



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

State of West Virginia Master Agreement

Order Date: 03-06-2023

CORRECT ORDER NUMBER MUST
APPEAR ON ALL PACKAGES, INVOICES,
AND SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CMA 0212 0212 CENTREX19E 1	Procurement Folder:	1190748
Document Name:	CENTREX19E - Centrex Services & Related Local Exchange	Reason for Modification:	
Document Description:	Centrex Services & Related Local Exchange Services		
Procurement Type:	Central Sole Source <i>TH</i>		
Buyer Name:			
Telephone:			
Email:			
Shipping Method:	Best Way	Effective Start Date:	2023-03-01
Free on Board:	FOB Dest, Freight Prepaid	Effective End Date:	2023-03-31

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000199736 FRONTIER WEST VIRGINIA INC 1500 MACCORKLE AVE SE CHARLESTON WV 25396 US Vendor Contact Phone: 304-410-5659 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Andrew Lore Requestor Phone: (304) 957-8267 Requestor Email: andrew.c.lore@wv.gov 23 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

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

3-14-23 *BA*

Total Order Amount:	Open End
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Purchasing Division's File Copy

ENTERED

JLH 3/9/23
PURCHASING DIVISION AUTHORIZATION
DATE: *3/14/23*
ELECTRONIC SIGNATURE ON FILE

ATTORNEY GENERAL APPROVAL AS TO FORM
DATE: *3/20/2023*
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: *3/21/2023*
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Statewide Emergency Contract - CENTREX19E

This one (1) month Emergency Contract to Frontier West Virginia Inc is for the continuation of existing Centrex Services for all State Agencies during Direct Award finalization, incorporating all terms and conditions, pricing, specifications, and authorized Change Orders of the SWC CENTREX19 contract herein.

Effective Dates: March 1, 2023 - March 31, 2023

Renewals Remaining: 0

No further changes.

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81161700			EA	0.000000
Service From		Service To		Service Contract Amount	
				0.00	

Commodity Line Description: Centrex Services - See attached Pricing Pages

Extended Description:

CENTREX SERVICES and RELATED LOCAL EXCHANGE SERVICES:

SEE ATTACHED PRICING PAGES FOR CONTRACT PRICING.



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY

State Capitol
Charleston, West Virginia 25305

Mark D. Scott
Cabinet Secretary

Joshua D. Spence
Chief Information Officer

March 1, 2023

Chad Stepp
Account Executive, Enterprise SR
Frontier West Virginia Inc.
chad.stepp@ftr.com

Subject: Award of Centrex19E

Dear Mr./Ms. Stepp:

The State of West Virginia is seeking to enter into a one-month, open-end Emergency Contract with Frontier West Virginia Inc. (VCUST ID 000000199736) for the purchase of Centrex Services and Related Local Exchange Services. The contract will be effective March 1, 2023 – March 31, 2023, and be governed by the terms and conditions, pricing, and specifications contained in the Statewide Contract CMA CENTREX19.

If your company agrees to the Emergency Contract, please sign in the below space, and return to my attention as soon as possible.

Please contact me if you have any questions.

Sincerely,

Andrew Lore
WVOT Procurement Manager/ISMII
1900 Kanawha Blvd. E., Bldg. 5, 10th Floor
Charleston, WV 25305

Our company agrees to provide the above services for the specified period, under the stated terms and conditions, specifications, and pricing.

Name/Signature

Date



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

State of West Virginia
Master Agreement

Order Date: 2019-03-26

CORRECT ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, AND SHIPPING PAPERS.
QUESTIONS CONCERNING THIS
ORDER SHOULD BE DIRECTED TO
THE DEPARTMENT CONTACT.

Order Number: CMA 0212 0212 CENTREX19	Procurement Folder: 541939
Document Name: CENTREX19	Reason for Modification:
Document Description: Centrex Services & Related Local Exchange Services	Award of CSSD SWC05
Procurement Type: Central Sole Source	
Buyer Name: Mark A Atkins	
Telephone: (304) 558-2307	
Email: mark.a.atkins@wv.gov	
Shipping Method: Best Way	Effective Start Date: 2019-03-01
Free on Board: FOB Dest, Freight Prepaid	Effective End Date: 2020-02-29

VENDOR	DEPARTMENT CONTACT
Vendor Customer Code: 000000199736 FRONTIER WEST VIRGINIA INC 1500 MACCORKLE AVE SE CHARLESTON WV 25396 US Vendor Contact Phone: (304) 410-5859 Extension: Discount Percentage: 0.0000 Discount Days: 0	Requestor Name: Andrew Lore Requestor Phone: (304) 957-8267 Requestor Email: andrew.c.lore@wv.gov

