accepted by AT&T, will be separately quoted and invoiced on a time and materials basis.

12. Required Customer Points-of-Contact:

The Customer will provide names, contact information and escalation points of contact for the key business functions detailed below.

a. **Customer Primary POC**—This is the main Customer POC responsible for the overall Service relationship:

(1) Primary: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(2) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

b. **Service Change Authorization Officials**—The following Customer POCs are approved to authorize Service Change Requests, security policy approvals, and call terminations:

(3) Primary: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(4) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(5) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

c. **Telecom POC**—Customer POCs for issues regarding telecommunications circuits and issues:

(6) Primary: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(7) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

d. **Network POC**—Customer POCs for issues regarding networking issues:

(8) Primary: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(9) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

e. **Security POC**—Customer POCs for issues regarding security:

(10) Primary: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

(11) Backup: Name: _____
Title: _____
Direct: _____
Mobile: _____
Email: _____

13. **SecureLogix® Services Contact and Escalation Procedure:**
Use the following procedure to contact SecureLogix for MSSV services or to reach an escalation POC.

a. **Contact for MSSV-ESS**—Contact the AT&T MSSV team for any issues regarding voice system incidents, requests for voice system reporting, analytics, or issues with your Voice Firewall or Voice IPS security policies.

- Change Requests—MSSV Service Change Requests are available Monday through Friday from 8:00 AM to 5:00 PM Central Time (exclusive of holidays listed at http://www.securelogix.com/common/SLC_Holidays.pdf).
- Incident Response—Incident Response is available Monday through Friday from 8:00 AM to 5:00 PM Central Time (exclusive of holidays listed at http://www.securelogix.com/common/SLC_Holidays.pdf).
- Email—Contact the MSSV Team by email at managedservices@securelogix.com
- Phone—Contact the MSSV Team by phone at 210-546-1110.

b. **Escalation Points of Contact**

- MSSV Service Escalation Contact

  Mario De Leon
  Manager, Voice Security and Management Operations
  210-546-1057
  mdeleon@securelogix.com

- SecureLogix Services Management Escalation Contact

  Doug Hall
  Senior VP of Services and Operations
  210-546-1063
  dhall@securelogix.com

APPENDIX C: - HOSTING SERVICE STATEMENT OF WORK

1. **Scope of Work:**

AT&T will provide ETM Management Server Hosting Services for the Customer's installed ETM® Appliances at the sites listed below. Hosting Services are limited to the sites and telecom spans listed below. Hosting Services are in addition to any other services already provided to Customer under another contract with AT&T.

Site	Concurrent Call Sessions
Tier Point 8324 Baymeadows Way Jacksonville FL 32256	48 Total
Cecil Field 5847 Aviation Ave Jacksonville FL 32220	

Table 1

Notes for Table 1: The number of concurrent call sessions is the total number of licensed concurrent SIP call sessions at the named site.

1. **Service Description:**

AT&T will provide a continuously available ETM Management Server instance and supporting database server resources to support remote connectivity from Customer-owned ETM Appliances installed at Customer sites as described in this agreement. The ETM Management Server instance also supports remote connectivity for authorized ETM System Console connections from Customer locations.

The Hosting Service provides a hosted ETM Management Server instance but does not include operation nor administration of Customer's ETM System.

2. **Definition of Terms:**

"Eligible Customer" is any Customer who has purchased hosting services, has executed a valid HSA, and has an account that is up to date on all non-disputed payments and in compliance with the terms and conditions of the applicable HSA.

"Server Resource" is defined as a virtual computing resource used to implement the hosted ETM Management Server and associated database. At the sole discretion of SecureLogix, server resources for this HSA may be physically located on SecureLogix premises or at a third-party hosting provider. In either case, the server resources are managed by SecureLogix and access is restricted to SecureLogix employees.

"System Software" is defined as the operating system, database applications, and ETM System Software furnished by SecureLogix and related to delivery of these services.

"Service Credit" means a Customer's right to receive a portion of the monthly recurring fee as a credit towards Customer's account in accordance with this HSA. This credit shall be Customer's exclusive remedy for SecureLogix's failure to satisfy the guarantees described in this HSA.

"Notice Time" means the point in time that a problem pursuant to this HSA is noted by SecureLogix or reported to SecureLogix by the Customer.

