

State of New York Executive Department
Office Of General Services
Procurement Services Group
Corning Tower Building - 38th Floor
Empire State Plaza
Albany, New York 12242
<http://www.ogs.state.ny.us>

CONTRACT AWARD NOTIFICATION

Title:	Group 77015 Cable-based Internet Access
Award Number:	NEG-00969
Contract Period:	March 17, 2004 through March 16, 2009
Bid Opening Date:	N/A
Date of Issue:	April 1, 2004
Specification Reference:	As Incorporated In The Agreement
Contractor Information:	Appears on Page 2 of this Award

Address Inquiries To:

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The Procurement Services Group values your input.
Complete and return "Contract Performance Report" at end of document.

Description

This award is for cable-based Internet access comprised of connectivity services and ancillary services.

CONTRACTOR

CONTRACT #	CONTRACTOR & ADDRESS	TELEPHONE #	FED. ID. #
PS60921	Time Warner Cable, Inc. Commercial Services Group 1021 High Bridge Road Schenectady, New York 12303 John R. Kelch, Jr	(518) 242-8846 (518) 355-5320 (fax) Toll-free: 1-866-388-3548 E-mail: jkelch@twcs.net www.twcnycgov.com	84-1496755

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FAQ'S - FREQUENTLY ASKED QUESTIONS

1. Who can use these contracts?

[Authorized Users](#) which consist of All State Agencies and Political Sub-Divisions and any agency and any other organizations authorized by law to purchase from centralized New York State contracts established by the Office of General Services, including agencies, authorities, local governments, school districts, libraries, and others authorized by law.

2. Is this contract available throughout the State?

Yes, This contract is available statewide in the five [regions](#) for which Time Warner provides Cable Television (CATV) services.

3. My building does not have cable services. Can I still take advantage of this contract?

Yes, Time Warner will perform a site survey to determine what is necessary to bring connectivity to the building in question and provide Authorized Users with a detailed quotes for costs associated with the installation. If after receiving the quotation the Authorized User decides not to proceed with the installation the Authorized User is not obligated to proceed with ordering the service.

4. I have RoadRunner for my personal use. Is this the same service?

No, Commercial Service offers many more options than Residential Service for personal use. Commercial Service has multiple bandwidth tiers, assorted options in IP addressing and other services as listed in the [pricing schedule](#). In addition to the added services, Commercial Services Users are afforded a higher level of repair and maintenance service.

5. How do I know if I am able to use this service with my equipment?

Reference the [Minimum Technical Requirements](#) available in this award notice.

6. How do I order cable-based Internet access under this contract?

After reviewing the contract to ascertain what services best meet your needs, complete the [order form](#) in this document. If you have questions or require additional information, please contact the Time Warner representative listed in this Award Notification.

GENERAL INFORMATION

Cash Discount, If Shown, Should be Given Special Attention.

INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.
(See "Contract Payments" and "Electronic Payments in this document.)

AGENCIES SHOULD NOTIFY THE PROCUREMENT SERVICES GROUP PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO THE PROCUREMENT SERVICES GROUP.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS

The Procurement Services Group supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS, RP, RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

NOTE TO ALL CONTRACT USERS

The terms and conditions of the bid solicitation which apply to the award appear at the end of this document. We strongly advise all contract users to familiarize themselves with all terms and conditions before issuing a purchase order.

PRICE

The [pricing](#) is set forth in this award.

WAGE RATES

It is incumbent upon the contractor(s) to pay the prevailing rate of wages as established by the New York State Department of Labor at the time of installation.

PSG's DISPUTE RESOLUTION POLICY

It is the policy of the Office of General Services' Procurement Services Group (PSG) to provide vendors with an opportunity to administratively resolve disputes, complaints or inquiries related to PSG bid solicitations or contract awards. PSG encourages vendors to seek resolution of disputes through consultation with PSG staff. All such matters will be accorded impartial and timely consideration. Interested parties may also file formal written disputes. A copy of PSG's Dispute Resolution Procedures for Vendors may be obtained by contacting the person shown on the front of this document or through the OGS website (www.ogs.state.ny.us). Click on "For Government - Contracts and Purchasing," then "Seller Information," then "Dispute Resolution Procedures for Vendors."

