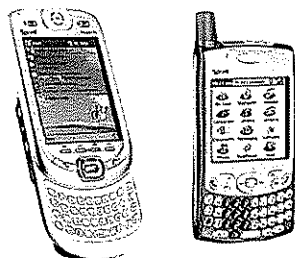
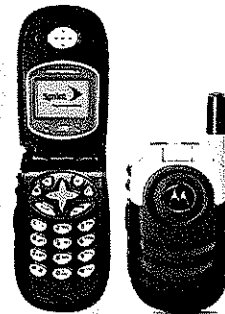


West Virginia Statewide Wireless Phone Service

Technical Proposal
July 24, 2006





2001 Edmund Halley Drive
Reston, Virginia 20191

July 24, 2006

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington St. East
Charleston, WV 25305-0130

Dear Betty Francisco,

Sprint has been working closely with the State of West Virginia (the State) since 2004 to provide unparalleled value as the State's Long Distance and 800 service provider, as well as to provide Tier 1 Internet service for the State through WVNet. Sprint has proven that it is a valuable and reliable partner to West Virginia, and understands and values the unique requirements of West Virginia.

Today's business customers seek a communications company that can provide a progressive wireless experience with first in class features and services. Sprint offers a comprehensive wireless and data solution unmatched by any of our competitors. The State requires seamless, integrated capabilities in order to be able to efficiently provide the services its citizens require.

The foundation of a Sprint wireless program is a powerful combination of the world-class, all-digital, Sprint Nationwide PCS Network based on CDMA technology and the best-in-class Nextel National iDEN Network. Through the successful merger of Sprint and Nextel, we are able to offer superior data, wireline and wireless solutions delivered on the most advanced networks available. Our "best in breed" offerings – such as industry-leading data applications, our EV-DO high-speed data network and our unsurpassed Walkie-Talkie service – are unequalled by competitors. Whether you choose our iDEN services, Sprint PCS services or a combination of both, your users will gain the best solutions available anywhere.

A significant advantage of Nextel Walkie-Talkie over our competitors' is that we can restrict cellular service on handsets designated for radio only usage. With Nationwide Nextel Walkie-Talkie, our subscribers are able to instantly communicate with any other iDEN subscriber no matter where they are within the iDEN network, all with the touch of a single button.

Sprint PCS wireless voice and Vision data services are easy to use and work the same across the entire enhanced Sprint Nationwide PCS Network. PCS Vision products offer quick, wireless access to the Web, Messaging, Picture Mail and Business Connection emails solutions. Our Wi-Fi (802.11) Access further complements our Vision services. The Sprint PCS third generation (3G) network provides data speeds up to 144 Kbps and average data speeds in the 50 Kbps to 70 Kbps range. With bandwidth optimization, a maximum 288 Kbps perceived throughput is available for many applications.

In addition, Sprint has multiple advanced email products, including the ability to send and receive emails on the BlackBerry 7520 & 7100i devices, which operate on the Nextel National Network, and the BlackBerry 7250 device, which operates on the Sprint PCS Network. For many, the BlackBerry is the ultimate communication tool, and it includes Walkie-Talkie capability, GPS capability, a dual processor, TCP/IP support, full wireless PIM synchronization, enhanced attachment viewing and speakerphone. Sprint has roaming agreements with most wireless companies such as ALLTel. Recently Sprint finished the acquisition of Nextel Partners.

This proposal offers the very highest levels of discount available on those wireless services as well as fulfills the special requirements contained in the RFP. Sprint feels confident that the State will agree that extending our business partnership to wireless services is the right thing to do for the State of West Virginia.

We welcome the opportunity to discuss our complete wireless communications platform and hope the information provided herein serves as a valuable resource in furthering a lasting business partnership. If you have any questions or require further information regarding Sprint Nextel, please do not hesitate to contact your West Virginia Account Executives Phillip Hale at (304) 535-1442 or Jeffery Vaughn at (304) 769-2738.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Gatto". The signature is fluid and cursive, with the first name "Frank" and last name "Gatto" clearly distinguishable.