"Normal Business Hours" are defined as Monday through Friday from 8:00 AM to 5:00 PM Central Time, excluding holidays listed at http://www.securelogix.com/common/SLC_Holidays.pdf.

3. **Terms and Conditions:**

The following terms, conditions, and remedies apply regarding this service.

a. AT&T will provide:

- **Server Resources.** AT&T will provide appropriate server resources to host the Customer's ETM Management Server and supporting database.

  AT&T will use commercially reasonable efforts to make server resources available with a monthly uptime percentage of at least 99.5% during any calendar month. ETM Appliances are fault tolerant and continue to enforce ETM System Security Policy and log call records during loss of connectivity

to the ETM Management Server; however, the ability to generate specific alerts and reports will not be available during an ETM Management Server outage.

Remedy: In the event that Customer's ETM Management Server becomes unavailable and SecureLogix is unable restore service by close of business on the next business day, Customer is entitled to 25% of the monthly recurring charge for each business day the ETM Management Server is not available for use. Total credit for all events in any calendar month is limited to 100% of the Customer's monthly recurring charge.

- **Operating System and Patches**. AT&T will furnish and maintain a compatible operating system on the Customer's assigned server resources. AT&T will install routine patches and updates to the operating system on at least a quarterly basis. AT&T will make every reasonable effort to promptly install critical patches and updates to the operating system. The determination of critical and routine operating system updates is determined at the sole discretion of AT&T and will have no liability with respect to such determination.

- **Database Software and Patches**. AT&T will furnish and maintain appropriate database software to support Customer's hosted ETM Management Server. AT&T will install updates to database software on a quarterly basis.

- **ETM® System Software and Patches**: AT&T will furnish and maintain the appropriate ETM System software to support Customer's hosted ETM Management Server. Although SecureLogix routinely releases patches and updates to the ETM System software, AT&T will, on a case-by-case basis, determine whether a given update is applicable to Customer's specific implementation. The determination of whether to install an update is at the sole discretion of AT&T. Some software updates may require installation of updated ETM System Console client software on Customer's workstations, in which case AT&T will provide software media, installation documentation, and telephonic support. Onsite upgrade of ETM Client software is not included in the Hosting Service. AT&T will provide at least 30 days' notice prior to any upgrade that requires upgrade of ETM System Console Software. SecureLogix may, at its sole discretion, also update the Customer's ETM Appliance software if required for a specific ETM Server release. AT&T will provide at least 30 days' notice prior to any Appliance software update unless otherwise agreed.

- **Networking Resources**: AT&T will furnish and maintain networking resources to support continuously available connectivity between Customer's ETM Appliances and the ETM Management Server instance. AT&T will use commercially reasonable efforts to make networking resources available with a monthly uptime percentage of at least 99.5% during any calendar month. ETM Appliances continue to enforce ETM System Security Policy and log call records during loss of connectivity to the ETM Management Server; however, the ability to generate specific alerts and reports will be unavailable during a networking outage.

  Remedy: In the event that Customer's ETM Management Server instance becomes unavailable due to networking problems originating in the SecureLogix hosting environment and SecureLogix is unable restore service by close of business on the next business day, Customer is entitled to 25% of the monthly recurring charge for each business day the ETM Management Server is not available for use. Total credit for all events in any calendar month is limited to 100% of the Customer's monthly recurring charge.

- **Database Storage, Availability, Backup, and Restoral**: SecureLogix furnishes up to one year of online call record storage in the Customer's database instance. Call records older than one year will be automatically purged and cannot be recovered. The data retention period can be increased at additional cost. (See your account manager for pricing.) The Customer's database instance is implemented in a High-Availability configuration, with the primary database continuously replicated to a secondary server resource. In the event of a primary failure, failover to the secondary server occurs automatically with no interruption of service. The database is backed up daily and the fault tolerant design of the ETM Appliance ensures that there will be no loss of call records in the event that the database is restored from a backup.

  Remedy: In the event that Customer's ETM Management Server instance becomes unavailable due to unavailability of database resources and SecureLogix is unable restore service by close of business on the next business day, Customer is entitled to 25% of the monthly recurring charge for each business day the ETM Management Server is not available for use. Total credit for all events in any calendar month is limited to 100% of the Customer's monthly recurring charge.