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

AGENCY COPY

Total Order Amount

Open End

MA 03/26/2019 PURCHASING DIVISION AUTHORIZATION SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE	ATTORNEY GENERAL APPROVAL AS TO FORM SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE	ENCUMBRANCE CERTIFICATION SIGNED BY: DATE: ELECTRONIC SIGNATURE ON FILE
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Date Printed: Mar 26, 2019 Order Number: CENTREX19

Page: 1

FORM ID: WV_PRO_CMA_001 8/14

Extended Description:

DIRECT AWARD STATEWIDE CONTRACT

Centrex Services & Related Local Exchange Services:

The Vendor, Frontier West Virginia Inc., agrees to enter with the State of West Virginia, into an open-end statewide contract to provide Centrex Services and Related Local Exchange Services per the Direct Award Documentation including the Vendor's submitted proposal, incorporated herein by reference and made apart hereof.

Effective Dates: March 1, 2019 - February 29, 2020

Line	Commodity Code	Manufacturer	Model No	Unit	Unit Price
1	81161700			EA	\$0.000000
Service From		Service To			

Commodity Line Description: Centrex Services - See attached Pricing Pages

Extended Description:

CENTREX SERVICES and RELATED LOCAL EXCHANGE SERVICES:

SEE ATTACHED PRICING PAGES FOR CONTRACT PRICING.



RICHARD O'BRIEN
GVP Commercial Sales
Frontier Communications Corporation
1500 MacCorkle Ave., S.E.
Room 500
Charleston, West Virginia 25396
(304) 344-6474
Richard.O'Brien@FTR.com

January 7, 2019

Joshua Spence
State of West Virginia
Office of Technology
1900 Kanawha Blvd., East
Charleston, WV 25304

Re: Centrex Service

Dear Mr. Spence:

As per your request, Frontier West Virginia Inc. and Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications Company of West Virginia (individually and/or collectively, "Frontier") are offering Centrex and related services to the State of West Virginia, and all agencies and entities that may purchase from State of West Virginia contracts, upon the following terms and conditions:

1. The Contract Documents shall be: (a) the General Terms and Conditions, in the form attached hereto as Exhibit A; (b) the Frontier Services Agreement and Schedule No. 1 thereto, attached as Exhibit B; and (c) the WV-96 Agreement Addendum. The offered prices are set forth in Schedule No. 1 in Exhibit B.

2. In the event of any irreconcilable conflicts between the Contract Documents, the following order of precedence shall apply: the WV-96; the General Terms and Conditions; and the Frontier Services Agreement and Schedule No. 1 thereto.

3. In an effort to assist the State of WV create an accurate inventory of service addresses Frontier will provide the State with CSR reports at no charge and Frontier's existing support team will work with the State towards this goal. In addition, Frontier's support team will continue to help identify unused or outdated products for elimination and/or consolidation from the contract, and the elimination and/or consolidation of those products on the price list.

This offer shall be deemed accepted by the issuance of a Purchase Order from the State of West Virginia, Department of Administration, Purchasing Division upon the terms and conditions of this offer.

Sincerely,

A handwritten signature in dark ink, appearing to read "R O'Brien", written over a horizontal line.

Richard O'Brien
GVP Commercial Sales

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.

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: This Contract becomes effective on March 1, 2019 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 06/08/2018

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.

☐ **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.

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: \$1,000,000.00 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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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.)

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.

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>.

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.

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.

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.

Revised 06/08/2018

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 or 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

“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.

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)
Chadd Stepp Enterprise Account Executive
(Printed Name and Title)
1500 MacCorkle Ave SE Charleston, WV 25304
(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 West Virginia Inc
(Company)
 Sales Manager
(Authorized Signature) (Representative Name, Title)
Jeffrey Kay
(Printed Name and Title of Authorized Representative)
1/22/2019
(Date)
304-842-9188
(Phone Number) (Fax Number)



**FRONTIER SERVICES AGREEMENT
DRAFT FOR NEGOTIATION
Frontier Confidential**

This Frontier Services Agreement ("FSA") is effective as of February 1st, 2019, by and between Frontier West Virginia Inc. on behalf of itself and its affiliates which provide Equipment and Services identified in the Schedules ("Frontier"), and State of West Virginia – Department of Administration – Office of Technology, whose primary address is Building 5 10th Floor 1800 Kanawha Boulevard East Charleston, WV 25305 ("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, reconfiguring, 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-lit 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



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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



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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.



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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


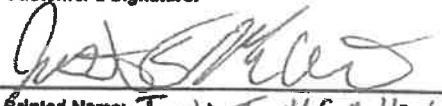
Each party understands and agrees that it and its personnel are not employees of the other party, and that each party is an independent contractor hereunder for all purposes and at all times.

