



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

[List View](#)

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 510205

SO Doc Code: CRFQ

Procurement Type: Statewide MA (Open End)

SO Dept: 0212

Vendor ID:

SO Doc ID: SWC1900000008

Legal Name: FRONTIER COMMUNICATIONS OF AMERICA INC

Published Date: 11/7/18

Alias/DBA:

Close Date: 11/27/18

Total Bid: \$0.00

Close Time: 13:30

Response Date:

Status: Closed

Response Time:

Solicitation Description:

Total of Header Attachments: 3

[Apply Default Values to Commodity Lines](#)
[View Procurement Folder](#)

Commodity Group: Total Lines: 1 Line: 1 Group Description: Default Commodity Group



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 510205
Solicitation Description : LDPhone19 - Long-Distance Telephone Service
Proc Type : Statewide MA (Open End)

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-11-27 13:30:00	SR 0212 ESR11271800000002520	1

VENDOR
000000101320 FRONTIER COMMUNICATIONS OF AMERICA INC

Solicitation Number: CRFQ 0212 SWC1900000008

Total Bid : \$0.00 Response Date: 2018-11-27 Response Time: 12:30:58

Comments:

FOR INFORMATION CONTACT THE BUYER		
Mark A Atkins (304) 558-2307 mark.a.atkins@wv.gov		
Signature on File	FEIN #	DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Long-Distance Telephone Services - see attached pricing page	0.00000	EA	\$0.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :	Long-Distance Telephone Services - see attached Exhibit_A Pricing Page: Note: Vendor shall use Exhibit_A Pricing Page(s) for bid pricing. If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.
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Comments: See attached spreadsheet Exhibit A for pricing details



Response For

State of West Virginia

2019 Washington Street East, Charleston WV,
25305



**Solicitation Number: CRFQ 0212 SWC
1900000008**



Customized Solution Presented By:

Chad Stepp

Enterprise Account Executive

Frontier Communications®

Office (304) 410-5659

Chad.Stepp@ftr.com



What Does Frontier Bring to the Table?

Frontier (NASDAQ: FTR) is more than a technology and communications provider — we're also your partner. We work closely with you to solve real business problems and enhance the way you operate through resources including:

Scalable business solutions that grow with your company

Flexible equipment options such as premise-based, cloud, managed, or hybrid configurations

Dedicated enterprise support when you need it most

Reliable state-of-the-art technology to keep the focus on productivity

Cost-effective plans to make the most of every dollar

Secure connections and compliant data storage to protect vital information

Multisite solutions to seamlessly link different locations

Strong partnerships with industry-leading equipment manufacturers and specialty solutions providers

Financing options available to protect your investment against obsolescence, while tailoring your payment scenario to fit your budget

Frontier Business offers a broad portfolio of solutions to meet your current and future requirements — voice, data, video, and security — along with a single point of contact, US-based business phone support, and local technicians available 24x7x365. You can count on the strength and stability of a company with the flexibility to deliver on a personal scale. Frontier Business will keep your business connected and running strong.



November 27, 2018

Mark Atkins
State of West Virginia
2019 Washington Street East
Charleston, WV 25305-0130

Dear Mr. Atkins,

Frontier Communications is pleased to present this proposal to State of West Virginia . in response to your RFP: Solicitation # CRFQ 0212 SWC 1900000008. Please find our response attached.

Frontier's goal is to be the leading provider of communications services, so you can focus on continuous improvement. We have a rich heritage with over 82 years in the communications industry and employ a force of extensively trained employees who can assist with any of your communication requirements. We are confident in the strengths we bring. Among them are:

- One Company for any issues impacting your network services. This will prevent State of West Virginia from having to deal with multiple vendors for upgrading or troubleshooting.
- Financial Strength and Stability: We bring a solid blend of financial strength and local presence. We are one of the nation's most trusted and respected organizations, delivering proven solutions.
- Personal Service: Our account management philosophy is designed for your success. Our Customer Care Team is committed to achieving high levels of customer satisfaction and to resolving problems quickly and efficiently. You will receive account management support along with voice, data, network and customer premises equipment engineers.

Our executive staff is committed to your success and is accessible at any time. We sincerely appreciate your consideration and look forward to future opportunities providing services to meet your network and data requirements

Please do not hesitate to contact me if you need more information or have questions.

Sincerely,

Chad Stepp

Chad Stepp
Enterprise Account Executive
Chad.Stepp@ftr.com

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Restriction on Disclosure and Use of Data

This proposal includes data that shall not be disclosed outside of your organization and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than in connection with your evaluation of this proposal. If, however, a contract is awarded as a result of, or in connection with, the submission of this proposal, you shall have the right to duplicate, use, or disclose the data only to the extent provided in the resulting contract. This restriction does not limit your right to use data contained in this proposal if it is lawfully obtained from another source without restriction or to disclose such data as may be required by law. If your organization is required by law to disclose such data (including, without limitation, pursuant to any Freedom of Information Act request), you shall timely notify us of such compelled disclosure so that we have a reasonable opportunity to limit or challenge such disclosure.

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General Information

Nature of Proposal

Frontier Communications of America, Inc., on behalf of itself, and where applicable, on behalf of its local exchange carrier and service affiliates, ("Frontier"), hereby proposes to provide the services identified in this response to the Request for Proposal for Solicitation # CRFQ 0212 SWC 1900000008 for State of West Virginia. Customer includes its employees, agents and entities controlled by it. This proposal is submitted in good faith with the intention of negotiating a legally binding definitive agreement following an award of business to Frontier.

Frontier does not consider the proposal itself to be a legally binding offer to contract. Frontier's proposal will serve as the starting point for negotiation between the parties of a resulting contract that contains mutually agreeable terms and conditions. For avoidance of any doubt, in the event of an award to Frontier, Frontier will provide Customer with a written agreement that includes mutually agreeable terms and conditions. Frontier expects that neither the RFP nor Frontier's proposal will be incorporated in any definitive agreement, but such agreement will address the topics in this RFP and Frontier's proposal and supersede both.

Confidentiality Statement

The attached documentation, and any oral communications regarding such documentation (collectively, the "Frontier Materials"), are the property of Frontier and contain confidential and proprietary information of Frontier and are submitted to Customer, in confidence subject to the following:

The Frontier Materials may be used by Customer solely for the purpose of evaluating Frontier's products and services for possible purchase by Customer. Customer agrees to treat such Frontier Materials, including, without limitation, any pricing, terms and conditions, and any information relating to Frontier's technology, business affairs, or marketing or sales plans, as strictly confidential.

Customer agrees not to copy the Frontier Materials, in whole or in part, or disclose them to others, except to persons who have a need to know for the evaluation purpose stated above and who agree, in advance, in writing, to be bound by this provision, except as may be required by law. If Customer is required by law to disclose the Frontier Materials (including, without limitation, pursuant to any Freedom of Information Act request), Customer shall timely notify Frontier of such compelled disclosure so that Frontier has a reasonable opportunity to limit or challenge such disclosure. Upon written request by Frontier, Customer agrees to promptly return or destroy and verify in writing the completeness of the return or destruction of all tangible Frontier Materials.

Customer agree that in the event of a breach or threatened breach of confidentiality, in addition to other remedies, Frontier shall be entitled to seek specific performance and injunctive or other



equitable relief. Customer shall be liable for its breach of the terms above. Customer's review, use, or disclosure of the Frontier Materials shall constitute acceptance of the terms above.

Pricing Disclaimer


Notwithstanding anything to the contrary in the RFP, and unless otherwise indicated in this proposal, prices do not include all taxes (including, but not limited to, sales, use, utility, gross receipts, and VAT), similar tax-like and tax-related charges, and other surcharges levied as a result of receipt of the services from Frontier. Frontier's proposed pricing is based upon its response to this RFP. Frontier reserves the right to adjust the proposed pricing, if Customer, does not accept the proposal in its entirety. In addition, unless otherwise noted, all third-party charges are subject to change during the service term.

Validity Period

Unless otherwise stated in this proposal, this proposal is valid for a period of ninety (90) days from the date submitted. During this period promotions may expire and rates, charges, and/or discounts may fluctuate with changes in the Tariffs or Guidebook unless fixed in this RFP or otherwise negotiated by the parties.



Request for Quotation

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 35 Telecomm

Proc Folder: 510205			
Doc Description: LDPhone19 - Long-Distance Telephone Service			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2018-11-07	2018-11-27 13:30:00	CRFQ 0212 SWC1900000008	1

BID RECEIVING LOCATION	
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON US	WV 25305

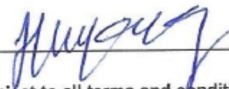
VENDOR

Vendor Name, Address and Telephone Number:
Frontier Communications of America
401 Merritt 7 Norwalk, CT 06851 203-614-5600

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins
(304) 558-2307
mark.a.atkins@wv.gov

Signature X



FEIN #

DATE

11/20/2018

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology to establish an open-end, statewide contract for 1) traditional non-Internet Protocol (IP) based long-distance services (intrastate, interstate, calling card, and international); 2) traditional non-IP based toll-free services; and 3) directory assistance services, per attached documents.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City WV99999	No City WV 99999
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Long-Distance Telephone Services - see attached pricing page	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Long-Distance Telephone Services - see attached Exhibit A Pricing Page:

Note: Vendor shall use Exhibit A Pricing Page(s) for bid pricing.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.

Vendor shall enter pricing into the Exhibit A Pricing Pages and must attach with bid.
See section 18 of Instructions to Bidders.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Technical Questions due by 10:00am EST:	2018-11-13

Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Frontier Communications of America

Authorized Signature: [Signature] Date: 11/19/2018

State of WV

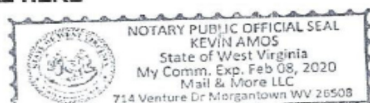
County of MONONGALIA, to-wit:

Taken, subscribed, and sworn to before me this 19th day of NOVEMBER, 2018.