SCOPE

The Time Warner Cable contract provides Authorized Users the ability to procure equipment and service plans in support of cable-based Internet access across New York State. Service plans for Branch-Office and Teleworker services are available in various bandwidth options. Additional service options for IP addressing, E-mail, Virtual Private Networking (VPN) and Firewall service are also available.

REGIONS

The State is divided into the following Time Warner regions.

- Albany Region
- Binghamton Region
- New York City including Hudson Valley
- Syracuse Region
- Rochester Region

*A detailed [COVERAGE MAP](#) showing the Time Warner areas

HOW TO USE THIS CONTRACT

With the establishment of this contract, Authorized Users have another choice for consideration when contracting for Internet Service Providers. Authorized Users should consider their needs and select a service that is most suited to their individual circumstances.

Cable-based Internet access offers an alternative to the DSL access for which NYS already contracts. Time Warner Cable is the only provider of cable services in the franchise areas they service. This service provides Authorized Users an alternate method of connectivity to the Internet. This alternate method would benefit Authorized Users because it would provide cable-based Internet access, competitively priced, and does not require additional telephone lines or usage charges.

Procurement records should properly reflect Authorized User's choice for services.

PROCUREMENT INSTRUCTIONS

Authorized Users should become familiar with the service and equipment options available. OGS highly recommends that Authorized Users consult with their Information Technology Department to ensure that the appropriate services are ordered. If contact and correspondence with Time Warner is unsuccessful, please contact your OGS PSG representative listed on the cover of this Award for assistance. All communication, written and oral, with the Time Warner regarding problem issues should be logged in the event the information is required by OGS.

ORDERING SERVICES

Complete the [order form](#) and [contact Time Warner Cable](#).

Steps in completing the Order Form prior to sending the order to Time Warner:

- Indicate the Order Date
- Identify the contact information
 - Authorized User Name, Address and Phone/Fax/E-mail
 - Authorized User Billing Name, Address and Phone/Fax/E-mail
 - Authorized User Installation Name, Address and Phone/Fax/E-mail
 - Authorized User Technical Name and Phone/Fax/E-mail
- Review/Identify the product offerings to determine what level of service is required.
 - Tele-Worker (TW Service)
 - Branch-Office (BOC)
 - Ancillary Services
- After the order has been sent, the Authorized User and Time Warner will agree on an installation date and time period.
- If Time Warner Cable is unable to provide cable-based Internet service through existing cable facilities, Time Warner Cable will supply the Authorized User with a Cost Quote for installation charges. The Authorized User **prior** to any installation must approve these installation/construction charges.

REQUEST FOR CHANGE:

Any request by the authorized user for changes in any part of the service must be made in writing utilizing the order form.

CONTRACT PAYMENTS:

Payments cannot be processed by State facilities until the contract products and services have been delivered, installed and performing to contract performance specifications. Payment will be based on any invoice used in the supplier's normal course of business. However, such invoice must contain sufficient data including but not limited to contract number, description of product and/or service, quantity, unit and price per unit as well as federal identification number.

State facilities are required to forward properly complete vouchers to the Office of the State Comptroller for audit and payment. All facilities are urged to process every completed voucher expeditiously giving particular attention to those involving cash discounts for prompt payment.

Political subdivisions and others authorized by law are required to make payments directly to the contractor. Prior to processing such payment, the contractor may be required to complete the ordering non-State agency's own voucher form.

ELECTRONIC PAYMENTS:

The Office of the State Comptroller (OSC) offers an "electronic payment" option in lieu of issuing checks. Contact OSC to obtain an information packet at 518-474-4032 or e-mail to epunit@osc.state.ny.us or visit their website at www.osc.state.ny.us.