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 West Virginia Inc.	<Insert Customer's Name> WV Q&A Inc. and Technology
Frontier's Signature: 	Customer's Signature: 
Printed Name: Jeffrey Kay	Printed Name: Justin T. McAllister
Title: Sales Manager	Title: CFO
Date: 1/23/2019	Date: 1/23/2019
Contractual Notice: Frontier West Virginia Inc	Contractual Notice: WVOT
	Attn: Andrew Kone

**STATE OF WEST VIRGINIA
ADDENDUM TO VENDOR'S STANDARD FORMS**

State Agency, Board, or Commission (the "State");

Vendor: Frontier West Virginia, Inc.

Contract/Lease Number ("Contract"): CMA CENTREX19

Commodity/Service: Centrex Services & Related Local Exchange Services

The State and the Vendor are entering into the Contract identified above. The Vendor desires to incorporate one or more forms it created into the Contract. Vendor's form(s), however, include(s) one or more contractual terms and conditions that the State cannot or will not accept. In consideration for the State's incorporating Vendor's form(s) into the Contract, the Vendor enters into this Addendum which specifically eliminates or alters the legal enforceability of certain terms and conditions contained in Vendor's form(s). Therefore, on the date shown below each signature line, the parties agree to the following contractual terms and conditions in this Addendum are dominate over any competing terms made a part of the Contract:

1. **ORDER OF PRECEDENCE:** This Addendum modifies and supersedes anything contained on Vendor's form(s) whether or not they are submitted before or after the signing of this Addendum. **IN THE EVENT OF ANY CONFLICT BETWEEN VENDOR'S FORM(S) AND THIS ADDENDUM, THIS ADDENDUM SHALL CONTROL.**
2. **PAYMENT** - Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software licenses, subscriptions, or maintenance may be paid annually in advance.
Any language imposing any interest or charges due to late payment is deleted.
3. **FISCAL YEAR FUNDING** - Performance of this Contract is contingent upon funds being appropriated by the WV Legislature or otherwise being available for this Contract. In the event funds are not appropriated or otherwise available, the Contract becomes of no effect and is null and void after June 30 of the current fiscal year. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.
4. **RIGHT TO TERMINATE** - The State reserves the right to terminate this Contract upon thirty (30) days written notice to the Vendor. If this right is exercised, the State agrees to pay the Vendor only for all undisputed services rendered or goods received before the termination's effective date. All provisions are deleted that seek to require the State to (1) compensate Vendor, in whole or in part, for lost profit, (2) pay a termination fee, or (3) pay liquidated damages if the Contract is terminated early.
Any language seeking to accelerate payments in the event of Contract termination, default, or non-funding is hereby deleted.
5. **DISPUTES** - Any language binding the State to any arbitration or to the decision of any arbitration board, commission, panel or other entity is deleted; as is any requirement to waive a jury trial.
Any language requiring or permitting disputes under this Contract to be resolved in the courts of any state other than the State of West Virginia is deleted. All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.
Any language requiring the State to agree to, or be subject to, any form of equitable relief not authorized by the Constitution or laws of State of West Virginia is deleted.
6. **FEES OR COSTS:** Any language obligating the State to pay costs of collection, court costs, or attorney's fees, unless ordered by a court of competent jurisdiction is deleted.
7. **GOVERNING LAW** - Any language requiring the application of the law of any state other than the State of West Virginia in interpreting or enforcing the Contract is deleted. The Contract shall be governed by the laws of the State of West Virginia.
8. **RISK SHIFTING** - Any provision requiring the State to bear the costs of all or a majority of business/legal risks associated with this Contract, to indemnify the Vendor, or hold the Vendor or a third party harmless for any act or omission is hereby deleted.
9. **LIMITING LIABILITY** - Any language limiting the Vendor's liability for direct damages to person or property is deleted.
10. **TAXES** - Any provisions requiring the State to pay Federal, State or local taxes or file tax returns or reports on behalf of Vendor are deleted. The State will, upon request, provide a tax exempt certificate to confirm its tax exempt status.
11. **NO WAIVER** - Any provision requiring the State to waive any rights, claims or defenses is hereby deleted.
12. **STATUTE OF LIMITATIONS** - Any clauses limiting the time in which the State may bring suit against the Vendor or any other third party are deleted.