My Commission expires FEBRUARY 8, 2020.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]



Purchasing Affidavit (Revised 01/19/2018)

Response to General Terms and Conditions

Frontier complies to all terms and conditions with the following Clarifications:

1. Section 28 –

- a. All Equipment purchased by Customer is warranted pursuant to the applicable manufacturer's standard warranty provisions, as outlined in the documentation packaged with the Equipment. The Equipment warranty, if any, is provided per the applicable manufacturer documentation and/or policies. Frontier will assist Customer with any defective Equipment warranty claims for a period of thirty (30) days after installation.
- b. Frontier warrants that any cables and connectors, provided by Frontier as a result of installation, between the Equipment and any other equipment at the Installation Site will be in good working order for a period of thirty (30) days after installation; provided, however, that any failure of such cables and connectors is not caused by Customer's misuse or abuse.
- c. This warranty does not apply to any failure caused by misuse or abuse, vandalism, accident, environmental conditions, or any other cause outside Frontier's control. Frontier does not guarantee, warrant, or imply (a) any liability for equipment or materials that are supplied by Customer or a third party or are covered by a manufacturer's warranty, or (b) the availability of replacement parts.
- d. THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND FRONTIER DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO FRONTIER'S NETWORK, SERVICES OR EQUIPMENT PROVIDED PURSANT TO THESE TERMS INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR FUNCTION. FRONTIER DOES NOT WARRANT THAT THE SERVICES OR EQUIPMENT OR ACCESS OR OPERATION OF THE SERVICES OR EQUIPMENT WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

2. Section 36 -

- a. Frontier shall not have any liability for any claims, loss, damage, cost or expense (including reasonable attorneys' fees) to the extent arising out or relating to any claim, action or proceeding brought by any third party based upon: (i) Customer's breach of this Agreement; (ii) Customer's negligence or willful misconduct in the performance of its obligations under this Agreement; (iii) use of the Equipment or Services by third parties, including employees, contractors or agents; (iv) any infringement or misappropriation of any patent, copyright, trademark, trade secret or other proprietary right arising from Customer's or any other person's use of the Equipment or Services or content transmitted to or from the Customer's location using the Equipment or Service (v) any bodily injury (including illness or death) or property damage caused by the Customer or associated with the Equipment or Service; or (vi) Customer's failure to

maintain an adequate and safe environment free from any liens, or permitting unauthorized repairs.

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **NON-MANDATORY PRE-BID** meeting will be held at the following place and time:

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Revised 06/08/2018

Frontier Response: Acknowledges the Above Section

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: November 13, 2018 due by 10:00am EST

Submit Questions to: Mark Atkins, Senior Buyer
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)
Email: Mark.A.Atkins@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

5. 1. 100/00/0010

Frontier Response: Acknowledges the Above Section



The bid delivery address is:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID: LDPHONE19
BUYER: Mark Atkins, File#42
SOLICITATION NO.: CRFQ 0212 SWC1900000008
BID OPENING DATE: 11/27/2018
BID OPENING TIME: 1:30pm EST
FAX NUMBER: 304-558-3970

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression of Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus N/A convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

☐ Technical

☐ Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: November 27, 2018 at 1:30pm EST

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Revised 06/08/2018

Frontier Response: Acknowledges the Above Section

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules § 148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

Frontier Response: Acknowledges, understand and will comply to the Above Section

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and should include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

Frontier Response: Acknowledges, understand and will comply to the Above Section

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. INTERESTED PARTY DISCLOSURE: West Virginia Code § 6D-1-2 requires that the vendor submit to the Purchasing Division a disclosure of interested parties to the contract for all contracts with an actual or estimated value of at least \$1 Million. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission prior to contract award. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

23. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

Revised 06/08/2018

Frontier Response: Acknowledges, understand and will comply to the Above Section

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

Frontier Response: Acknowledges the Above Section

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: **Initial Contract Term:** This Contract becomes effective on Upon Award and extends for a period of One (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

Revised 06/08/2019

Frontier Response: Acknowledges, understand and will comply to the Above Section

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

Frontier Response: Acknowledges, understand and will comply to the Above Section

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

Frontier Response: Acknowledges, understand and will comply to the Above Section

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☒ **Automobile Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

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Revised 06/08/2018

Frontier Response: Acknowledges, understand and will comply to the Above Section

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____

☐ Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

14. PAYMENT IN ARREARS: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

Frontier Response: Acknowledges, understand and will comply to the Above Section

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

Frontier Response: Acknowledges, understand and will comply to the Above Section

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

Frontier Response: Acknowledges, understand and will comply to the Above Section with clarification to item 28 as referenced on page 13

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

Frontier Response: Acknowledges, understand and will comply to the Above Section

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

Frontier Response: Acknowledges, understand and will comply to the Above Section with clarification to item 36 as referenced on page 13

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☒ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

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Frontier Response: Acknowledges, understand and will comply to the Above Section

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more of such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

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“substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

Frontier Response: Acknowledges, understand and will comply to the Above Section

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

CHAD STEPP

(Name, Title)

CHAD STEPP ACCOUNT EXECUTIVE

(Printed Name and Title)

1500 MACCORKLE AVE SE CHARLESTON WV

(Address)

304 410 5659

(Phone Number) / (Fax Number)

CHAD.STEPP@FTR.COM

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

FRONTIER COMMUNICATIONS

(Company)

[Signature]

(Authorized Signature) (Representative Name, Title)

JEFFREY KAY SALES MANAGER

(Printed Name and Title of Authorized Representative)

11/26/2018

(Date)

304-842-9188

(Phone Number) (Fax Number)

Revised 06/08/2018

Response to Specifications

SPECIFICATIONS

1. PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology to establish an open-end, statewide contract for 1) traditional non-Internet Protocol (IP) based long-distance services (intrastate, interstate, calling card, and international); 2) traditional non-IP based toll-free services; and 3) directory assistance services.

CURRENT ENVIRONMENT: Currently, the State is soliciting bids to replace its current Centrex (SWCCENTREX15) contract that expires 01/31/2019. The current CENTREX contract can be viewed using the following link: <http://www.state.wv.us/admin/purchase/swc/CENTREX.htm>

The current LDPHONE (SWCLDPHONE15) expired 01/31/2019 and will not be renewed. The current LDPHONE15 contract can be viewed online using the following link: <http://www.state.wv.us/admin/purchase/swc/LDPHONE.htm>

While the Custom Centrex and Long-Distance services are separate contracts, they work together to facilitate intra-state calling capability and inter-state calling services.

A consolidated intrastate backbone network referred to as the Custom Centrex platform serves WV state government and educational institutions. The dedicated intra-LATA facilities comprising the network are leased from a third-party vendor. There are 31 Centrex nodes currently in operation throughout the State to provide a wider intrastate and local calling service area. In addition to dedicated switching and transport routing, these Centrex nodes also provide local dial tone via telephone lines to the State's respective geographic areas. Egress points for this traffic are located in Charleston, WV and Clarksburg, WV.

The intra-LATA network carries traffic to and from the long-distance network; the long-distance network provides for interstate calling, international calling, inbound calling functions, inter-LATA connectivity (dedicated and switched), interstate connectivity (dedicated and switched) and toll-free services.

In addition to the dedicated facilities for the egress points, some agencies have dedicated T-1s to handle their inbound toll-free traffic as well as the outbound long-distance. It should also be noted that not all state services related to this contract are currently being handled by the State's incumbent provider. This may be partially due to exempt agencies (legislative, judicial, higher education) or services that have not been identified as needing to be converted to the statewide contracted services.

Examples:

- A.** An agency is serviced through the Centrex node in Huntington, WV. When this agency wants to call Morgantown, WV, the call is processed at the Huntington Centrex node. The call is then routed across the network (and the LATA crossing) and completed via the Morgantown, WV node, resulting in a local call.

- B.** If this same agency (referenced in example A) wants to make a long-distance interstate call, the call is routed from the Huntington Centrex node to the Charleston egress point - it transitions from the Centrex network to the Long-Distance network to complete the call.
- C.** If this same agency (referenced in example A) wants to call another agency in the Bluefield area, the call is routed to the Charleston egress point where it switches to the Long-Distance provider's network. It remains on the Long-Distance provider's network to Bluefield, routes to the correct Central Office and completes the call.
- D.** When an agency that is not connected/serviced through a Centrex node wants to make a call to any place other than its local calling area (intra-LATA, inter-LATA, interstate, etc.), the call is switched at the Central Office by means of a LPIC/PIC code to the Long-Distance provider's network and the call is completed.

Below is a sample of the average monthly usage, based on the last three months, under the current long-distance service contract (LDPHONE15). During the term of this contract, current services may be migrated to IP-based services which are provided under separate contracts; therefore, the average usage indicated below may not reflect future usage.

Description of Service	Average Minutes
Domestic Interstate	238,042
Domestic Intrastate	324,180
Toll-Free Interstate	159,453
Toll-Free Intrastate	523,079
Payphone	22,070
Canada	0
Caribbean	0

Directory Assistance	1
Dedicated Toll-Free	682,532
Dedicated Outbound-Intrastate	324,180
Dedicated Outbound-Interstate	238,042
International	2,434
Toll-Free Non-Mainland	0
Calling Card	208

Frontier Response: Acknowledges Purpose and Scope in Item 1.

2. DEFINITIONS: The terms listed below shall have the meanings assigned to them below.

Additional definitions can be found in section 2 of the General Terms and Conditions.

- 2.1 "Calling Card"** means calls placed with the use of a calling card issued by the vendor.
- 2.2 "Contract Item" or "Contract Items"** means traditional long-distance services (Intrastate, Interstate, and International), calling card services, inbound toll free calling services and directory assistance.
- 2.3 "Centrex"** means a PBX-like services providing switching and features at the central office instead of at the customer's premises.
- 2.4 "Dedicated"** means network access for locations with sufficient traffic volumes to support circuits dedicated to the direct access of the carrier.
- 2.5 "DID"** means Direct Inward Dialing number. Telephony service providers use DID signaling to identify the number they are about to connect to the business PBX. The PBX would use these DID digits to switch the call to the right recipient.
- 2.6 "Domestic Interstate"** means calls that are placed within one state and received in another state, within the 50 United States (domestic).
- 2.7 "Domestic Intrastate"** means calls that are placed and received within the same state inside the 50 United States.
- 2.8 "FCC"** means Federal Communications Commission.
- 2.9 "Inter-LATA"** means a call that is placed within one LATA (Local Access Transport Area) and received in a different LATA. These calls are carried by a long-distance company.
- 2.10 Internet Protocol (IP) based toll free services"** means providing delivery of toll free calls to locations via an IP based access facility and terminating in IP based premises equipment.
- 2.11 "Intra-LATA"** is also known as "local toll" or "local long distance." These are calls that originate and terminate in the same Local Access Transport Area (LATA), but still require a 1 + in order to complete them. Your local carrier is allowed by law to reserve a geographic area (not more than 50 miles) around your home for intra-LATA calls NOT passed to your long-distance carrier. These areas (in some localities called "zones") are typically listed in the front of your local phone book.
- 2.12 "IXC"** means Inter Exchange Carrier.
- 2.13 "LATA"** means Local Access Transport Area also called Service areas by some telephone companies. It's a local (one of approximately 196) geographical area in the US with

which a local telephone company may offer telecommunications services-local or long distance.