Frank Gatto
Director, Proposal Development & Business Solutions
Sprint Nextel



Table of Contents

EXECUTIVE SUMMARY	1
SECTION I COVERAGE.....	3
3.2 VOICE – MANDATORY FEATURES	6
WALKIE-TALKIE.....	8
SPRINT ADVANCED WIRELESS OFFERINGS	9
PCS VISION SM FROM SPRINT: THE POWER BEHIND THE CLEAR WIRELESS WORKPLACE	9
MOBILE MESSAGING.....	10
SPRINT CUSTOM NETWORK SOLUTIONS	12
OTHER VOICE OFFERINGS:	13
PCS VOICE COMMAND BUSINESS DIRECTORY	14
PCS INTEGRATED OFFICE PRODUCTS	15
EMPLOYEE DISCOUNTS.....	15
DATA SERVICES	18
SPRINT NEXTEL IDEN WIRELESS DATA SERVICES	29
WIRELESSMGR - NEXTEL IDEN.....	30
MANAGE PORTAL FOR EMPLOYEES – SPRINT CDMA	31
SPRINT MANAGED MOBILITY SERVICES	31
WIRELESS PRIORITY SERVICE.....	33
EMERGENCY RESPONSE TEAM.....	34
EMERGENCY GROUP CONNECT.....	35
TALKGROUP SCAN.....	35
PREMIUM PUBLIC SAFETY CARE.....	36
SECTION III CONVERSION AND TRAINING	37
3.4 CONVERSION.....	37
3.5 TRAINING	38
SECTION IV ORDERING PROCEDURES/BILLING AND ACCOUNT MANAGEMENT	40
3.6 ORDERING PROCESS	40
3.8 BILLING AND ACCOUNT MANAGEMENT.....	41
SECTION V SERVICE AND SUPPORT.....	46
3.7 SERVICE AND SUPPORT	46
MANUFACTURER’S WARRANTY ON EQUIPMENT	46
CUSTOMER WIRELESS SUPPORT.....	47
WIRELESS SUPPORT TEAMS	47
WIRELESS VOICE SLAS.....	49
ACCESS TO MONTHLY SLA METRICS.....	50
WIRELESS DATA SLAS	50
CREDITS	51
SPRINT NEXTEL NETWORK RELIABILITY	52
DISASTER RECOVERY	52
PROGRAM INTRODUCTION.....	52
PROGRAM STRUCTURE OVERVIEW	52
CORPORATE BUSINESS CONTINUITY PROGRAM IMPLEMENTATION.....	54
DECLARING COMPANY THREAT LEVELS	56
EIMT INCIDENT COMMAND CENTER (ICC).....	56
NETWORK RESILIENCY OVERVIEW.....	56



EXCEPTIONS

REQUIRED FORMS

APPENDICES

- APPENDIX A COVERAGE MAPS
- APPENDIX B PRODUCT DESCRIPTIONS
- APPENDIX C ADDITIONAL SERVICES
- APPENDIX D eBILLING
- APPENDIX E SERVICE LEVEL AGREEMENTS (SLAs)

Disclosure Statement – Sprint

This proposal is provided in response to requirements of the State of West Virginia and includes data that shall not be disclosed outside the State of West Virginia and shall not be duplicated, used, or disclosed - in whole or part - for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offer or as a result of - or in connection with - the submission of this data, the State of West Virginia shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the State of West Virginia's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained on sheets annotated with a restrictive legend.

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Executive Summary

The State of West Virginia (the State) wishes to procure as much of its wireless services as possible from one preferred supplier. It is expected that such an approach will present significant cost advantages and deliver better value. The State is also interested in exploring how newly emerging wireless voice and data services might further enhance the State's ability to do business and provide services to its constituents. However, it is essential that the service levels and support provided under any arrangement be of the highest caliber and have the capability to meet the demands of such a large and diverse state as West Virginia.

Sprint Solutions, Inc. as contracting agent on behalf of the applicable entities providing Products, Services and Personnel (Sprint) is that provider. Sprint's response to the State's request is closely tied to these articulated needs.

Sprint provides a comprehensive public safety and government offering starting with our core services solution of Digital Cellular, Walkie-Talkie, Mobile Messaging and Wireless Data Services. Reliable, state-of-the-art public safety communications is critical to the security of our communities and our nation. Our goal is to create a unique-to-government solution through our national networks, innovative products and cost effective programs geared towards the needs of the Public Sector.