CABLE-BASED INTERNET ACCESS SERVICES AND NEW YORK STATE PRICING

The following Time Warner Cable-based Internet Access and Services are available for purchase by Authorized Users pursuant to the Agreement. One-time installation charges are defined as Non-Recurring Charges (“NRC”), while on-going monthly service charges are defined as Monthly Recurring Charges (“MRC”).

CONNECTIVITY SERVICES:

BRANCH OFFICE CONNECTIVITY SERVICE

Service Description: Branch Office Connectivity Service (“BOC Service”), Time Warner will provide connectivity from the Authorized User Data Network located in Authorized User's Office location(s) as identified on a Purchase Order to the Time Warner Network.

An Authorized User who purchases the BOC Service may connect any number of Computers within such Authorized User’s identified Branch Office(s) to the Time Warner Network. The cable modem supplies connectivity for one user; with additional hardware/software provided externally, there is no limit.

The BOC Service Tiers are as follows:

<u>Tier</u>	<u>Maximum Download Speed</u>	<u>Maximum Upload Speed</u>	<u>NYS ONE-TIME CHARGE</u>	<u>NYS MONTHLY CHARGE</u>
BOC1	1 Mbps	256 kbps	\$0	\$74.95
BOC2	2 Mbps	384 kbps	\$0	\$109.95
BOC3	3 Mbps	768 kbps	\$0	\$229.95
BOC4	4 Mbps	1.5 Mbps	\$0	\$429.95
BOC5	1.5 Mbps	1.5 Mbps	\$0	\$329.95

A Standard Installation of the BOC Service (which includes a Cable-Modem installation) will include 1 DHCP address and 5 non-vanity e-mail addresses.

TELEWORKER SERVICE

Service Description: Tele-Worker Service (“TW Service”), Time Warner will provide connectivity via a cable Modem from an Authorized User Employee’s personal computer (“PC”) located in each respective Authorized User Employee’s residential location (as set forth on a Purchase Order to the Time Warner Network. Each PC connection may be used by one Authorized User Employee at a time solely for Authorized User’s internal business purposes.

Each TW Service will include connectivity from the Authorized User(s) location to the Internet at a speed (“TW Service Tier”) purchased by the Authorized User, as specified on a Purchase Order.

The TW Service Tier follows:

<u>Tier</u>	<u>Maximum Download Speed</u>	<u>Maximum Upload Speed</u>	<u>NYS ONE-TIME CHARGE</u>	<u>NYS MONTHLY CHARGE</u>
TW	2.5 Mbps	512 kbps	\$0	\$54.95

A Standard Installation of the TW Service (which includes a Cable Modem installation) will include 1 DHCP address, 5 non-vanity e-mail addresses.

ANCILLARY SERVICES

The Authorized User may purchase any of the following optional service offerings (“Ancillary Services”):

STATIC IP SERVICE

In addition to a Connectivity Service purchased by an Authorized User, the Authorized User may PURCHASE STATIC IP ADDRESSES TO BE ASSIGNED TO PARTICULAR DEVICES AT EACH AUTHORIZED USER LOCATION as set forth on a Purchase Order (“Static IP Service”).

There are four Static IP Service Tiers. Additional Static IP allocations will be handled on an individual case basis.

<u>Tier</u>	<u>Useable IP Allocation</u>	<u>NYS ONE-TIME CHARGE</u>	<u>NYS MONTHLY CHARGE</u>
ST1	1	\$0	\$27.00
ST2	5	\$0	\$45.00
ST3	13	\$0	\$90.00
ST4	29	\$0	\$180.00

E-MAIL SERVICES

In addition to a Connectivity Service purchased by the Authorized User, the following E-mail Services are available for purchase by the Authorized Users:

Non-Vanity POP3 E-mail

Time Warner offers a uniform, non-vanity E-mail solution to Authorized Users who do not own a domain name and do not wish to purchase one. The standard Connectivity Services include at no additional cost five Non-Vanity POP3 E-mail mailboxes, with a domain specified by Time Warner. Each E-mail mailbox includes 10 MB of storage space. Additional Non-Vanity POP3 E-mail services may be purchased by an Authorized User in blocks of 10 E-mail mailboxes, with each mailbox including 10 MB of storage space. With this Ancillary Service, the Authorized User has the capability to read and create E-mail messages through a Web browser interface.