- 2.14** **“Local Exchange Carrier (LEC)”** is the regulatory term in telecommunications for the local telephone company.
- 2.15** **“Local Portability Charge”** means that under the Federal Communications Commission’s “local number portability” (LNP) rules, so long as you remain in the same geographic area, you can switch telephone service providers and keep your existing phone number. Some vendors charge their customers fees to recover the costs that they incur in providing number portability.
- 2.16** **“LPIC/PIC”** means Local Primary Interexchange Carrier/Primary Interexchange Carrier.
- 2.17** **“NPA”** means Numbering Plan Area which is a three-digit code commonly called an area code.
- 2.18** **“NXX”** means central office code, also known as exchange or prefix.
- 2.19** **“PBX”** means the Private Branch Exchange which is a telephone switch that serves a particular business or office site.
- 2.20** **“PIC”** means Primary Interexchange Carrier – the primary long-distance carrier through which all interstate long distance calls are made (1+ dialing).
- 2.21** **“PoP”** stands for Point of Presence. PoP is an artificial demarcation point or interface point between communicating entities. A point of presence is a location where a long-distance carrier (IXC) could terminate services and provide connections into a local telephone network (LATA).
- 2.22** **“PRI”** means Primary Rate Interface.
- 2.23** **“Pricing Pages”** means the schedule of prices and totals contained in wvOASIS or attached hereto as **Exhibit A** and used to evaluate the Solicitation Response.
- 2.24** **“Project Manager”** means the responsible party for managing the implementation and conversion of this contract (Transition Project Manager), and the responsible party serving as the single point of contact for all problem resolution, billing issues, installation activity, etc. for the life of the contract (Contract Project Manager).
- 2.25** **“P.01 Grade of Service”** is the probability of a call in a circuit group being blocked or delayed for more than a specified interval. Rejected calls occur as a result of heavy traffic loads (congestion) on the system and can result in the call either being delayed or lost.

- 2.26** **“RespOrg”** means Responsible Organization, a term that refers to the companies with

access to the Service Management System, the database that provides number management of all toll-free telephone numbers. According to FCC regulations, the end user has the right to select their RespOrg and have their numbers transferred to their control.

- 2.27** **“SLD”** means Schools and Libraries Division of the Universal Service Administration Company
- 2.28** **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.29** **“SPOC”** means Single Point of Contact.
- 2.30** **“Switched”** means network access via the State’s contracted Local Exchange Carriers for locations with traffic volumes that do not justify dedicated lines.
- 2.31** **“T-1”** is a dedicated phone connection consisting of 24 individual channels, each of which supports 64 Kbits per second. Each 64 bit per second channel can be configured to carry voice or data traffic.
- 2.32** **“TCR”** means Telecommunications Change Request.
- 2.33** **“Toll Free service”** means inbound calls that are completed at no cost to the entity originating the call and are generally assigned a toll-free number (800-type) for ease in dialing by the calling party.
- 2.34** **“USAC”** means Universal Service Administration Company.
- 2.35** **“USF”** means Universal Service Fund.
- 2.36** **“WVOT”** means West Virginia Office of Technology.

Frontier Response: Acknowledges Definitions in Item 2

3. GENERAL REQUIREMENTS:

Needs to verify if we can bill in the increments that are being requested. See highlighted area.

BDT was submitted this morning.

3.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

3.1.1 Long Distance Services (Domestic Interstate and Intrastate, International, Calling Card):

3.1.1.1 Per Minute charges shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum for calls less than one minute. (Vendor will round to the 4th decimal point).

Frontier Response: Understands and will Comply

3.1.1.2 Per minute charges for long-distance calls shall be the same regardless if the call is made using Switched or Dedicated facilities.

Frontier Response: Understands and will Comply

3.1.1.3 All connectivity charges and coordination efforts required to connect to the two egress points will be the responsibility of the successful vendor.

86% of traffic coming from one point and 14% coming from another location.

Frontier Response: Understands and will Comply

3.1.1.4 The vendor will report to WVOT quarterly on the usage of the dedicated facilities. The vendor is responsible for monitoring the dedicated facilities and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. The vendor will be responsible for the cost of all dedicated facilities and any additional facilities required.

Frontier Response: Understands and will Comply

- 3.1.1.5** The two egress points must have switched overflow capabilities in addition to the dedicated facilities.

Frontier Response: Understands and will Comply

- 3.1.1.6** Transition to the new service should be transparent to the station user. Dialing procedures should remain unchanged.

Frontier Response: Understands and will Comply

- 3.1.1.7** The vendor must work with the WVOT, through the established TCR process, to coordinate with the local exchange carriers in getting the LPIC/PIC code changed and placing a freeze on the changes for all existing outbound long-distance services. This will be at no cost to the State. WVOT realizes any current LPIC/PIC freeze will be the State's responsibility to lift until the new LPIC/PIC changes are made.

Frontier Response: Understands and will Comply

- 3.1.1.8** Vendor must provide international calling capability. International calls shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum for calls less than one- minute duration. Although only the per-minute rate proposed by the vendor for Canada will be included in the Pricing Pages, it is preferred that the vendor provide a price quote for all International destinations with their response. The state will allow for quarterly Change Orders to update this pricing, as necessary.

Frontier Response: Understands and will Comply

- 3.1.1.9** Vendor must provide Calling Card capability. Calling card calls shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum for calls less than one minute.

Frontier Response: Understands and will Comply

- 3.1.1.10** Vendor is responsible for providing agencies with calling cards on a per request basis.

Frontier Response: Understands and will Comply

3.1.2 Toll-Free Services:

- 3.1.2.1** Based on FCC 800 portability regulations, no change in the present toll-free numbers shall be acceptable, unless allowed by the State.

Frontier Response: Understands and will Comply

- 3.1.2.2** All converted and/or new dedicated facilities (i.e., T-1s, PRIs, etc.) must be included in the cost per minute.

Frontier Response: Understands and will Comply

- 3.1.2.3** It is required that the vendor will complete inbound toll-free calls from payphones, and that the local payphone provider is allowed a fee (surcharge) for the recovery of its costs.

Frontier Response: Understands and will Comply

- 3.1.2.4** The vendor must provide the following "advanced" features for supporting inbound toll-free services when requested by WVOT.

- 3.1.2.4.1 Call Referral:** This feature allows the toll-free call to connect to the CPE (Customer Premises Equipment). The toll-free call is routed based on caller-entered digits (i.e., "Please Press 1 to hear about White Water Rafting") or rotary default (i.e., "If you do not have a touch tone phone, please stay on the line.").

Frontier Response: Understands and will Comply

- 3.1.2.4.2 Caller Transfer:** This feature allows a caller to be transferred to another toll-free number based on the digits entered (i.e., "Press 1 if you are interested in making reservations at Canaan Valley State Park.") The caller would have dialed the 1-800-CALLWVA but when they press 1, they would be transferred to the 800 number of Canaan Valley.

Frontier Response: Understands and will Comply

- 3.1.2.4.3 Informational Announcement:** This feature offers a recorded voice message which may be used to assist in call routing. The message may be a menu of options, information prior to call termination, or information prior to connecting the call to the customer's location.

Frontier Response: Understands and will Comply

- 3.1.2.4.4 Area Code Routing:** This feature allows a customer to route calls to the same toll-free number to a different terminating location (switched or dedicated) based on the originating area code of the caller.

Frontier Response: Understands and will Comply

3.1.2.4.5 Area Code Selection: This feature permits a customer to allow or block calls to a toll-free number based on the originating area code of the caller.

Frontier Response: Understands and will Comply

3.1.2.4.6 Area Code/Exchange Routing: This feature allows a customer to (1) route calls to the same toll-free number to different terminating locations (switched or dedicated) based on the originating area code (NPA) and exchange (NXX) of the caller and (2) allows a customer to block calls to a toll-free number based on the originating area code (NPA) and exchange (NXX) of the caller.

Frontier Response: Understands and will Comply

3.1.2.4.7 Day of Week Routing: This feature allows a customer to route calls to the same toll-free number to different terminating locations (switched or dedicated) based on the day of the week.

Frontier Response: Understands and will Comply

3.1.2.4.8 Time of Day Routing: This feature allows a customer to route calls to the same toll-free number to different terminating locations (switched or dedicated) based on the time of the day. Days may be divided into 15-minute increments.

Frontier Response: Understands and will Comply

3.1.2.5 During implementation/conversion, the vendor is responsible for providing updates for all toll-free services that are being processed via a "Responsible Organization Change Authorization" (RespOrg) transfer.

Frontier Response: Understands and will Comply

3.1.3 T-1 Dedicated Facilities:

3.1.3.1 The vendor must provide, at no additional cost to the State, dedicated and switched T-1s to carry the traffic (inbound and outbound) via the egress points. All costs associated with the egress points must be paid by the vendor. Agency's responsibility is limited to the payment of the cost of service.

Frontier Response: Understands and will Comply

3.1.3.2 The vendor is responsible for monitoring the dedicated and switched facilities located at the egress points. Based on the monthly call report the vendor will notify the agency via formal memo to recommend additional dedicated facilities. Thereafter vendor is responsible for the set up and maintenance of any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. The vendor will be responsible for the cost of all dedicated and switched facilities and any additional facilities required. Agency's responsibility is limited to the payment of the cost of service.

Frontier Response: Understands and will Comply

3.1.3.3 The vendor must provide the necessary facilities to maintain a P.01 grade of service or a 1 percent or less probability of callers being blocked to the facilities.

