



DENVER INTERNATIONAL AIRPORT

TELECOMMUNICATIONS TENANT SERVICES – SERVICE DETAILS

PWCS INFRASTRUCTURE:

Whether DIA Tenants (“Customer”) order service from a regulated provider or via DIA Telecommunications under Telecommunication Tenant Services (“TTS”), the on-site Premises Wire Communications System Contractor (“PWCS” Contractor) will be involved with any physical circuit connectivity order. The PWCS Contractor is under contract with the City to manage and maintain site-wide fiber optic and copper infrastructure. The PWCS Contractor effort is required to connect the Customer jack in leasehold space to the service provider. Please note, PWCS Contractor charges for infrastructure installation are separate from TTS charges and billing from DIA Telecommunications. DIA TTS Technical Coordinator will facilitate TTS circuit provisioning and PWCS Contractor coordination along with the Customer via the service worksheets. The City does not install conduit. Per DIA Customer Design Guideline Standards the customer is responsible for all communications conduit required to support services ordered. The customer may hire an Electrical contractor or request conduit be completed as part of the order. Customer is responsible for infrastructure costs. Please reference that this is a “TTS” order for the given service requested when contacting the Service Desk.

VOICE SERVICES:

TTS voice services are phone service off the City telephone switch at DIA. Two service types are currently available DID (Direct inward Dial) and NON-DID (Cannot be dialed from offsite)

Voice Comments:

1. All Direct Inward Dial (“DID”) stations are enrolled in Private Switch/Automatic Location Identifier (“PS/ALI”). DID numbers can be dialed directly from outside phone numbers, whereas, non-DID numbers cannot. All phones on the system have 4-digit dialing to other stations or extensions on the system. Outside lines are accessed via dialing a 9 first.
2. Station “Feature” attribute/charges include at least one of the following: DID extension /Caller ID/Call Forwarding/programmable feature access buttons/Digital port/Access-Account codes.
3. Long Distance (“LD”) rates vary on intralata (as that term is defined in the Colorado PUC regulations), in/out state long distance and international. LD rates for US interstate are \$.02/min. Intrastate rates vary from \$.02 to \$.052/min. International LD rates and billing increments are subject to City LD provider. All toll calls are in addition to a monthly recurring charge (“MRC”) rate specified in table below.

4. Customer should specify on the worksheet on an extension–by-extension basis if a given extension should have long distance permissions.
5. DIA provided analog sets are typically of the following model type: 2500/2554/8110/6220/6221. See Appendix F
6. DIA provided digital sets are typically a 6408D+ (display with 8 feature access buttons, multiple call appearances) or a 6416D+M (slightly larger than 6408D+ with 16 programmable feature access buttons. See Appendix F
7. The Customer is responsible for purchasing/maintaining/replacing any headset or headset adapters.
8. The Customer is responsible for replacement costs of any City provided phone set that is lost, damaged, or not returned on service disconnect. The City will replace non working phones at no charge to the Customer if failure cannot be attributed to events beyond normal use.
9. A one time charge of \$50/order applies on new service activations and moves/adds/changes of services. Multiple services can be ordered on the same order.
10. Rates reflect Monthly Recurring Charge at time of sign up. Rates are subject to change without notice.

MRC Code	Monthly Recurring Charge	Short Description	Long Description
17	\$ 26.70	Line, Trunk, Feature (i.e. DID key system feed or FAX)	Line charge and trunk charge- Customer provides phone device set off of City phone system port and uses City trunks for local or long distance calls. (i.e. DID key system feed or DID ext FAX machine.)
20	\$ 30.70	Line, Trunk, A Set, Feature	Line charge and trunk charge- City provides analog phone off of City phone system port and uses City trunks for local or long distance calls- extension has Feature attributes with no Voice Mail account.
21	\$ 35.70	Line, Trunk, A Set, Feature, VM	Line charge and trunk charge- City provides analog phone off of City phone system port and uses City trunks for local or long distance calls- extension has Feature attributes with Voice Mail account.
22	\$ 36.70	Line, Trunk, D Set, Feature	Line charge and trunk charge- City provides digital phone off of City phone system port and uses City trunks for local or long distance calls- extension has Feature attributes with no Voice Mail account.
23	\$ 41.70	Line, Trunk, D Set, Feature, VM	Line charge and trunk charge- City provides digital phone off of City phone system port and uses City trunks for local or long distance calls- extension has Feature attributes with Voice Mail account.
MRC 1-14 represent options if phone extensions are intra-switch only or route calls out customer phone system into City phone system. Can be DID or NON-DID numbers. For details on MRC 1-14 services please contact the TTS Technical Coordinator at 303-342-2053 to request Appendix B.			

MRC 15-23 represent options if phone extensions have local off site dialing permissions and/or use City Trunks. Can be DID or NON-DID numbers.			
15	\$ 27.70	Line, Trunk, A Set	Line charge and trunk charge- City provides analog phone set off of City phone system port and uses City trunks for local or long distance calls.
16	\$ 33.70	Line, Trunk, D Set (i.e. no display, non-DID..)	Line charge and trunk charge- City provides digital non-display/non-DID phone set off of City phone system port and uses City trunks for local or long distance calls.
17	\$ 26.70	Line, Trunk, Feature (i.e. DID key system feed or FAX)	Line charge and trunk charge- Customer provides phone device set off of City phone system port and uses City trunks for local or long distance calls. (i.e. DID key system feed or DID ext FAX machine.)
18	\$ 28.70	Line, Trunk, VM	Line charge and trunk charge- Customer provides phone device off of City phone system port and uses City trunks for local or long distance calls-no Feature attributes with Voice Mail account.
19	\$ 31.70	Line, Trunk, Feature, VM	Line charge and trunk charge- Customer provides phone device off of City phone system port and uses City trunks for local or long distance calls-extension has Feature attributes with Voice Mail account.
20	\$ 30.70	Line, Trunk, A Set, Feature	Line charge and trunk charge- City provides analog phone off of City phone system port and uses City trunks for local or long distance calls-extension has Feature attributes with no Voice Mail account.
21	\$ 35.70	Line, Trunk, A Set, Feature, VM	Line charge and trunk charge- City provides analog phone off of City phone system port and uses City trunks for local or long distance calls-extension has Feature attributes with Voice Mail account.
22	\$ 36.70	Line, Trunk, D Set, Feature	Line charge and trunk charge- City provides digital phone off of City phone system port and uses City trunks for local or long distance calls-extension has Feature attributes with no Voice Mail account.
23	\$ 41.70	Line, Trunk, D Set, Feature, VM	Line charge and trunk charge- City provides digital phone off of City phone system port and uses City trunks for local or long distance calls-extension has Feature attributes with Voice Mail account.
24	\$ 6.00	VM, VMB, VDN or Integrated Announcement only	Voice Mail box, Voice Mail Bulletin, Vector Directory Number or Integrated Announcement only. (i.e. messaging inserted for Vector Directory numbers or multiple people sharing same phone extension, each with unique voice mail box....etc.)