Vanity POP3 E-mail

Time Warner offers Vanity POP3 E-mail services to accommodate Authorized Users with a domain name, or Authorized Users interested in registering a domain name for vanity E-mail purposes. Each mailbox includes 10 MB of storage space. Vanity POP3 E-mail services may be purchased by Authorized Users in blocks of 10 E-mail mailboxes, with each mailbox including 10 MB of storage space.

The optional E-mail Service Tiers are as follows:

<u>Tier</u>	<u>Description</u>	<u>NYS ONE- TIME CHARGE</u>	<u>NYS MONTHLY CHARGE</u>
EM1	Non-Vanity POP3 (10Mb/10 Mailboxes)	\$9.00	\$9.00
EM2	Vanity POP3 (10M/10 Mailboxes)	\$9.00	\$18.00

MANAGED SECURITY SERVICES

In addition to a Connectivity Service purchased by the Authorized User, the following VPN and Firewall Services (referred to collectively as the “**Managed Services**”) are available for purchase by the Authorized User:

VPN Services

Time Warner will provide a virtual private communications network via the public Internet, thereby transmitting data streams between a centrally located Authorized User location (“**Hub**”) and physically diverse distant Authorized User locations (“**Spoke**”) via a cable Modem at each Authorized User location as listed on a Purchase Order (“**VPN Service**”). The VPN Service includes standard Firewall Service for locations as listed on the Purchase Order at no additional charge.

Each Authorized User location will be provided with 254 private addresses for workstations and servers behind the firewall. The upper half of these addresses will be reserved for dynamic assignment (DHCP) while the lower half will be reserved for static assignment. Also, the hub and spoke locations support IP subnet for public inbound services with fixed firewall mapping to inside servers (i.e., WWW, mail, FTP).

The VPN Service will provide the following features:

- Single central Hub site with up to 10 remote Spoke sites (no meshing)
- Pre-configured VPN Equipment provided by Time Warner for each Authorized User location
- VPN Tunnels via IPSEC protocols from remote sites to central site
- 168-bit encryption (Triple-DES)
- Each site will have public Internet access in addition to their VPN tunnel (split tunneling)
- Up to 254 private IP addresses allocated for each Authorized User location
- Network Address Translation (NAT) for Internet-bound connections

The VPN Service Tiers are as follows:

<u>Tier</u>	<u>Description</u>	<u>Network Support</u>	<u>Inside Address</u>	<u>Outside Address</u>	<u>NYS One-time Charge</u>	<u>NYS MONTHLY CHARGE</u>
VPN 1	Standard VPN w/ Standard FW for Hub	Requires non-routed customer network.	Predefined	Requires static address	\$225.00	\$90.00
VPN 2	Standard VPN w/ Standard FW for Spoke	Requires non-routed customer network.	Predefined	Requires DHCP	\$112.50	\$67.50
VPN 3	Enhanced VPN w/ Enhanced FW for Hub	Support for routed customer network at Hub	Can be selected from any of private address space (RFC 1918)	Requires static	\$337.50	\$90.00
VPN 4	Enhanced VPN w/ Enhanced FW for Spoke	Support for routed customer network at Hub	Can be selected from any of private address space (RFC 1918)	Requires static	\$225.00	\$67.50
VPN 5	Custom VPN with Enhanced FW for Hub	* Complex network routing * IP address numbering * Multiple public addresses or a subnet	Addresses outside of private address space (RFC 1918)	Custom	\$337.50	\$90.00
VPN 6	Custom VPN with Enhanced FW for Spoke	* Complex network routing * IP address numbering * Multiple public addresses or a subnet	Addresses outside of private address space (RFC 1918)	Custom	\$135.00	\$67.50