Frontier Response: Understands and will Comply

3.1.4 Directory Assistance:

3.1.4.1 The vendor shall provide National Directory Assistance (area code- 555-1212).

Frontier Response: Understands and will Comply

3.1.5 Implementation/Conversion: All comply

Frontier Response: Understood and will Comply

3.1.5.1 Prior to beginning the implementation/conversion process, an initial face-to-face meeting will be held at the WVOT facility in Charleston, WV for all key members of the vendor's project team and the WVOT staff. This meeting shall occur within fifteen (15) calendar days of award. The Implementation/Conversion shall begin no later than thirty (30) calendar days after contract execution.

Frontier Response: Understands and will Comply

3.1.5.2 Implementation/Conversion must be completed within 120 calendar days from contract execution.

Frontier Response: Understands and will Comply

3.1.5.3 The vendor should provide with its response a Detailed Implementation Plan that ensures the smooth transition to the new service. This plan is

preferred with the bid but must be furnished upon request. Be advised that WVOT has limited resources to dedicate to this project so the State expects the vendor to assume all of the responsibilities required for implementation/conversion.

Frontier Response: Understands and will comply

- 3.1.5.4** The vendor will be responsible for any PIC and LPIC Switching fees. These fees are charged by the local provider when changing long-distance carriers.

Frontier Response: Understands and will Comply

- 3.1.5.5** The vendor will be responsible for any Local Number Portability Charges incurred when switching from one local telephone service provider to another. All agencies must have the ability to retain, at the same location, their existing local telephone numbers and equipment.

Frontier Response: Understands and will Comply

- 3.1.5.6** The Vendor will be responsible for the coordination of, charges for, and reconfiguration of the State's existing equipment.

Frontier Response: Understood and will Comply

- 3.1.5.7** The Vendor will be responsible for paying the migration costs to move the State to an alternative solution.

Frontier Response: Understands and will Comply

3.1.6 Dedicated Support Team:

3.1.6.1 Project Manager:

- 3.1.6.1.1** The vendor shall be required to designate a person as the single point of contact who is responsible for managing the implementation and conversion of these services.

Frontier Response: Understands and will Comply

- 3.1.6.1.2** A draft Implementation Plan submitted by the Vendor will be discussed at this meeting. The final versions of this document shall be provided within ten (10) calendar days of the Kick-Off Meeting, as well as any requests to the State from the Vendor.

Frontier Response: Understands and will Comply

- 3.1.6.1.3** At a minimum, the Project Manager shall be located in Charleston, WV.

Frontier Response: Understands and will Comply

3.1.6.2 Service Manager:

3.1.6.2.1 After the Implementation and conversion is complete, the Vendor will assign a Service Manager to serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc. for the life of the contract. The Service Manager shall be located locally in Charleston, WV and available to meet with the WVOT staff at the WVOT facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the WVOT.

Frontier Response: Understands and will Comply

3.1.6.2.2 The Service Manager shall be responsible, at all times, for ensuring all vendor staff supporting the State's account is up-to-date and understands the contract. The Service Manager shall be responsible for ensuring appropriate vendor personnel are available to provide overall account management.

Frontier Response: Understands and will Comply

3.1.6.2.3 The WVOT reserves the right to request a new Service Manager for any reason.

Frontier Response: Understands and will Comply

3.1.6.2.4 The Service Manager is responsible for monitoring and reporting on the status of new installations.

Frontier Response: Understands and will Comply

3.1.6.2.5 The Service Manager is responsible for monitoring and reporting on the status of interruptions to service (incidents).

Frontier Response: Understands and will Comply

3.1.7 Ordering, Billing, and Payment:

3.1.7.1 The Vendor must work with the State using the established Telecommunications Change Request (TCR) Form and procedures for ordering and implementing these telecommunications services. A copy of a TCR is included with this solicitation as **Exhibit. B**

Frontier Response: Understands and will Comply

3.1.7.2 The monthly bill provided to the State shall be an electronic version, broken into subaccounts as defined by the State, for the purposes of rebilling by the State. The following are the minimum requirements for this data:

3.1.7.2.1 The customer must be able to extract the data to specific file format (MS Excel and/or csv).

Frontier Response: Understands and will Comply

3.1.7.2.2 The Vendor's electronic bill must be received by the State within ten (10) business days of the end of the previous billing cycle. It should be understood that timely receipt of the vendor's bill is directly correlated to timely payment of the Vendor's bill.

Frontier Response: Understands and will Comply

3.1.7.2.3 The Vendor must state any system requirements to operate the Vendor's billing software, if applicable.

- **Frontier Response: Understands and will Comply – Microsoft Explorer, Google Chrome, and Mozilla Firefox are all acceptable browsers to interface with Frontier's online billing. Acceptable versions will be supplied and updated.**

3.1.7.2.4 Vendor's bill must include, at minimum, the following data elements:

3.1.7.2.4.1 billing month,

3.1.7.2.4.2 billed entity name,

3.1.7.2.4.3 customer name/account (if different from billed entity),

3.1.7.2.4.4 service location,

3.1.7.2.4.5 Circuit identification,

3.1.7.2.4.6 service period,

3.1.7.2.4.7 itemized cost for individual billing components,

3.1.7.2.4.8 itemized call detail,

3.1.7.2.4.9 itemized cost for any one time or non-recurring charges,

3.1.7.2.4.10 itemized cost for any surcharges and total cost.

NOTE: The cost identified in the bill must match contract rates for the specified services. A uniform description of the service being billed that matches the description of service provided on the contract must also be included. The Vendor and the State must mutually agree upon a standardized billing format for the purposes of this contract.

Frontier Response: Understands and will Comply will all the above vendors bill with exception of 3.1.7.2.4.4 Service location

3.1.7.2.5 If incorrect rates or quantities are discovered, these errors must be corrected prior to the next billing cycle and must be credited back to the effective billing start date for that service. The customer shall reserve the right to withhold payment until corrections have been made and credit is received.

Frontier Response: Understands and will Comply

3.1.7.2.6 Vendor cannot back-bill for a service beyond three (3) months.

Frontier Response: Understands and will Comply

3.1.7.2.7 The Vendor's billing cycle must be on a monthly billing cycle and must be consistent across all services. Services installed or disconnected for a partial month must be prorated based on the date the service is turned up or down relative to that monthly billing cycle.

Frontier Response: Understands and will Comply

3.1.7.2.8 Services cannot be billed until they have been accepted as functional by the State.

Frontier Response: Understands and will Comply

3.1.7.2.9 Services must be disconnected by the Due Date on TCRs submitted for disconnection. No billing can occur after this date.

Frontier Response: Understands and will Comply

3.1.7.2.10 If the Vendor has multiple contracts with the State of West Virginia, the Vendor must provide separate billing for each contract.

Frontier Response: Understands and will Comply

3.1.7.2.11 Vendor must agree not to hold the State of WV or its Agencies responsible for the payment of any charges determined to be unauthorized or fraudulent by the State of WV and its Agencies.

Frontier Response: Understands and will Comply

3.1.7.2.12 Vendor must identify any surcharges or fees its intends to charge the State for services. The Vendor must identity these fees and the authority to charges those fees – i.e., Universal Service Fund Fee as mandated by the Federal Communications Commission. These fees will be discussed prior to award.

Frontier Response: Understands and will Comply

3.1.8 Training and Support:

3.1.8.1 Vendor must provide a telephone support center(s) that is available 24 hours a day and 7 days a week and accessible via a toll-free number. The support center must 1) provide advanced technical expertise, 2) be staffed with resources that are proficient in spoken and written English, 3) maintain and take responsibility for trouble tickets reported by the State of West Virginia customers until those troubles are resolved and 4) provide a tiered support escalation process. Vendor must build this cost into its rates.

Frontier Response: Understands and will Comply

3.1.8.2 Vendor must provide telephone response to customer problems in one (1) hour or less and provide onsite support (when required) in twenty-four (24) hours or less.

Frontier Response: Understands and will Comply

3.1.8.3 The severity of the issue/support problem shall determine the average problem resolution response time under the contract as follows:

3.1.8.3.1 Severity Level 1 shall be defined as an urgent situation, where the customer's services are out of service and the customer is unable to use/access the network. The Vendor shall resolve Severity Level 1 problems as quickly as possible, which on average shall not exceed two (2) business hours. If repair inside the 2-hour window is not feasible, then regular 2-hour updates are required.

Frontier Response: Understands and will Comply

3.1.8.3.2 Severity Level 2 shall be defined as significant outages and/or repeated failures resulting in limited effective use by the customer. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.). The Vendor shall resolve Severity Level 2 problems as quickly as possible, which on average shall not exceed four (4) business hours. If repair inside the 4-hour window is not feasible, then regular 4-hour updates are required.

Frontier Response: Understands and will Comply

3.1.8.3.3 Severity Level 3 shall be defined as a minor problem that exists with the service, but the majority of the functions are still usable, and some circumvention may be required to provide service. The Vendor shall resolve Severity Level 3 problems as quickly as possible, which on average shall not exceed ten (10) business hours. If repair inside the 10-hour window is not feasible, then updates are required at the start of the next business day and every day thereafter until repairs are complete.

Frontier Response: Understands and will Comply

3.1.8.4 Vendor must contact the State engineering points of contact by phone within 30 minutes of a network outage that affects multiple sites. This verbal notification must be followed with a written report that provides an explanation of the problem, the cause of the problem, the solution to the problem, the estimated time for recovery, and the steps taken or to be taken to attempt to prevent a reoccurrence.

Frontier Response: Understands and will Comply

3.1.8.5 Vendor must provide both verbal and written notification a minimum of ten (10) days in advance of any planned upgrades, modifications, etc. that may affect the State customers to all State engineering points of contact.

Frontier Response: Understands and will Comply

3.1.8.6 Vendor must participate in regular customer status meetings with the State engineering contacts during the implementation and migration phases of the resulting contract as well as ongoing contract management meetings to review new service issues, plan and coordinate network upgrades, and report on progress related to active network issues.

Frontier Response: Understands and will Comply

3.1.8.7 For an alternative solution, the Vendor shall be responsible for any training services, if requested by an Agency. The training can be delivered via web and the Vendor must provide a per hour rate for training services.