13. **ASSIGNMENT** – The Vendor agrees not to assign the Contract to any person or entity without the State's prior written consent, which will not be unreasonably delayed or denied. The State reserves the right to assign this Contract to another State agency, board or commission upon thirty (30) days written notice to the Vendor. These restrictions do not apply to the payments made by the State. Any assignment will not become effective and binding upon the State until the State is notified of the assignment, and the State and Vendor execute a change order to the Contract.
14. **RENEWAL** – Any language that seeks to automatically renew, modify, or extend the Contract beyond the initial term or automatically continue the Contract period from term to term is deleted. The Contract may be renewed or continued only upon mutual written agreement of the Parties.
15. **INSURANCE** – Any provision requiring the State to maintain any type of insurance for either its or the Vendor's benefit is deleted.
16. **RIGHT TO REPOSSESSION NOTICE** – Any provision for repossession of equipment without notice is hereby deleted. However, the State does recognize a right of repossession with notice.
17. **DELIVERY** – All deliveries under the Contract will be FOB destination unless the State expressly and knowingly agrees otherwise. Any contrary delivery terms are hereby deleted.
18. **CONFIDENTIALITY** – Any provisions regarding confidential treatment or non-disclosure of the terms and conditions of the Contract are hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act ("FOIA") (W. Va. Code §29B-a-1, et seq.) and public procurement laws. This Contract and other public records may be disclosed without notice to the vendor at the State's sole discretion.

Any provisions regarding confidentiality or non-disclosure related to contract performance are only effective to the extent they are consistent with FOIA and incorporated into the Contract through a separately approved and signed non-disclosure agreement.
19. **THIRD-PARTY SOFTWARE** – If this Contract contemplates or requires the use of third-party software, the Vendor represents that none of the mandatory click-through, unsigned, or web-linked terms and conditions presented or required before using such third party software conflict with any term of this Addendum or that it has the authority to modify such third-party software's term and conditions to be subordinate to this Addendum. The Vendor shall indemnify and defend the State against all claims resulting from any assertion that such third-party software terms and conditions are not in accord with, or subordinate to, this Addendum.
20. **AMENDMENTS** – The parties agree that all amendments, modifications, alterations or changes to the Contract shall be by mutual agreement, in writing, and signed by both parties. Any language to the contrary is deleted.

Notwithstanding the foregoing, this Addendum can only be amended by (1) identifying the alterations to this form by using *italics* to identify language being added and ~~striketrough~~ for language being deleted (do not use track-changes) and (2) having the Office of the West Virginia Attorney General's authorized representative expressly agree to and knowingly approve those alterations.

State: WV Official Technology

Vendor: Frontier West Virginia Inc

By: [Signature]

By: [Signature]

Printed Name: Justin T. McMillen

Jeffrey Kay (Jan 23, 2019)
Printed Name: Jeffrey Kay

Title: CEO

Title: Sales Manager

Date: 3/14/2019

Date: 1/22/2019

This Addendum to Vendor's Standard Forms, has been approved as to form on this 18th day of January 2019, by the West Virginia Attorney General's office as indicated in the signature line below. Any modification of this document is void as an *ultra vires* act unless expressly approved in writing by the West Virginia Attorney General's Office.