FIREWALL SERVICES

Time Warner will provide an ICSA-certified, stateful packet inspection firewall solution via a cable Modem or other appropriate device at each Authorized User location as set forth on a Purchase Order (“**Firewall Service**”). The Firewall Service includes vulnerability scanning performed reactively (when a malicious attack is detected by standard firewall signatures) and proactively (on a scheduled once a week basis). This scanning is used in an attempt to minimize malicious attacks through vulnerability

assessments which update the system to be aware of authorized services and reduce the likelihood that unauthorized services are available that may result in exposure to attack. Notifications are provided via email and online reporting.

The Firewall Service also includes weekly web-based firewall reporting, which will include firewall activity and firewall vulnerability identified through standard software capabilities. Reporting will be provided to update the Authorized User and Time Warner by showing vulnerability reports by location. Optional support for inbound services and policy changes are available. The standard firewall product supports 10 workstations.

The Firewall Service Tiers are as follows:

- Standard Firewall Service – for Authorized User Locations with outbound connections only; allows for no inbound services.
- Enhanced Firewall Service – for Authorized User Locations with inbound connections to servers behind a firewall using Authorized User-definable IP services. Authorized User defines the inbound services and changes are allowed on a monthly basis through the customer support line. Authorized Users can also make unlimited changes through the web portal.
- Custom Firewall Service – for Authorized User Locations with unique requirements; Authorized User defines the inbound services and changes are allowed on a monthly basis.

The Firewall Service Tiers are as follows:

<u>Tier</u>	<u>Description</u>	<u>Policy Changes</u>	<u>Reporting</u>	<u>Addressing</u>	<u>NYS ONE-TIME CHARGE</u>	<u>NYS MONTHLY CHARGE</u>
FW1	Standard Firewall	None	- Activity, vulnerability - Proactive notification if violation	DHCP or Static	\$135.00	\$58.50
FW2	Enhanced Firewall	2 per month via phone Unlimited via portal	- Activity, vulnerability - Proactive notification if violation	Static IP only	\$225.00	\$58.50
FW3	Custom Firewall	2 per month via phone	- Activity, vulnerability - Proactive notification if violation	Static IP only	\$225.00	\$58.50

Important Managed Service Information: The following information applies to Managed Services. (i.e. both the VPN and Firewall Service):

Time Warner shall use commercially reasonable efforts to establish the Managed Services in accordance with the Authorized User's selected options and network configuration ("**Initial Set-up**"). Such Managed Services shall be configured to support the number of Authorized User Employees set forth on the Purchase Order(s). VPN Equipment and software must be installed at each supported Authorized User Employee location in order to participate in the VPN Service.

When the Authorized User desires to change or modify its Initial Set-up during its applicable service term, the Authorized User shall contact Time Warner with a "**Change Request**". Charges may be incurred in accordance with the contract price list based on the scope of the Change Request. The costs on the Change Request must be approved by the Authorized User **prior** to any additional work is performed.

The Authorized User may not modify or change the Initial Set-up or any Custom Configuration implemented by Time Warner. The Authorized User shall assume sole responsibility and liability for any unauthorized modifications or changes made by anyone other than Time Warner.

When relocation is required, the Authorized User shall send a written notice of relocation, and if Time Warner objects, it shall respond in writing within 10 business days thereafter. Failure to object by Time Warner shall be deemed approval. Within a reasonable time after termination of the Managed Services, Time Warner shall de-install and remove the Equipment from the Authorized User's premises.

Time Warner's obligations to provide support to Authorized User for the Managed Services are as set forth in Section 7(I) of the Agreement. In no event shall Time Warner be responsible for providing support for other than the Initial Set-up and Custom Configurations, unless otherwise agreed by the parties in writing ("**Additional Support**"). Additional Support shall be charged at contract rates for such support.

In the event any repair or replacement causes any loss of Authorized User's configuration details, Authorized User shall be responsible for restoring configuration details, and to maintain adequate backup records to enable restoration.