Frontier Response: Understands and will Comply

3.1.9 Security:

3.1.9.1 Vendor shall be responsible for the physical and cyber security of the network infrastructure that provides transmission services to the customer.

Frontier Response: Understands and will Comply

3.1.9.2 Vendor shall be responsible for resolving all security vulnerabilities that may affect equipment or transmission services provided to the customer.

Frontier Response: Understands and will Comply

3.1.9.3 Vendor's policies, services, processes, or employees cannot create conflicts with the customer's standard security policy requirements. In the event of a standard security policy conflict, the customer's policy will be upheld. (Policies available at <http://www.technology.wv.gov>)

Frontier Response: Understands and will Comply

3.1.9.4 Vendor must support customer evaluation of security incidents and compliance verification evaluations, as deemed necessary by the customer.

Frontier Response: Understands and will Comply

3.1.9.5 The Vendor must have an established and documented policy governing personnel security to include the validation of employee trustworthiness.

Frontier Response: Understands and will Comply

3.1.10 Disentanglement:

3.1.10.1 The State expects full, complete, and timely cooperation in disentangling the relationship in the event that the Agreement expires or terminates for any reason. In the event of expiration or termination, the Vendor shall, at a minimum, among other things:

- return all State data and documentation to the State, including but not limited to configuration information;
- transfer ownership of all leased equipment at no cost to the State (other than the payments already received by the Vendor under the Agreement);
- and, allow the State or the replacement provider(s) continued access to all billing, ordering, and trouble ticketing systems, and processes that have been employed in servicing the State, in accordance with methods and procedures to be agreed upon and established in the Agreement.
- Submission of a bid is the Vendor's acceptance of this disentanglement clause.

Vendor should provide with their bid a copy of any Software Terms and Conditions or Licenses that the State of West Virginia or the Agency will have to agree or accept as a part of this solicitation. This information will be required before a Purchase Order is issued if applicable.

Vendor should include with their bid a copy of any Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before a Purchase Order is issued if applicable.

Frontier Response: Understands and will Comply

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall Total Cost as shown on the Pricing Pages.

Frontier Response: Understands and will Comply

- 4.2 Pricing Pages:** Vendor should complete the Exhibit A Pricing Page by providing the per Unit Cost of each service. For any service that does not apply to the proposal, the vendor must enter \$0.00 or N/A into that cell. All Cells must be completed as failure to do so may result in Vendor's bids being disqualified. The Exhibit A Pricing Page has been provided in Excel and formatted to automatically calculate the bid total. However, it is the responsibility of the vendor to ensure the calculation for their bid is correct before submitting. In the event of an error, the Unit Price shall prevail.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

Frontier Response: Understands and will Comply

5. ORDERING AND PAYMENT:

- 5.1 Ordering:** Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

Frontier Response: Understands and will Comply

- 5.2 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

Frontier Response: Understands and will Comply

6. DELIVERY AND RETURN:

- 6.1 Delivery Time:** Vendor shall deliver standard orders within fifteen (15) working days after orders are received. Vendor shall deliver emergency orders five (5) working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

Frontier Response: Understands and will Comply

- 6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

Frontier Response: Understands and will Comply

- 6.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

Frontier Response: Understands and will Comply

- 6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

Frontier Response: Understands and will Comply

- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

Frontier Response: Understands and will Comply

7. VENDOR DEFAULT:

- 7.1** The following shall be considered a vendor default under this Contract.
- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
 - 7.1.2 Failure to comply with other specifications and requirements contained herein.
 - 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
 - 7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

7.2.1 Immediate cancellation of the Contract.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

7.2.3 Any other remedies available in law or equity.

Frontier Response: Understands and will Comply to all above regarding vendor Default

8. MISCELLANEOUS:

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

Frontier Response: Understands and will Comply

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

Frontier Response: Understands and will Comply

8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

Frontier Response: Understands and will Comply

8.4 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Chad Stepp

Telephone Number: 304-410-5659

Fax Number: _____

Email Address: Chad.Stepp@ftr.com



Pricing – Please Reference Excel Spreadsheet – CFRQ SWC 190000000008 –
Exhibit A



This Frontier Services Agreement ("FSA") is effective as of _____, 20____, by and between Frontier Communications of America, Inc. on behalf of itself and its affiliates which provide Equipment and Services identified in the Schedules ("Frontier"), and Fill in Customer's legal name here, whose primary address is Fill in Customer's full address here w/city, state, zip ("Customer").

1. Provision of Services and Equipment

a. Frontier will provide and the Customer agrees to pay for the communications, installation and maintenance services (collectively "Service"), and/or purchase or lease equipment ("Equipment"), described in this FSA and Schedules executed by Customer.

b. Customer acknowledges that certain Services may be governed by tariff or price schedule filed with the Federal Communications Commission and/or the state public utilities commission. In the event of any inconsistencies between this FSA and an applicable tariff, the tariff shall control except with respect to pricing, early termination charges or cancellation charges for which this FSA shall control.

c. Frontier will provide, maintain and repair the Frontier owned facilities and equipment used to provide the Services ("Frontier's Network"), up to and including the point at which Frontier's Network is made available for interconnection to Customer's premises equipment or inside wiring. Customer shall provide Frontier reasonable access to Customer's premises during normal business hours for the purpose of installing, inspecting, testing, rearranging, repairing or removing any Frontier Network components, including obtaining approvals, permits or licenses from third parties as necessary. Customer will cooperate in good faith and provide all reasonable information and authorizations required by Frontier for the purpose of installing Services and/or Equipment, performing routine network grooming, maintenance, upgrades, and addressing emergencies, including but not limited to design layout records of any Customer or third party network elements to be connected to the Services and Letters of Agency allowing Frontier to act on the Customer's behalf related to the Services and auxiliary third party services.

d. Only authorized agents and representatives of Frontier may perform maintenance work with respect to Frontier's Network. Any repair, alteration, configuration or servicing of Frontier's Network, Services or Equipment by Customer or third parties without the written consent of Frontier is a material breach of this FSA and cause for termination at Frontier's option.

e. If Frontier is unable to commence performance hereunder due to circumstances within Customer's control, any related costs incurred by Frontier, including but not limited to travel at normal rate and overtime labor rate expenses, will be reimbursed by Customer. Customer will reimburse Frontier for all costs incurred for installation, maintenance and repair if: (i) Frontier's Network is altered, maintained or repaired by any party other than Frontier, without Frontier's prior written consent, (ii) the malfunction of the Service or Equipment is the result of mishandling, abuse, misuse, improper operation, improper storage, or improper installation by anyone other than Frontier (including use in conjunction with equipment electrically or mechanically incompatible); or (iii) if the problem originated from a source unrelated to Frontier's Network.

f. Customer will provide (i) suitable building facilities (including but not limited to space, circuitry, power, backup power, and surge protectors) for the installation, operation, and maintenance of Frontier's Network in accordance with manufacturer's documentation and Frontier's installation standards, more fully described in the applicable Schedule; and (ii) a well-lighted and safe working area that complies with all local safety standards and regulations.

g. The Services or Equipment may be connected with the services or facilities of other carriers. Frontier may, when authorized by Customer and as may be agreed to by Frontier, act as Customer's agent for ordering facilities provided by other carriers to allow such connection of Customer's locations to Frontier's Network or to the network of an underlying carrier or service.

h. Customer is responsible for all charges billed by other carriers or third parties. Frontier shall not be responsible for the installation, operation, repair or maintenance or performance of equipment, facilities, software or service not provided directly by Frontier. Customer is responsible to provide equipment compatible with the Service or Equipment and Frontier's Network, and any wiring required to extend a communications termination and/or demarcation at the Customer premises. Customer will provide suitable building facilities for the provision of Services in accordance with local codes, including but not limited to ducting, conduit, structural borings, etc. for cable and conductors in floors, ceilings and walls; electrical service with suitable terminals and power surge protection devices; and metallic grounds with sufficient slack in the equipment room, installed in conformity with the National Electrical Code and local codes, and Frontier's installation standards.

i. Customer is solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of the Services and Equipment. Customer is solely responsible for ensuring that all of Customer's data are adequately secured, documented and backed-up at all times. Frontier and its contractors are not responsible or liable for data loss for any reason.

j. Frontier will manage the Frontier Network in Frontier's sole discretion, and reserves the right to substitute, change or rearrange any equipment or facilities used in delivering Services or provisioning the Equipment. Frontier will endeavor to provide reasonable notice prior to any scheduled maintenance, planned enhancements or upgrades, which may result in a degradation or disruption in Service. Frontier reserves the right to suspend Service for emergency maintenance to Frontier's Network without notice to Customer. Customer shall designate a primary contact for receipt of such notice.

k. Customer represents and warrants that its use of the Service and Equipment will comply and conform with all applicable federal, state and local laws, administrative and regulatory requirements and any other authorities having jurisdiction over the subject matter of this FSA and Customer will be responsible for applying for, obtaining and maintaining all registrations and certifications which may be required by such authorities with respect to such use.

l. Except as expressly identified in a Schedule, Customer and its employees shall be the only permitted end-user of the Services and leased Equipment. Customer shall not resell or bundle the Services or leased Equipment, nor permit any third party to access the Services or leased Equipment in exchange for compensation of any kind.

2. Term

The term of this FSA will commence as of the date identified in the introductory paragraph above or the date the FSA is executed by both Parties, whichever is later (the "Effective Date") and will continue through the Service Term with respect to any Service or Equipment provided pursuant to this FSA. Customer will purchase the Services, or lease Equipment, identified in each Schedule for the period of time stated in the Schedule (the "Service Term"). Unless otherwise stated in the Schedule, the Service Term and billing for the Service, will begin upon the earlier of (i) Customer's use of the applicable Service(s) or Equipment or (ii) five (5) days following Frontier's installation of such Service(s) or Equipment, and such date is deemed the commencement of the applicable Service Term. If neither party provides the other with written notice of its intent to terminate a Service at least sixty (60) days prior to expiration, the Service Term of each Service will automatically renew for additional one-year periods, subject to the terms and conditions of this FSA and at the then applicable one-year term rate, excluding promotional rates. If the parties agree to negotiated renewal

terms, such terms will not be effective unless and until documented in writing and executed by both parties.