PATRICK MORRISSEY, ATTORNEY GENERAL

BY: [Signature]
DEPUTY ATTORNEY GENERAL

Service	Monthly	NRC	Technology	Description
3 Way Conference	\$ 4.59		POTS/CX/BRJ	3 Way Conference
Additional Listing - Bus	\$ 0.96		POTS/CX/BRJ	Additional Listing Business
Additional number	\$ 3.00		PRI	Additional number
ANALOG VOICE PLATFORM	\$ 25.00		circuit	ANALOG VOICE PLATFORM
Block of 20 DID's	\$ 5.00		PRI	Block of 20 Direct Inward dialing
Both Pic Changes		0.00	POTS/CX	Both Pic Changes
Caller ID Name & Number-8	\$ 2.00		CX	Caller ID Name & Number-8
CX Caller ID StdIn	\$ 2.00		CX	Centrex Caller ID- Number Only
CMAAC Per Line	\$ 0.11		CX/BRJ	Cerebellar model articulation controller Per Line
CustoFlex-LD Msg Restrict	\$ 0.78		CX	CustoFlex-Long Distance Message Restriction
CX 2nd Loc-Unstr ExcAcc	\$ 5.69		CX	Centrex 2nd Location-Unrestricted Exchange Access
CX 2nd Loc-Unstr Intcom	\$ 7.50		CX	Centrex 2nd Location-Unrestricted Intercomm
CX 2nd Loc-PrtRestr ExcAcc	\$ 5.69		CX	Centrex 2nd Location-Port Restriction Exchange Access
CX 2nd Loc-PrtRestr Intcom	\$ 7.50		CX	Centrex 2nd Location-Port Restriction Intercomm
CX Call Block	\$ 1.50		CX	Centrex Call Block
CX Sta Ln Sv 2-500 Mo To	\$ 25.40		CX	Centrex Station Linen Service 2-500 Mo To
CX-Dist Ring 1st Dpdnt#	\$ 4.50		CX	Centrex-Distinctive Ring 1st dependent number
CX-Dist Ring 2nd Dpdnt#	\$ 4.50		CX	Centrex-Distinctive Ring 2nd Dependent number
CX-Partl Restrct Exc Acc	\$ 5.69		CX	Centrex-1st Location-Partial Restricted Exchange Access
CX-Partl Restrct Intcomm	\$ 7.50		CX	Centrex-1st Location-Partial Restricted Intercomm
CX-Unrestrict Exchng Accs	\$ 5.69		CX	Centrex-1st Location- Unrestricted Exchange Access
CX-Unrestrict intercomm	\$ 7.50		CX	Centrex-1st Location- Unrestricted Intercomm
Flat Centrex Mly	\$ 14.50		CX/BRJ	State of WV- All Bands
Foreign Exchg Listing Bus	\$ 0.96		POTS/CX/BRJ	Foreign Exchange Listing Business
FX-Alt Charge Contiguous	\$ 10.58		CIRCUITS	Foreign exchange-Alt Charge Contiguous
FX-Channel Term Non-Contg	\$ 51.05		CIRCUITS	Foreign-Channel Term Non-Contiguous
FX-Channel Terminal	\$ 51.05		CIRCUITS	Foreign exchange-Channel Terminal - Contiguous
Hybrid Spc Assbl Endpoint	\$ 292.00		CIRCUITS	Hybrid Special Assembly Endpoint
Hybrid Special Assembly	\$ 5.00		CX	Hybrid Special Assembly
Interlata Change		\$ 5.50	POTS/CX	Interlata Change
Interchng LocChn VoiceGrd	\$ 29.53		CIRCUIT	Inter exchange Local Channel Voice Grade
Intralata Change		\$ 5.00	POTS/CX	Intralata Change
Intraexch LocCh Trm-2Wire	\$ 51.47		CIRCUIT	Intra exchange Local channel Term-2Wire
Intraexch LocCh Trm-4Wire	\$ 66.83		CIRCUIT	Intra exchange Local Channel Term-4Wire
Intraexch LocChn 1/2Duplex	\$ 24.82		CIRCUIT	Intra exchange Local channel 1/2Duplex
Intraexch LocChn VoiceGrd	\$ 38.15		CIRCUIT	Intra exchange Local Channel Voice grade - 2 Wire
ISDN Addl Tel Number	\$ 3.00		PRI	Integrated Services Digital Network additional Telephone Number
ISDN BRI 2ndry Directory#	\$ 3.50		BRI	Integrated Services Digital Network Basic Rate Interface secondary Directory number
ISDN BRI Addl Mltipnt Term	\$ 6.00		BRI	Integrated Services Digital Network Basic Rate Interface Additional multipoint Term
ISDN BRI Channel	\$ 6.00		BRI	Integrated Services Digital Network Basic Rate Interface Channel - Telephone Number
ISDN BRI CX Ckt Swc Data	\$ 9.35		BRI	Integrated Services Digital Network Basic Rate Interface centrex Circuit Swc Data
ISDN BRI Data Pipe	\$ 8.00			Integrated Services Digital Network Basic Rate Interface Data Pipe - Circuit
ISDN BRI Port Chg Per Fac	\$ 1.52		BRI	Integrated Services Digital Network Basic Rate Interface Port Charge Per Facilities
ISDN BRI Voice Pipe	\$ 6.00		BRI	Integrated Services Digital Network Basic Rate Interface Voice Pipe - Circuit
ISDN Calling Line ID	\$ 30.00		PRI	Integrated Services Digital Network Calling Line with Number Only
ISDN Calling Line w/Name	\$ 30.00		PRI	Integrated Services Digital Network Calling Line with Name and Number
ISDN PRI CkSw DataUse Op2	\$ 250.00		PRI	Integrated Services Digital Network Primary Rate Interface CkSw DataUse Op2
ISDN PRI Port Chg Per Fac	\$ 23.43		PRI	Integrated Services Digital Network Primary Rate Interface Port Charge Per Facilities
ISDNPRI IntfcArrgmt 24B	\$ 550.00		PRI	Integrated Services Digital Network Primary Rate; Interface Interface arrangement 24B
ISDNPRI IntfcArrgmt 23B + Backup D	\$ 550.00		PRI	Integrated Services Digital Network Primary Rate; Interface Interface arrangement 23B+Backup D
ISDNPRI IntfcArrgmt 23B+D	\$ 550.00		PRI	Integrated Services Digital Network Primary Rate; Interface Interface arrangement 23B+D
LclDtaSvc-IntraChnThruCO	\$ 24.77		PRI	Local Data Service-intra exchange thru Central Office
MACSTAR/CSC Feature-Plan1	\$ 0.11		CX/BRJ	Multiple Access Customer Station Rearrangement /Customer Service Center Feature-Plan1
Mini Message Board Type I	\$ 15.00		REMOTE CALL FORWARDING/CX	Mini Message Board Type I
Non Pub Listing No Chg	\$ (2.57)		POTS/CX/BRJ	Non Publish Listing No Charge
Non-Published Listing	\$ 2.57		POTS/CX/BRJ	Non-Published Listing
Off Prem Ext-Sgnl Arrgm C	\$ 2.06		CIRCUIT	Off Premise Extension-Signal Arrangement C
Personal receptionist	\$ 3.32		POTS/CX/BEI	Personal receptionist
Prem Chn Mntnc 1K Series	\$ 4.05		CIRCUIT	Premium Channel Maintenance 1K Series
Prem Chn Mntnc 2K Series	\$ 4.90		CIRCUIT	Premium Channel Maintenance 2K Series