ADDITIONAL SUPPORT RATES:

Rates to provide support over and above any included initial setup and/or custom configurations offerings.

TC1	Field Tech – first-level troubleshooting.	\$75/hr.
TC2	Field Support Tech – performs more complex troubleshooting and network assistance.	\$150/hr.

MINIMUM TECHNICAL REQUIREMENTS

Authorized Users shall be responsible for acquiring, installing and maintaining the following minimum system requirements for using the Tele-worker (TW) Service and Branch Office Connectivity (BOC) Service as applicable,

1. A Computer with 10Mb Ethernet Connection – This connection is necessary to physically connect to a cable Modem.

2. A Computer System must have a Network Interface Controller (NIC) that has an RJ45 connector capable of accepting an RJ45 Category 5 or 6 cable. The NIC must support 10 Mb/second transfer and the Dynamic Host Configuration Protocol for providing the system with an Internet Protocol address using the "Transmission Control Protocol/Internet Protocol" stack.
 - The Ethernet card must be installed and available for Time Warner use. Time Warner Tele-worker Service is intended for stand-alone computers.
 - USB support is not available everywhere. Minimum requirements for USB are Windows® 98, ME, 2000 or XP. Not all USB adapters perform optimally with TCP/IP or Internet connections, and Windows XP users may need to update their USB drivers before connecting to the Road Runner Commercial Service.
 - Please note that Authorized User's computer system, as well as certain broadband services, may require resources beyond Time Warner's minimum technical requirements set forth herein

DEFINITIONS:

The standard Procurement Services Group contract definitions apply to the Agreement and are supplemented by the following additional definitions:

ACCEPTANCE: Shall mean that Authorized User has acknowledged that Time Warner has installed all required equipment accordance with the terms of the Agreement at Authorized User's location as may be needed for connection to Time Warner's network, and is actively providing the services as ordered by Authorized User.

ANCILLARY SERVICES: Shall mean the services set forth in Time Warner's Cable-Based Internet Access Commercial Services and New York State Pricing and identified as "Ancillary Services".

AUTHORIZED USER DATA NETWORK: Shall mean Authorized User's data communications network, including, but not limited to, the equipment residing at the Authorized User's Site which connects such data network to the telecommunication access circuit (including, but not limited to, a cable network circuit) linking such data network to the Time Warner Network.

AUTHORIZED USER EMPLOYEE: Shall mean an individual who is either a full- or part-time Authorized User employee, or is an agent of, or consultant or contractor to the Authorized User, or other designated person or entity that requires access to the Authorized User Data Network and receives access to a Connectivity Service pursuant to the Agreement.

BRANCH OFFICE: Shall mean an Authorized User's Site(s).

CABLE MODEM: Shall mean a device that converts and transmits computer data over cable facilities.

CONNECTION(S): Shall mean the service drop, outlet or connection necessary to provide cable services between the service tap into the Authorized User's site and the Computer.

CONNECTIVITY SERVICES: Shall mean the services set forth in Time Warner's Cable-Based Internet Access Commercial Services and New York State Pricing and identified as "Connectivity Services".

EQUIPMENT: Shall mean any equipment, including, but not limited to, the cabling, cable-related apparatus provided by Time Warner, pursuant to the Agreement (excluding equipment purchased by an Authorized User or required to construct, operate and maintain a proxy Server).

INSTALLATION: Shall mean Time Warner has installed the necessary cable into the building that connects to a cable Modem, the cable modem connects to the Internet and the Authorized User is receiving a Connectivity Service from Time Warner.

ORDER FORM: Shall mean the written order, for Time Warner cable-based Internet Access. This form shall include a description of the Time Warner Cable Internet Access Services, Equipment, software, ancillary equipment, Connections, Installation and related Authorized User charges for the Installation and operation of a Service Package.

SERVER: Shall mean a computer, which provides services (including, but not limited to, acting as a network routing device or gateway for access to other networks) to other computing or terminal devices.