3. Payment

a. Customer shall pay all charges set forth in the Schedules and in applicable tariffs during the Service Term. Frontier will invoice Customer any non-recurring charges ("NRC"), monthly recurring charges ("MRC"), and usage based charges.

b. In addition to the applicable charges set forth in the tariffs and Schedules, Customer shall pay all applicable federal, state or local sales, use, privilege, gross receipts, utility, value added, excise or other taxes (excluding taxes based on Frontier's net income), or any charges in lieu thereof, and any applicable surcharges or fees, whether government mandated or Frontier initiated including but not limited to Primary Interexchange Carrier Charge, Federal Pre-Subscribed Line Charge, Carrier Cost Recovery Surcharge, E-911, and Universal Service and Local Number Portability, in the amounts applicable at the time of billing. Customer shall also be responsible for third party charges and penalties incurred as a result of Customer's use of the Services or Equipment.

c. All payments shall be due within thirty (30) days of the invoice date and, in addition to and not in lieu of any other remedies Frontier may have hereunder or under the law as a result of Customer's failure to pay, late payments shall be subject to a late payment fee of the lesser of one and one-half percent (1.5%) per month or the maximum allowed by law. In the event Customer disputes any invoiced amount, Customer will pay all charges not disputed, and notify Frontier of the dispute in writing, providing an explanation of the basis for the dispute. If Frontier does not receive notice of a payment dispute by Customer within ninety (90) calendar days after the date of an invoice, such invoice will be final and not subject to further challenge. For the purpose of computing partial month charges, a month will consist of thirty (30) calendar days. Frontier reserves the right to immediately suspend or terminate any or all Services or the installation or lease of any or all Equipment if Customer is overdue more than thirty (30) days for payments that have not been disputed in good faith.

4. Cancellation and Early Termination Charges

a. If Customer cancels any Service or Equipment prior to delivery of any Equipment or installation of the Service or Equipment, Customer shall pay a cancellation charge equal to the NRC and one (1) month of MRC for the Service, plus the total costs and expenditures of Frontier in connection with establishing the Service prior to Frontier's receipt of notice of cancellation, including but not limited to any Equipment restocking fees.

b. Following installation, Customer may terminate a Service or Equipment by providing at least thirty (30) days prior written notice to Frontier. All unpaid amounts shall be due upon termination of any Service identified in a Schedule for any reason. In addition, and unless otherwise specifically provided in the applicable Schedule, if any Service or Equipment is terminated by Customer for any reason other than breach by Frontier or by Frontier due to Customer's breach, then Customer shall pay Frontier a termination charge equal to the applicable MRC and all related taxes and surcharges multiplied by the number of months remaining in the Service Term. Partial months shall be prorated.

c. Customer agrees that Frontier's damages in the event of early termination will be difficult or impossible to ascertain, and that the charges identified in this Section are intended, therefore, to establish liquidated damages in the event of termination and are not intended as a penalty.

5. Limitation of Liability and Warranty Provisions

a. The liability of Frontier and its affiliates related to this FSA or the Service or Equipment provided under this FSA, shall in no event exceed the limitations of liability set forth in the applicable tariffs, or regulatory rule or order. If there is no applicable tariff, regulatory rule or order, the total amount paid for the applicable Service or Equipment during the prior 12 months. In cases of an Outage, Frontier's liability shall be limited to 1/720 of the MRC for each hour after Frontier is

notified of the Outage. An "Outage" is an interruption in Service or use of the Equipment caused by a failure of Frontier's Network, excluding degradation or disruption due to planned or emergency maintenance or an event outside Frontier's direct control. Notwithstanding the above, Frontier will not be liable to Customer for interruptions in Services or Equipment caused by failure of hardware or software, failure of communications services, power outages, or other interruptions not within the complete control of Frontier. In addition, there will be no credits, reductions or set-offs against charges for Services or Equipment, or for interruptions of Services or Equipment, except as expressly set forth herein.

b. IN NO EVENT WILL FRONTIER OR ITS AFFILIATES BE LIABLE FOR ANY LOST PROFITS OR BUSINESS OPPORTUNITIES, OR FOR ANY OTHER SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF. FRONTIER AND ITS AFFILIATES SHALL NOT BE LIABLE FOR ANY LOSS, LOSS OF USE, COST, CLAIM OR EXPENSE EXPERIENCED OR INCURRED BY CUSTOMER OR THIRD PARTIES RESULTING FROM THE USE OF THE SERVICES OR EQUIPMENT PROVIDED HEREUNDER, INCLUDING BUT NOT LIMITED TO DAMAGE, LOSS OR LOSS OF USE OF CUSTOMER DATA OR FRAUD BY THIRD PARTIES.

c. Frontier warrants that Frontier's Network will be maintained in good working order. If any Service does not function substantially in accordance with applicable Service specifications as a result of Frontier's failure to maintain Frontier's Network (excluding degradation related to the acts or omissions of Customer or anyone using the Services, a force majeure event, or scheduled maintenance), Frontier's sole obligation is to repair the affected Service at Frontier's expense. THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND FRONTIER DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO FRONTIER'S NETWORK, SERVICES OR EQUIPMENT PROVIDED PURSUANT TO THESE TERMS INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR FUNCTION. FRONTIER DOES NOT WARRANT THAT THE SERVICES OR EQUIPMENT OR ACCESS OR OPERATION OF THE SERVICES OR EQUIPMENT WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

d. This FSA shall not be construed as granting a license with respect to any patent, copyright, trade name, trademark, service mark, trade secret or any other intellectual property, now or hereafter owned, controlled or licensable by Frontier. Customer agrees that Frontier has not made, and that there does not exist, any warranty, express or implied, that the use by Customer of Frontier's Services and/or the Equipment provided under this FSA will not give rise to a claim of infringement, misuse, or misappropriation of any intellectual property right.

e. Customer agrees that the Services and Equipment, and Frontier's performance hereunder are subject to the terms, conditions and restrictions contained in any applicable agreements (including software or other intellectual property license agreements) between Frontier and Frontier's vendors.

f. No action, regardless of form, arising out of this FSA or the Schedules may be brought more than two (2) years after the cause of action has arisen or charges have been billed whichever is earlier. The parties hereby waive the right to invoke any different limitation on the bringing of actions provided under applicable law.

6. Indemnification

Customer shall indemnify, defend and hold Frontier and its affiliates, and their respective directors, officers, employees, successors, assigns and agents, harmless from and against any and all claims, loss, damage, cost or expense (including reasonable attorneys' fees) to the extent arising out of or relating to any claim, action or proceeding brought by any third party based upon: (i) Customer's breach of this FSA; (ii) Customer's negligence or willful misconduct in the performance of its obligations under this FSA; (iii) use of the Equipment or Services, including but not

limited to the content of communications transmitted thereby; (iv) any infringement of intellectual property or misappropriation of any patent, copyright, trademark, trade secret or other proprietary right arising from Customer's or any other person's use of the Equipment or Services; any combination of the Equipment or Services with other products or services not provided by Frontier, or any modification of the Equipment or Services by anyone other than Frontier; (v) any bodily injury (including illness or death) or property damage caused by Customer or anyone within its control. The obligations under this Section 6 are independent of any other obligation under this FSA.

7. Confidentiality

a. Both parties agree that all terms and conditions set forth in this FSA shall be considered confidential, and that details of the terms of this FSA, shall not be disclosed to third parties, other than affiliates, employees, agents or contractors who have a need to know such information in the scope of their employment or engagement, without the prior written consent of the other party, unless required by law.

b. Customer and Frontier may disclose to each other information that is confidential in nature. In order to receive confidential treatment, all such information (hereafter "Information") shall be either (i) clearly marked as confidential if written, or clearly identified as confidential if oral or (ii) reasonably understood by the recipient, based on the nature of the Information or the circumstances of disclosure, to be confidential or proprietary to the discloser. Except as required by law or regulation, Customer and Frontier agree not to disclose any Information to any third party and to keep Information in a secure place available only to employees, affiliates, contractors or agents who are subject to obligations of confidentiality no less restrictive than those set forth herein, and who need to know the Information for purposes of the business dealing between Customer and Frontier, and to use Information only in connection with such business dealings. This Section is enforceable by injunction.

c. Information will lose its confidential status if obtained legitimately from a third party without restriction or upon the expiration of five (5) years from delivery of each item of Information. Information shall remain the property of the disclosing party and shall be returned to such party on request or upon termination of the business dealing between Customer and Frontier.

d. Notwithstanding anything herein to the contrary, Frontier shall have the right to include Customer's name in a public list of current customers who use Frontier's services, provided Frontier does not make any representation with respect to Customer and does not attribute any endorsements to Customer, without Customer's prior written consent. In addition, Frontier may publicly identify Customer as a new customer of Frontier or an existing customer obtaining expanded or additional services from Frontier, as the case may be.

8. Breach

a. **Breach by Customer:** If Customer fails to make any payment when due and such failure continues for five (5) days after notice, or Customer fails to comply with any other term or condition of this FSA or any Schedule and such failure continues for thirty (30) days after notice, then Frontier may either suspend the applicable Schedule (or any portion thereof) until the breach is remedied, terminate the applicable Schedule (or any portion thereof), or terminate this FSA and all Schedules. Notwithstanding the foregoing, Frontier may immediately suspend Services and, after giving notice to Customer with an opportunity to respond appropriate to the circumstances and Customer's failure to respond, Frontier may terminate any or all Services, retrieve Frontier Network elements from the service location and Equipment for which title has not transferred to Customer, in the following circumstances: (i) in the event of unauthorized, unlawful or improper use or abuse of the Frontier Network or Service; (ii) if, in the reasonable judgment of Frontier, Customer's use of the Frontier Network or Service has or will damage or have an adverse effect on Frontier's Network, its personnel, property or service; (iii) such action is necessary to meet the exigencies of an emergency; or (iv) a court or other governmental authority having

jurisdiction issues an order prohibiting Frontier from furnishing the Equipment or Services to Customer.

b. **Breach by Frontier:** If Frontier has not remedied any breach within thirty (30) days after Frontier's receipt of written notice from Customer of such breach (providing reasonable detail), Customer may terminate the Service which is the subject of such breach. This is Customer's exclusive remedy for a breach by Frontier.