Sprint understands the State's needs when it comes to network reliability, performance and coverage. With our two networks, the Nextel National Network based on iDEN technology and the Sprint PCS Network based on CDMA technology, we are confident that Sprint can service the State's telecommunication needs now and in years to come. In addition, Sprint is spending billions of dollars per year to improve and increase coverage on both our IDEN and CDMA networks.

Nextel Walkie-Talkie, our long-range two-way radio service available to subscribers on the Nextel National Network has become an invaluable tool for local, state and federal public safety agencies. We offer features unique to public safety, such as Wireless Priority Service and Priority Connect, voice and data services, Emergency Calling, Premium Customer Care and customized data applications designed to meet emergency management and law enforcement needs.

Sprint Nextel offers a wide range of handset options, from affordable basic units (at no cost to the State) to ruggedized phones that meet military specifications for dust, shock and vibration. Sprint Nextel offers several BlackBerry as well as email devices that provide all of the capabilities of a PDA with Sprint core service offering. Sprint Nextel also offers handsets especially designed for public safety issues. All Sprint Nextel phones are shipped to the customer preconfigured, activated, and ready for use. We also offer several service plans through our national Service & Repair Programs, including phone insurance so that damaged, lost, or stolen handsets can be replaced.

Sprint's Public Sector support teams have received specialized training to understand and recognize the needs of the government sector. Within this document, Sprint will detail our solutions for providing cost effective wireless services, while concurrently improving the quality of service to your wireless user community.

In addition Sprint Nextel offers several highly innovative and valuable applications based on our network and devices, such as the Yellow School Bus program to provide safety and security for K-12 students, which will be offered to the State. GPS applications and special applications developed for first-responders will add to the State's ability to provide security and efficient emergency response.



As you may know, the Sprint/Nextel merger combines the strengths of two companies, which will provide high-value, integrated communications solutions to our customers. As an independent wireless services provider, Sprint has been recognized as a leader in customer service and loyalty, push-to-talk services and providing end-to-end solutions to business and government customers.

Sprint customers will also benefit from:

- › Digital wireless service in all 50 states, Puerto Rico and the U.S. Virgin Islands. Sprint and their affiliates and partners cover a total domestic population of 262 million
- › Robust integrated wireless and IP-based wireline solutions to business
- › Improved customer service and sales performance through joint capabilities
- › Investments in the deployment of next-generation wireless data services, bringing new and compelling products to market to benefit consumers and businesses
- › Sprint PCS third generation (3G) network provides data speeds up to 144 Kbps and average data speeds in the 50 Kbps to 70 Kbps range

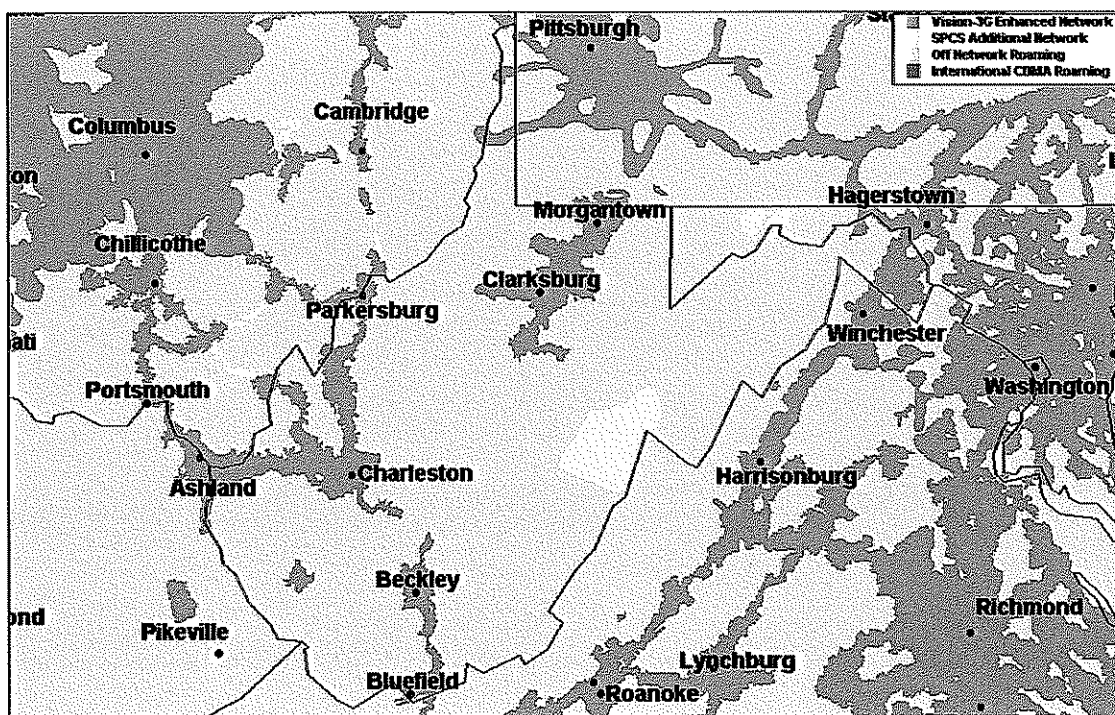
In summary, we can continue to provide a robust and reliable wireless voice and data solution that will enable you to meet today's needs as well as future needs. We hope you find the information contained in this response beneficial in making your decision.