  Remedy: In the event that a database failure results in the loss of call records or other critical information, Customer is entitled to a service credit of $250.

- **System Monitoring and Notification**: AT&T will monitor the Customer's ETM Management Server and database instances for normal operation. If an outage occurs, AT&T will notify the designated Customer Point of Contact (POC) within four (4) hours during normal business hours or the next business day for after-hours issues, noting the outage along with the status of resolution efforts and an estimated time of return to operation. For prolonged outages, daily status updates will be provided until the outage is corrected.

  Remedy: In the event that SecureLogix should fail to provide notifications as described above, and such failure directly and adversely affects Customer's hosted system, Customer is entitled to a service credit of $250.

b. **Customer Responsibilities:**

- The Customer is responsible for operating and managing Customer's ETM System, including application administration. Services provided by SecureLogix under this HSA are limited to furnishing and maintaining a hosted ETM Management Server instance.
- The Customer shall provide names and contact information of designated Points of Contact (POCs) who will receive notification of system errors. The Customer will update the POC information as changes occur.

4. **Technical Support and Escalation:**

AT&T will provide technical support for the hosted ETM Management Server in accordance with terms and conditions in this HSA. Use the following information to contact SecureLogix for technical support or to reach an escalation POC.

c. **Technical Support:**

- Support for the Customer's hosted ETM Management Server is provided by SecureLogix Customer Support via email support@securelogix.com, web http://support.securelogix.com/index.htm, and phone at 1-877-752-4435.

d. **Escalation Points of Contact**

In the event the Customer believes escalation of a Hosted Services issue is required, the following contacts should be engaged in the order in which they appear below:

- MSSV Service Escalation Contact:

  Mario De Leon
  Manager, Voice Security and Management Operations
  210-546-1057 mobile
  mdeleon@securelogix.com

- SecureLogix Services Management Escalation Contact:

  Doug Hall
  Senior VP of Services and Operations
  210-546-1063 mobile
  dhall@securelogix.com

5. **Limitations:**

A maximum of one credit per individual service-level measurement per month will be granted to Customer. For service credits based on a percentage of monthly recurring charges, Customer is limited to a maximum of 100% of the monthly recurring charge in any calendar month for all events.

AT&T is not responsible for and will not issue services credits for service outages caused by equipment, services, or systems maintained or administered by the Customer.

6. Customer Requests

a. Customer Credit Requests

Eligible Customers requesting credits must submit a written request to their SecureLogix Account Manager within 7 days following the incident for which Customer is requesting credit. AT&T will contact the Customer within 30 calendar days to either approve the credit, deny the credit, or request additional information. If AT&T approves Customer's credit request, such credit will appear on the next invoice following approval.

b. Customer Data Requests

Call Detail Records (CDRs) collected by the ETM System are retained in a database for at least 12 months. Upon written request by the Customer, AT&T shall provide to the Customer a complete export of all CDR records in the database in the form of a CSV file. The file shall contain one line for each call and each line shall contain the following elements: date and time, source telephone number, destination telephone number, and call duration. Only calls collected by the ETM System and the call elements available at the time of the call shall be reported.

The CSV file will be provided to the Customer no more than 10 business days after receipt of a written request from the Customer. One data request per year is included in this Hosting Agreement; additional data requests will be separately invoiced and billed on a time-and-materials basis.

c. Customer Data Removal Requests

Upon the termination of this hosting agreement or written request by the Customer, AT&T shall delete all Call Detail Records and any other Customer information from the SecureLogix server and database resources used to furnish the Hosting Service. AT&T shall notify Customer POCs by email upon completion of the data removal process.

7. Data Privacy

AT&T shall use commercial best practices to ensure the confidentiality and security of Customer information, protect against any anticipated hazards or threats to the integrity or security of such information, and protect against unauthorized access or disclosure of information.

AT&T shall ensure that Customer information is encrypted while in transit between Customer-premises ETM System components and hosted ETM Management Server resources. AT&T shall restrict disclosure of Customer information solely to SecureLogix employees who have a need to know such information and shall advise such persons of their confidentiality obligations with respect thereto.

8. Exclusive Remedies:

Customer's right to receive service credits as described in this HSA is their sole and exclusive remedy for any failure by SecureLogix to meet the guarantees and warranties described herein.