9. Force Majeure

In no event will Frontier or its affiliates be liable for any delay in performance directly or indirectly caused by events beyond their control, including, but not limited to: acts or omissions of Customer, its agents, employees or contractors; acts of God; acts of the public enemy; acts of the United States, a state or other political subdivision; fire, floods or other natural disasters; accidents; wars; terrorism; cyber security events; labor disputes or shortages; and inability to obtain material, power, equipment or transportation.

10. Assignment

This FSA may not be assigned by either party without the other party's prior written consent, which consent shall not be unreasonably withheld or delayed, except that Frontier may assign this FSA to any successor to the business of Frontier by merger, consolidation or sale of assets or to any corporation controlling, controlled by or under common control with Frontier. Frontier may subcontract portions of the work to be performed hereunder to provision the Services or Equipment.

11. Work Site Conditions

a. If asbestos, or material containing asbestos, or any other hazardous or toxic materials are discovered during work pursuant to this FSA, Frontier will suspend its work for a reasonable period of time to permit Customer to engage a qualified firm to remove and dispose of the asbestos or other toxic or hazardous materials from the site. Such suspension may result in an equitable adjustment to the charges identified in the related Schedule, based on any increase in costs incurred by Frontier.

b. Customer agrees to release, indemnify, defend and hold harmless Frontier from and against any damages, losses, claims, demands or lawsuits arising out of or relating to the presence, removal or disposal of asbestos or any other hazardous or toxic material from the Customer's premises or location where Services or Equipment will be installed.

12. Title and Risk of Loss

a. Risk of loss or damage for Frontier Network elements installed at a Customer designated service location shall pass to Customer at time of delivery to Customer.

b. Any Frontier Network elements or Equipment installed at Customer's premises or location where Services or Equipment will be installed (which is leased or for which title has not transferred to Customer) remain the personal property of Frontier or Frontier's assignee, notwithstanding that it may be or become attached to or embedded in realty, and upon termination of this FSA or any Schedule (in whole or in part), all Frontier property shall be returned to Frontier in the same condition as installed, normal wear and tear excepted. Customer will not tamper with, remove or conceal any Frontier identifying plates, tags or labels. In the event Frontier property is not returned to Frontier in accordance with this Section, Customer will be billed for and pay to Frontier an amount equal to the retail value of the Frontier property, except to the extent such failure is caused by the negligence or willful misconduct of Frontier or its agents.

13. Competition

Customer recognizes the availability of competitive alternatives for receiving the Services and Equipment provided under this FSA, and has freely elected to enter into this FSA in order to receive the benefits it offers.

14. Government Regulation

To the extent that any Service(s) provided hereunder are subject to the jurisdiction of the Federal Communications Commission ("FCC") or any state public utilities commission or other regulatory agency, this FSA shall at all times be subject to changes, modifications, orders and rulings by the FCC and/or state public utilities commission or other regulatory agency. Frontier reserves the right to suspend, modify or terminate any Service without liability where any statute, regulation and/or ruling, including modifications thereto, by any regulatory agency (including the FCC), legislative body or court of competent jurisdiction, (i) prohibits, restricts or otherwise prevents Frontier from furnishing such Service, or (ii) has a material negative impact on Frontier's performance hereunder or the benefits provided by this FSA. If provision of any Service pursuant to this FSA is subject to advance approval of the FCC and/or any state public utilities commission, this FSA shall not become effective with respect to such Service until after receipt by Frontier of written notice of such approval.

15. Governing Law

This FSA shall be governed by and construed according to the laws of the State in which Services or Equipment are being provided hereunder without regard to its conflicts of laws provisions. Any related litigation may be brought in any State or Federal courts of competent jurisdiction within such State. Customer and Frontier consent to personal jurisdiction in such courts.

16. No Waiver

If either party fails, at any time, to enforce any right or remedy available to it under this FSA, that failure shall not be construed to be a waiver of the right or remedy with respect to any other breach or failure by the other party.

17. Severability

A declaration by any court, or other binding legal source, that any provision of this FSA or any Schedule is illegal and void, will not affect the legality and enforceability of any other provisions of this FSA, unless the provisions are mutually dependent.

18. Notice

All notices provided pursuant to this FSA will be in writing and delivered by registered or certified US Mail, postage prepaid, or by commercial

overnight delivery service, or by facsimile, or by regular mail and shall be deemed delivered either on the date of return receipt acknowledgment (in the case of certified US Mail), or on the next day after the sending of the notice if sent overnight mail, or three (3) days after mailing if by regular mail to the address of the party designated to receive such notice.

19. Independent Relationship

Each party understands and agrees that it and its personnel are not employees of the other party, and that each party is an independent contractor hereunder for all purposes and at all times.

20. Dispute Resolution

Except as otherwise specifically provided in or permitted by this FSA, all disputes arising in connection with this FSA shall first be resolved through good faith negotiation. If, after negotiating in good faith for a period of ninety (90) calendar days or any agreed further period, the parties are unable to resolve the dispute, then each party may seek resolution by exercising any rights or remedies available at law or in equity. Customer and Frontier agree that each may only bring claims against the other in an individual capacity and not as a plaintiff or class member in any purported class, representative, or private attorney general proceeding.

21. Authorization and Entire Agreement

Each party represents that the person executing this FSA is authorized to enter into this FSA on its behalf. This FSA and any Schedules executed by the parties constitute the entire agreement between the parties pertaining to the subject matter herein and supersedes all prior oral and written proposals, correspondence and memoranda with respect thereto. This FSA may not be modified, amended or supplemented except by written agreement signed by an authorized representative of each party. Notwithstanding anything otherwise stated, a Customer purchase order document (whether signed by one or both parties) shall be construed solely as evidence of Customer's internal business processes, and the terms and conditions contained thereon shall be void and of no effect or application toward this FSA.

Frontier Communications of America, Inc.	<Insert Customer's Name>
Frontier's Signature:	Customer's Signature:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:
Contractual Notice: Frontier Communications 111 Field Street Rochester, NY 14620 Attn: Legal Department	Contractual Notice:
	Attn:



Sample Billing

TEXT CODE: CTPAB
PIN: 1234

PAGE X OF Y

Date of Bill 2/01/13

Current Amount Due By Date 2/25/13

Account Number 304-555-0000 Total Amount Due \$ 999.99

Customer Name

Street Address

City, State, Zip

Amount Paid

186129252 0

12345689999945860

www.frontier.com
Business

1-800-921-8102

Account Number

Date of Bill 2/01/13

Amount of Last Bill

350.36

Payments Received Thru 2/01/13

.00

Balance Before Current Charges

350.36

New Charges

303.28

Total Amount Due \$653.64

CURRENT BILLING SUMMARY

Local Service from 02/01/13 to 02/28/13

Qty Description	Charge
Basic Charges	
4 Business One Party	87.12
8 Multi-Line Federal Subscriber Line Charge	40.80
4 E911 Luzerne	5.00
4 PA Telecomms Relay Svc Bus	.32
Other Charges-Detailed Below	4.38
Prorated Charges-Detailed Below	2.44CR
Federal Tax	4.09
Federal USF Recovery Charge	6.47
State Gross Receipts Tax Surcharge	2.07
PA State Sales Tx	8.16
Total Basic Charges	155.97
Optional Services	
Additional Listing Res	.50
4 Class-Caller Name & Num B	39.96
Call Forward Business Per Line	2.00
2 Trunk Hunting Srv Per Line	4.40
Other Charges-Detailed Below	17.24
Prorated Charges-Detailed Below	3.57
Federal Tax	1.55
FCA Long Distance - Federal USF Surcharge	2.76
PA State Sales Tx	4.30
Total Optional Services	76.28
Toll/Other	
800 Monthly Plans Bus	9.95
Frontier Com of America -Detailed Below	48.96
Other Charges-Detailed Below	1.99
Federal Tax	.06
FCA Long Distance - Federal USF Surcharge	3.64
State Gross Receipts Tax Surcharge	2.44
PA State Sales Tx	3.99
Total Toll/Other	71.03
TOTAL	303.28

PAGE X OF Y

Date of Bill 2/01/13

Detail of Frontier Com of America Charges

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge	
4	JAN 22	4:29P	1.2	DD	ASHLAND PA (570) 555-7777	.05	
						Subtotal	.28
Subtotal Minutes:			6.6	***REP LINE ONLY			

Detail of Frontier Com of America Charges

Toll charged to 304-555-1111

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge	
5	JAN 11	5:07P	.8	DE	PITTSTON PA (570) 999-2222	.04	
						Subtotal	.04
Subtotal Minutes:			.8	***REP LINE ONLY			

Detail of Frontier Com of America Charges

Toll charged to 304-555-2222

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge	
6	JAN 22	5:06P	.1	DE	PITTSTON PA (570) 999-7777	.01	
						Subtotal	.01
Subtotal Minutes:			.1	***REP LINE ONLY			

Detail of Frontier Com of America Charges

Toll charged to 304-555-3333

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge	
7	JAN 07	5:18P	1.0	DE	PITTSTON PA (570) 555-9999	.04	
8	JAN 07	5:19P	4.8	DE	ATLANTA NE GA (770) 555-7777	.20	
9	JAN 29	11:24A	2.1	DD	WYOMING PA (570) 555-9999	.09	
						Subtotal	.33
Subtotal Minutes:			7.9	***REP LINE ONLY			

Detail of Frontier Com of America Charges

Toll charged to 304-555-4444

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge	
10	JAN 02	10:25A	1.9	DD	PITTSTON PA (570) 555-1234	.08	
11	JAN 02	3:00P	1.4	DD	PITTSTON PA (570) 555-7777	.06	
12	JAN 04	9:06A	2.1	DD	PITTSTON PA (570) 555-9999	.09	
13	JAN 28	9:27A	3.2	DD	PITTSTON PA (570) 555-9999	.13	
14	JAN 29	8:49A	.6	DD	PITTSTON PA (570) 555-3333	.03	
						Subtotal	.39
Subtotal Minutes:			9.2	***REP LINE ONLY			