Premium Message Board Type I	\$ 10.00	CX/BRI	Premium Message Board Type I
Prvt Ln-Automatic Ringing	\$ 28.66	CIRCUIT	Private Line -Automatic Ringing
Rcf First Path Bus	\$ 17.89	CIRCUIT	Remote Call Forward First Path Bus
Referral Services beyond 12 months	\$ 10.00	CX	Referral Services beyond 12 months
Remote Call Forwarding	\$ 25.76	Remote Call Forwarding	Remote Call Forwarding
Rotary Number Hunt Bus	\$ 15.00	POTS/CX	Rotary Number Hunt Business
SA - HiCap DS1 Handoff	\$ 400.00	CIRCUIT	SA - HiCap DS1 Handoff
Signaling-IntraChTrml1/2Dplx	\$ 11.77	CIRCUIT	Signaling - Intra Channel Term 1/2 Duplex
Signaling-IntraLcChn1/2Dplx	\$ 68.77	CIRCUIT	Signaling - Intra local Channel 1/2 Duplex
SupChn-Interexch Chan Trm	\$ 54.88	CIRCUIT	Sup Channel -inter exchange Channel Term
SupChn-Intraexch Chan Trm	\$ 15.04	CIRCUIT	Sup Channel -Intra exchange Channel Term
Svc Prov Num Port-SDN BR	\$ 1.52	BRI	Service Provider Number Port-Integrated Services Digital Network - Basic Rate Interface
Svc Prov Num Port-PRI Pip	\$ 23.43	PRI	Service Provider Number Port-Primary Rate Interface Pipe
Svc Provider Num Port	\$ 0.70	CX/BRI	Service Provider Number Port
Toll Free Switched	\$ 15.00	Toll Free service	
Two B-Channel Transfer	\$ 75.00	CIRCUIT	Two B-Channel Transfer
VIP Alert	\$ 3.50	POTS/CX/BRI	VIP Alert
Voice Mail 30 Min Storage	\$ 6.10	CX/BRI	Voice Mail 30 Minute Storage
Voice Mail 45 Min Storage	\$ 8.11	CX/BRI	Voice Mail 45 Minute Storage
VoiceGrd-Chan Cond C2 2Pt	\$ 43.63	Circuit	Voice Grade-Channel Cond C2 2Pt
WV Contract XRBX3-XRDY3	\$ 33.19	BRI	WV Contract XRBX3-XRDY3
WV Contract XRBXS-XRDBS	\$ 31.19	BRI	WV Contract XRBXS-XRDBS
WV Contract XRB-XRD	\$ 25.69	BRI	WV Contract XRB-XRD
WV Contract XROXS	\$ 31.19	BRI	WV Contract XROXS