Section I Coverage

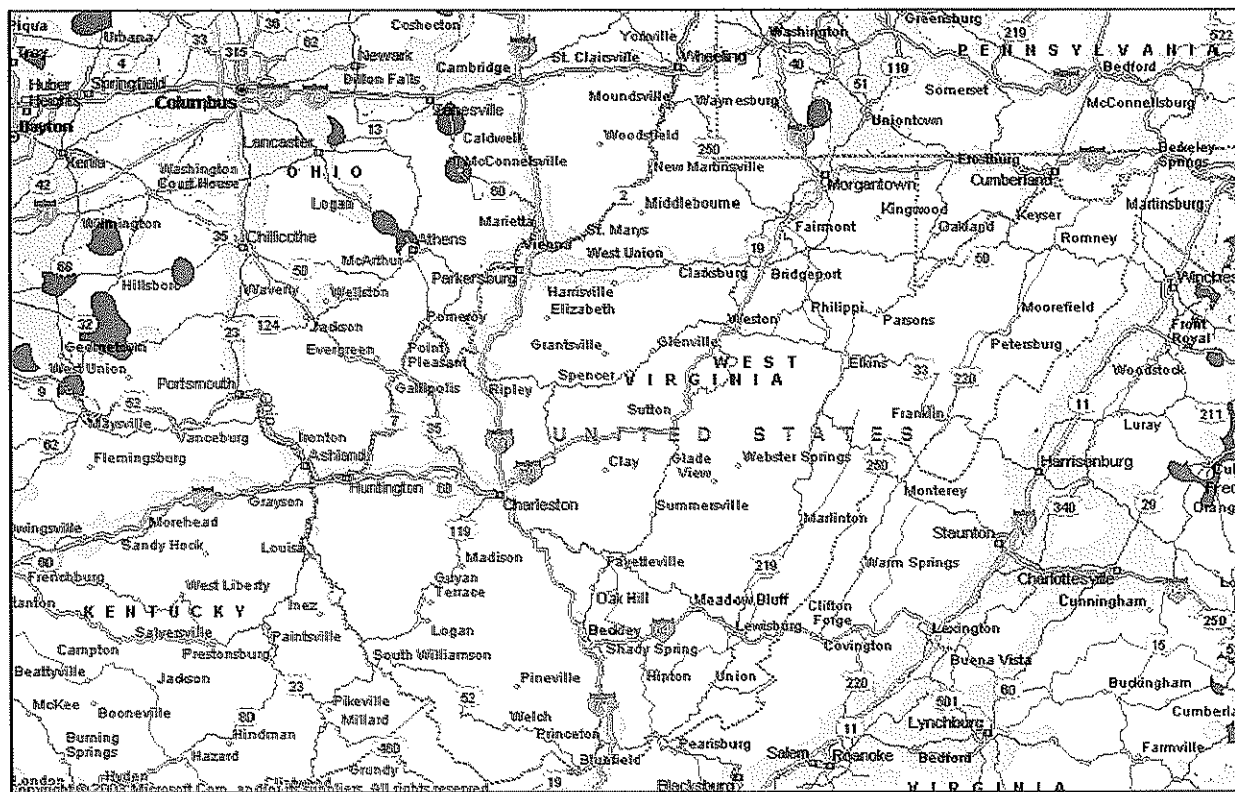
3.1.1 Vendor(s) coverage should include a large proportion (if not all) of the State. Coverage maps must be included in vendor(s) response. Maps shall show current coverage areas and locations where service does not exist (dead zones.) Maps must be clear and concise and should county borders (WV and surrounding states) and interstate highways. If the Vendor is partnering, maps for all partners must be provided as well. Geographic West Virginia, and bordering counties located in adjoining states, will be considered the "home area", or local call footprint, for all services related to this RFP. "Roaming charges/long distance" will apply only when the user is outside of the "home area/local call footprint". Roaming is defined as the area beyond the bordering counties in adjoining states within the continental United States. Vendor(s) must identify in their response the locations within West Virginia's "home area" where they can provide analog and/or digital voice service. Vendor(s) must identify locations where they can provide data service. Vendor must submit separate maps indicating voice and data services.