Detail of Frontier Com of America Charges

Toll charged to 304-555-5555

Ref #	Date	Time	Min	*Type	Place and Number Called	Charge
15	JAN 03	1:54P	.4	DD	SHICKSHINY PA (570) 555-8888	.02
16	JAN 03	1:55P	3.9	DD	FRIEDENSBG PA (570) 555-4444	.16
17	JAN 03	2:00P	2.7	DD	ATLANTA NE GA (770) 555-7777	.11
18	JAN 03	2:03P	1.5	DD	ATLANTA NW GA (770) 555-9999	.06
19	JAN 03	2:07P	4.5	DD	CHESTERHTS PA (610) 555-1234	.18
20	JAN 04	9:41A	5.3	DD	CHESTERHTS PA (610) 555-7777	.22
21	JAN 04	11:31A	12.2	DD	TAMPAFL FL (813) 555-7777	.49
22	JAN 04	2:37P	6.3	DD	PITTSTON PA (570) 555-4444	.26
23	JAN 04	3:16P	5.4	DD	BALLSTNSPA NY (518) 555-8888	.22
24	JAN 04	3:27P	12.1	DD	PITTSTON PA (570) 555-8888	.49
25	JAN 04	4:01P	4.9	DD	BALLSTNSPA NY (518)	.20



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Date of Bill 2/01/13

Detail of Frontier Com of America 800 Tolls

Ref #	Date	Time	Min	*Type	Place	Number	Subtotal	Charge
			800/555-0000					.64
Subtotal Minutes:			12.8	***REP LINE ONLY				
Legend Call Types:								
DD - Day								
DE - Evening								
TF - Toll Free								

Caller Summary Report

	Calls	Minutes	Amount
304/555-1111	4	6.6	.28
304/555-2222	1	.8	.04
304/555-2222	1	.1	.01
304/555-3333	3	7.9	.33
304/555-3333	5	9.2	.39
304/555-4444	68	266.6	10.92
304/555-4444	20	54.8	2.27
304/555-5555	53	49.1	2.17
Main Number	197	779.3	31.91
800/555-0000	2	12.8	.64
***Customer Summary	354	1187.2	48.96

Caller Summary Report

	Calls	Minutes	Amount
Intra-Lata	144	384.8	15.96
Interstate	100	242.6	10.08
Intrastate	108	547.0	22.28
800 Calls	2	12.8	.64
***Customer Summary	354	1187.2	48.96



National Operation Support Center

Commercial Customer Support Center

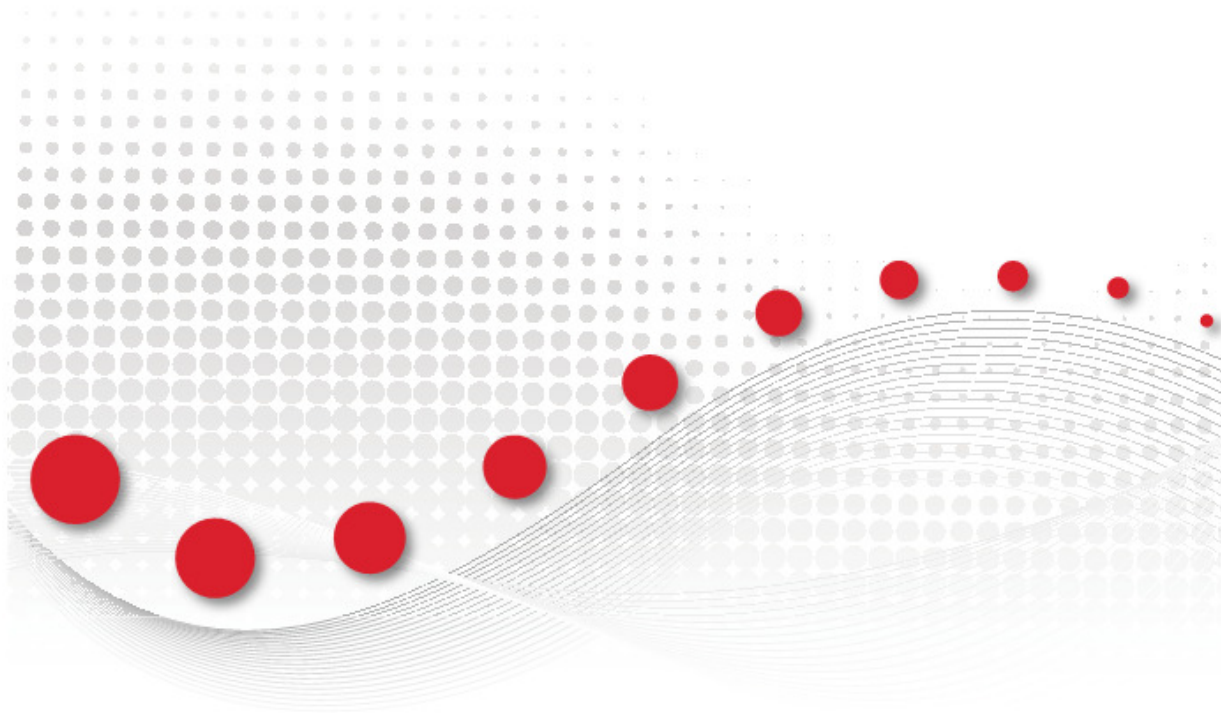
Hours of Operation: 24x7x365

The Commercial Customer Support Centers situated in several locations around the country are staffed with highly trained technicians available 24x7 who perform remote diagnostics, testing, trouble shooting and restoral of circuits for our commercial customers nationwide as well as functioning as technical assistance for our regional field technicians. This includes all TDM, SONET and Ethernet circuits, the managed routers and CPE equipment. Our West Virginia center also houses our National 911 Customer Care Center.

Our Repair Answer group answers incoming commercial customer calls with requests for ticket entry, status, and escalations on all Hi Cap and Ethernet Products. They will interface with Frontier's external (Partner Carriers) and internal (Dispatch & Field Operations) organizations and their management, to ensure forward progress of the trouble ticket.

Support Numbers and Hours:

- Network Operations (ANOC) – (888)-608-8029, 24/7
- Tier II IP/Data-(972)-908-4105, option 4, option 3
- WIFI Help Desk - (800) 469-6519
- Provisioning Contacts:
 - Escalations/Expedites▪ ProvL2P@ftr.com
 - Circuit Provisioning:▪ 1-877-398-1620, opt 3



*Isn't it time your business
was Custom(er) Fit?*

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with **West Virginia Code, §5A-3-37**. (Does not apply to construction contracts). **West Virginia Code, §5A-3-37**, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. Application is made for 2.5% vendor preference for the reason checked:

- ☐ Bidder is an individual resident vendor and has resided continuously in West Virginia, or bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia, for four (4) years immediately preceding the date of this certification; **or**,
- ☐ Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or**,
- ☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,

2. Application is made for 2.5% vendor preference for the reason checked:

- ☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,

3. Application is made for 2.5% vendor preference for the reason checked:

- ☐ Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or**,

4. Application is made for 5% vendor preference for the reason checked:

- ☒ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,

5. Application is made for 3.5% vendor preference who is a veteran for the reason checked:

- ☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,

6. Application is made for 3.5% vendor preference who is a veteran for the reason checked:

- ☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.

- ☐ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

8. Application is made for reciprocal preference.

- ☐ Bidder is a West Virginia resident and is requesting reciprocal preference to the extent that it applies.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Frontier Communications of America

Signed: 

Date: 11/27/2018

Title: Sales Manager

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

**CRFQ 0212 SWC1900000008
(LDPHONE19)**

Solicitation Specification Reference	Service Type	Unit of Measure	Cost per unit*
3.1.1	Domestic Interstate	Initial 18 Seconds	\$ 0.0027
3.1.1	Domestic Interstate	6 Second Increment	\$ 0.0009
3.1.1	Domestic Interstate	Per minute	\$ 0.0090
3.1.1	Domestic Intrastate	Initial 18 Seconds	\$ 0.0027
3.1.1	Domestic Intrastate	6 Second Increment	\$ 0.0009
3.1.1	Domestic Intrastate	Per minute	\$ 0.0090
3.1.1	International - Canada	Initial 18 Seconds	\$ 0.0027
3.1.1	International - Canada	6 Second Increment	\$ 0.0009
3.1.1	International - Canada	Per minute	\$ 0.0090
3.1.1	Calling Card Service	Initial 18 Seconds	\$ 0.0030
3.1.1	Calling Card Service	6 Second Increment	\$ 0.0010
3.1.1	Calling Card Service	Per minute	\$ 0.0100
3.1.2	Toll Free Interstate	Initial 18 Seconds	\$ 0.0060
3.1.2	Toll Free Interstate	6 Second Increment	\$ 0.0020
3.1.2	Toll Free Interstate	Per minute	\$ 0.0200
3.1.2	Toll Free Intrastate	Initial 18 Seconds	\$ 0.0066
3.1.2	Toll Free Intrastate	6 Second Increment	\$ 0.0022
3.1.2	Toll Free Intrastate	Per minute	\$ 0.0220
3.1.2	Inbound Toll Free from Payphone (surcharge)	Per Call	\$ 0.6000
3.1.4	National Directory Assistance	Per Call	\$ 1.5000
	SUBTOTAL A: COST OF LONG DISTANCE, TOLL FREE and NATIONAL DIRECTORY ASSISTANCE		\$ 2.2106
INTERACTIVE TOLL-FREE SERVICES:			
Solicitation Specification Reference	Service Type	Unit of Measure	Cost per Unit*
3.1.2.3	Call Referral	Per Call	\$ -
3.1.2.3	Call Transfer	Per Call	\$ -
3.1.2.3	Informational Announcements	Per Call	\$ -
3.1.2.3	Area Code Routing	Per Call	\$ -
3.1.2.3	Area Code Selection	Per Call	\$ -
3.1.2.3	Area Code/Exchange Routing	Per Call	\$ -
3.1.2.3	Day of Week Routing	Per Call	\$ -
3.1.2.3	Time of Day Routing	Per Call	\$ -
	SUBTOTAL B: COST OF INTERACTIVE TOLL FREE SERVICES		\$ -
TOTAL: COST OF LONG DISTANCE, TOLL FREE AND NATIONAL DIRECTORY ASSISTANCE SERVICES \$ 2.2106			
* ALL BLANK CELLS of Exhibit_A Pricing Page must be completed by the vendor. If a Cost per Unit does not apply, please enter \$0.00 or N/A in the cell.			

* ALL BLANK CELLS of Exhibit_A Pricing Page must be completed by the vendor. If a Cost per Unit does not apply, please enter \$0.00 or N/A in the cell.