Service	Monthly	NRC	Technology	Description- These rates are for legacy services that were ordered on an old contract no longer in existence. These services will be upgraded as our infrastructure can be upgraded, until then the services are billed at tariff rates. This effects less than 1% of the local service telecommunications billing.
Answer Call 45Mn/Mti Pswd	\$ 10.00		POTS	Answer Call 45Minute/multiple password
Bus 1-Prty BSC Calling Pl	\$ 24.50		POTS	Business 1-Party BSC Calling Plan
Bus 1-Prty Premium Callin	\$ 55.00		POTS	Business 1-Party Premium Calling
Bus 1-Pty Frequent Caller	\$ 58.95		POTS	Business 1-Pty Frequent Caller
Bus 1-Thrifty Caller Plan	\$ 30.95		POTS	Business 1-Thrifty Caller Plan
Business PBX	\$ 73.95		PBX	Business private branch exchange
Call Forward Per Line	\$ 3.12		POTS	Call Forward Per Line
Call Fwd Fixed-Busy/NoAns	\$ 2.00		POTS	Call Forward Fixed-Busy/NoAnswer
Call Restriction - Bus	\$ 1.00		POTS	Call Restriction - Business
Class-Caller Name & Num B	\$ 9.99		POTS	Class-Caller Name & Number B
DHL Call Restriction	\$ 1.00		POTS	DHL Call Restriction
Distinctive Ring	\$ 7.50		POTS	Distinctive Ring
Frontier Bus LD MRC	\$ 0.95		POTS	Frontier Business Long Distance Monthly Recurring Charge
Frontier Essentials- Busi	\$ 5.38		PTS	Frontier Essentials- Business
Frontier Feature5 Pack	\$ 11.95		POTS	Frontier Feature5 Pack
FTR BUS Basic Voice Mail	\$ 7.69		POTS	Frontier Business Basic Voice Mail
G-CX B/Ln W/TT Meas Svc	\$ 14.02		CX	G-CX B/Ln W/TT Meas Svc
Hunting	\$ 1.40		POTS	Hunting
LD Message Restriction	\$ 0.61		POTS	Long distance Message Restriction
No Collect Or 3 Prty Call	\$ 2.00		POTS	No Collect Or 3 Party Call
Off Prem Ext-IntraL/C-PBX	\$ 58.32		PBX	Off Premice Extention -IntraL/C-Primary Rate Interface
PBX Frequent Caller Pin	\$ 62.65		PBX	Private Branch Exchange Frequent Caller Plan
Remote Call Forwarding	\$ 25.25		Remote Call Forwarding	Remote Call Forwarding
Selective Call Rejection	\$ 4.70		POTS	Selective Call Rejection
Smrtcl-CF Bsy/Noans-Bus	\$ 2.57		POTS	Smart calling -Call Forward Busy/No answer-Business

Service	Monthly Not to Exceed Rates	NRC	Technology	Description- Add specification regarding Federal FCC Regulated Charges/ County Regulations for 911
Acc Rec Chrg Multi-Ln BRI	<35.00		BRI	account recovery charge multi line -line Basic rate interface
Acc Rec Chrg Multi-Ln Bus	<35.00		POTS	account recovery charge multi line -line business
Acc Rec Chrg Multi-Ln Cbx	<35.00		CX	account recovery charge multi line -centrex
Access Recovery Chrg-Bus	<35.00		CX/POTS	account recovery charge-business
Cntrl Off Connect Chrg-Bu		<60.00		Central Office Connect Charge -Business
Cntrx Fed Sub Ln Chrg	<10.00		CX	Centrex Federal Subscriber Line Charge
County E911	<500.00		POTS/CX/BRI/PRI	County E911
Expedite Fee		<200		
FCC Access Multi Ln Chrg	<10.00		POTS/CX/BRI	FCC Access Multi Line Charge
Federal USF	<100.00		POTS/CX/BRI	Federal Universal service fund
FX Mileage Non-Contiguous	<400.00			Mileage for circuit - varies based on mileage from CO
Interxch I/O Mlg 4Wire	<100		CIRCUIT	Inter exchange I/O Mileage 4Wire
Interxchg I/O Mlg VocGrd	<5.00		CIRCUIT	Inter exchange I/O Mlg Voice Grade
Intraxch I/O Mlg 2Wire	<100		CIRCUIT	Intra exchange I/O Mileage 2Wire
Intraxchg I/O Mlg FIDplx	<5.00		CIRCUIT	Intra exchange I/O mileage full Duplex
Intraxchg I/O Mlg VocGrd	<5.00		CIRCUIT	Intra exchange I/O mileage Voice grade - 2 Wire
ISDN-BRI Fed Sub Ln Chrg	<10.00		BRI	Integrated Services Digital Network Basic Rate Interface - Federal Subscriber Line Charge
ISDN-Pri Fed Sub Ln Chrg	<46.00		PRI	Integrated Services Digital Network Primary Rate Interface - Federal Subscriber Line Charge
material		<100		Various Materials
Mlti-Ln Sub Ln Chrg Credi	<10.00		CX	Multi line Subscriber Line Charge Credit
Mlt-Ln Sub Ln Chrg Cr-ISDN	<10.00		BRI	Multi-Line Federal Subscriber Line Charge - credit
Multi-Ln Fed Sub Ln Chrg	<10.00		CX	Multi-Line Federal Subscriber Line Charge
Off Prem Ext-InterI/C-CTX	<40.00		CX	Off Premise Extension -InterI/C-Centrex
Off Prem Ext-IntraI/C-CTX	<40.00		CX	Off Premise Extension -IntraI/C-Centrex
OffPnmExt-Inter I/O Mlg	<250.00		CIRCUIT	OffPnmExt-Inter I/O Mlg
OffPnmExt-Inter I/OMlgCTX	<250.00		CIRCUIT	OffPnmExt-Inter I/OMlgCentrex
OffPnmExt-Intra I/OMlgCTX	<250.00		CIRCUIT	OffPnmExt-Intra I/OMlgCentrex
Record order charge		<50		Record order charge
Service Order Charge-BUS		<70		Service Order Charge-Business
Initial Service Order Charges - BUS		<80		
Sngl-Ln Fed Sub Ln Chrg	<10.00		POTS/CX/BRI	Single -Line Federal Subscriber Line Charge
Tech labor charge		See Chart		first 30 minutes 55.00 each additional 30 minutes
Traffic Study charge		<150		Traffic Study charge
WV Telecom Relay	<5.00		POTS/CX/BRI	WV Telecom Relay
CSR report		0.00		CSR report