SERVICE PACKAGE: Shall mean either the Tele-worker Service, and/or the Branch Office Connectivity Service (each as further described in Time Warner's Cable-Based Internet Access Commercial Services and New York State Pricing), and any Ancillary Services associated with the applicable Connectivity Services, offered by Time Warner and subscribed to by Authorized User(s) as identified on an Order Form.

SITE: Shall mean the location (street address) where Equipment and service is requested to be installed and content is delivered to and accessed by Authorized User(s).

STANDARD INSTALLATION PACKAGE: Shall have the meaning set forth in the agreement.

TELE-WORKER: Shall mean an Authorized User Employee working at home.

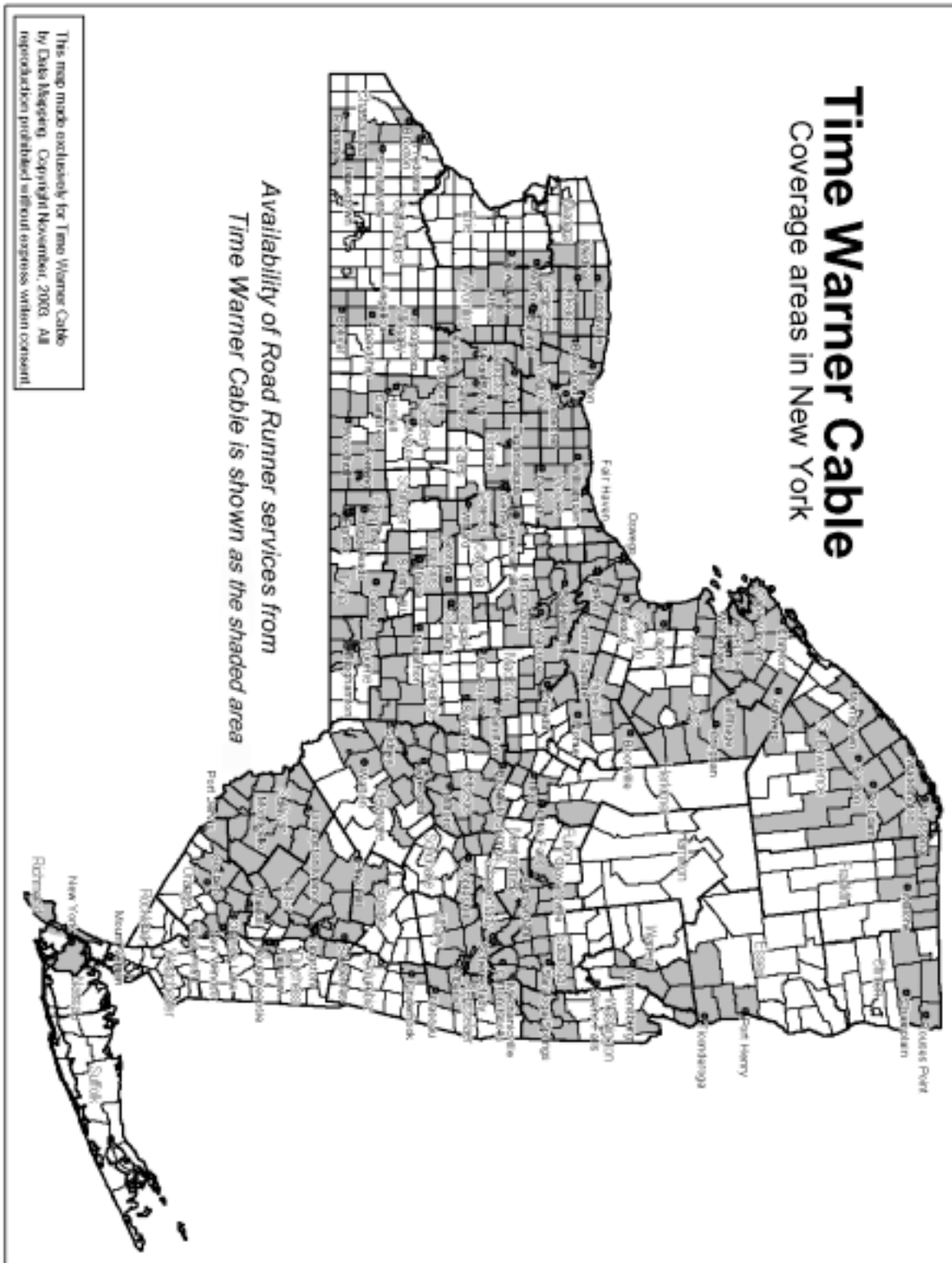
TIME WARNER NETWORK: Shall mean the data transmission network provided by Time Warner and/or its affiliates through which Authorized Users and Authorized User Employees access portions of the Service Package.