<u>DSL for Centrex Lines Description</u>	<u>RATE</u>	<u>USOC</u>	<u>DSL (Digital Subscriber Line)</u>
Modem Monthly fee	4.99	WESTB	IP (Internet Protocol)
Internet Security Suit Optional Package	5.99	IX64S	
Additional charge for the 5 IP block	20.00	BDIP5	
DSL 1.5M Dynamic	29.99	IX65B	
DSL Max 6.0M / 768K	35.00	IX64X	
DSL 3.0M Basic Dynamic	39.99	IX64Y	
DSL 3.0M Dynamic	42.99	IX64V	
Bus INET Static	53.99	IX65A	
DSL 3.0M Static 1 IP	79.99	IX65V	
DSL 6.0M Static 1 IP	79.99	IX64P	
DSL 10.0M Dynamic	79.99	IX64T	
DSL 3.0M Static 5 IP	79.99	IX64Q	
DSL 10.0M Static 1 IP	149.99	IX64W	
DYNAMIC			
Lite ** 3/512K	39.99	IFB40	Tag along IFB41 & IFB42
Max ** 7/1M	49.99	IFB46	Tag along IFB47 & IFB48
Ultra ** 15/1M	64.99	IFB52	Tag along IFB53 & IFB54
Ultra Plus ** 15/2M	79.99	IFB58	Tag along IFB59 & IFB60
Ultimate ** 20/1M	94.99	IFB64	Tag along IFB65 & IFB66
Ultimate Plus ** 20/3M	109.99	IFB70	Tag along IFB71 & IFB72
Extreme ** 30/1M	124.99	IFB76	Tag along IFB77 & IFB78
Extreme Plus ** 40/10M	139.99	IFB82	Tag along IFB83 & IFB84
STATIC			
Lite ** 3/512K	49.99	IFB43	Tag along IFB44 & IFB45
Max ** 7/1M	59.99	IFB49	Tag along IFB50 & IFB51
Ultra ** 15/1M	74.99	IFB55	Tag along IFB56 & IFB57
Ultra Plus ** 15/2M	89.99	IFB61	Tag along IFB62 & IFB63
Ultimate ** 20/1M	104.99	IFB67	Tag along IFB68 & IFB69
Ultimate Plus ** 20/3M	119.99	IFB73	Tag along IFB74 & IFB75
Extreme ** 30/1M	134.99	IFB79	Tag along IFB80 & IFB81
Extreme Plus ** 40/10M	149.99	IFB85	Tag along IFB86 & IFB87
**All products are Dynamic IP-Static IP add \$10.00 per month	10.00		
Static IP	10.00		

Description	Charge	Time/Equipment
labor/jack Charges		
	75.00	1st initial 30 minutes
	75.00	each additional 30 minutes
labor/repair Charges		
	120.00	1st initial 30 minutes
	55.00	each additional 30 minutes
Isolation/charges		
	100.00	1st hour
	50.00	each additional 30 minutes
Vendor missed appointment		
	150.00	vendor missed appointment
labor charges (after 5 P.M. M-S)		
	200.00	1st initial 30 minutes
	100.00	each additional 30 minutes
labor charges Sunday and Holidays		
	240.00	1st initial 30 minutes
	120.00	each additional 30 minutes
Equipment charge		
	50.00	Equipment-Two line jack
	50.00	Equipment-Marine jack
	25.00	Equipment-Multiposition Block jack
	12.75	Equipment-jack
	17.75	Equipment-three line jack
	22.75	Equipment-modular pin jack
	28.25	Equipment-alarm jack
	25.00	Equipment-medical jack
	25.00	Equipment-data jack