AUTHORIZED USERS

Reference the OGS Web site at:

<http://www.ogs.state.ny.us/purchase/snt/othersuse.asp>

COVERAGE MAP



New York State Office of General Services Procurement Services Group

TIME WARNER CABLE CABLE-BASED INTERNET SERVICES ORDER FORM

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Issued Under and Pursuant to: NEW YORK STATE CONTRACT NUMBER {PS60921}

Order Date: _____ Date this Order to Become Effective: _____

CONTRACTOR:

Time Warner Cable, Inc.	(518) 242-8846
Commercial Services Group	(518) 355-5320 (fax)
1021 High Bridge Road	Toll-free: 1-866-388-3548
Schenectady, New York 12303	E-mail: jkelch@twcs.net
Attn: John R. Kelch, Jr	www.twcnycgov.com

AUTHORIZED USER NAME/ADDRESS:

Name: _____ Phone: (____) _____
Address1: _____ Fax: (____) _____
Address2: _____ E-Mail: _____
City: _____ State: _____ Zip: _____

AUTHORIZED USER BILLING CONTACT AND ADDRESS: (if different from above)

Name: _____ Phone: (____) _____
Address1: _____ Fax: (____) _____
Address2: _____ E-Mail: _____
City: _____ State: _____ Zip: _____

AUTHORIZED USER INSTALLATION CONTACT PERSON: (if different from above)

Name: _____ Phone: (____) _____
Installation/Service Site Location: (if different from above)

AUTHORIZED USER TECHNICAL CONTACT PERSON: (if different from above)

Name: _____ Phone: (____) _____
E-Mail: _____ Fax: (____) _____

New York State Office of General Services Procurement Services Group
Time Warner Cable Cable-based Internet Services Order Form
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Issued Under and Pursuant to: NEW YORK STATE CONTRACT NUMBER { PS60921 }

Select Desired Service

_____ **Tele-Worker Service** Tier TW

Installation Location(s): _____

_____ **Branch Office Service** Tier BOC1, BOC2, BOC3, BOC4, BOC5 (circle one)

Installation Location(s): _____

_____ **Ancillary Services**

Static IP Service Tier: ST1, ST2, ST3, ST4 (circle one)

Vanity POP3 E-Mail Tier: EM1, EM2 (circle one)

Virtual Private Network Tier: VPN1, VPN2, VPN3, VPN4, VPN5, VPN6 (circle one)

Firewall Service Tier: FW1, FW2, FW3 (circle one)

Installation Location(s): _____

Total Installation Cost: \$ _____ Total Monthly Cost: \$ _____

Installation Date: ____/____/____ Time Period: _____

Time Warner Cable, Inc.:

Authorized User:

By: _____

By: _____

(Authorized Signature)

(Authorized Signature)

Name: _____

Name: _____

Title: _____

Title: _____

**State of New York
Office of General Services
PROCUREMENT SERVICES GROUP**

CONTRACT PERFORMANCE REPORT

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product's end user.**

Contract No.: _____ **Contractor.** _____

Describe Product* Provided (Include Item No., if available): _____

***Note:** "Product" is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term "Product" includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: _____

Agency: _____ Prepared by: _____
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