The following map shows Sprint's CDMA coverage. Please see Appendix A for a more detailed map of our CDMA coverage.





The following map shows Sprint Nextel's iDEN coverage.





3.1.2 Vendor(s) shall submit the cities or towns, including area codes and exchanges, along with the NPA-NNX, within West Virginia's entire "home area" for which they can provide local telephone numbers.

Sprint's entire nationwide digital network is considered "home area". There is no distinction between local and long distance calls placed over the network. Please see the maps provided above and in Appendix A for details about our local and national coverage. Sprint provides 3rd Generation (3G) data services over the entire network. Sprint can provide local telephone numbers (NPA/NXX) for any area in the state.

3.1.3 Vendor(s) must provide three (3) activated, "basic" cell phones and three (3) activated air cards that would be provided to the State under this contract. These phones and cards will be used for statewide testing and verification of coverage as represented in the maps included in 3.1.1. These phones will also be used to test the ease of use of the features requested in 3.2 and 3.3. The requested phones and air cards must be provided to the Office of Technology within 24 hours of request.

Sprint has read, understood and will comply. Sprint will supply the Office of Technology both three activated phone and air cards as requested.



Section II Voice and Data: Technical Specifications: Hardware and Software

3.2 Voice – Mandatory Features

Note: Miscellaneous costs requested in this section shall be included in the cost portion of the RFP. Do not list any price/costs in the technical portion of the RFP.

3.2.1 *All state entities that utilize the services resulting from this RFP shall receive a basic cellular telephone, at no charge to the State.*

Sprint has read, understood, and will comply. Sprint will provide basic cellular telephones for both the Nextel iDEN and Sprint CDMA networks at no charge to the State. Sprint Nextel will provide the Motorola i265 for iDEN requirements and the Samsung A560 for CDMA requirements.

3.2.2 *Where possible, vendor(s) shall be responsible for any re-programming necessary to make any existing state-owned telephone compatible with their system. The vendor(s) must provide this programming at no additional cost. If state-owned equipment cannot be made compatible with a vendor(s) service, the vendor(s) shall provide the agency with a basic cellular telephone at no additional charge to the State, or replacement data device at a minimal charge.*

It is usually not possible to move cellular phones from another network to Sprint Nextel's networks. (The same restriction will apply among the other cellular vendors.) Sprint will provide the State with basic cellular telephones at no charge or replacement data device at minimal charge. Blackberry server software may be re-programmed to work on the Sprint network if it is the correct release version.

If State owned equipment is on the Sprint Nextel network, Sprint will move any users to the new contract at no charge.

3.2.3 *All equipment provided under the terms of this agreement, shall be new. No used or refurbished equipment will be accepted.*

Sprint has read, understood, and will comply. All equipment provided will be new.

3.2.4 *Basic cellular telephones must include the handset, battery, A/C Charger and D/C power cord, and user's manual.*

Sprint has read, understood, and will comply. Sprint Nextel will provide the handset, battery, A/C Charger and D/C power cord and user's manual.

3.2.5 *Vendor(s) shall offer the following features as the basic service:*

a. Call Forwarding

Sprint offers this on both Sprint CDMA and Nextel iDEN services.

b. Call Waiting

Sprint offers this on both CDMA and iDEN services.



c. Three-Way Calling

Sprint offers this on both CDMA and iDEN services.

d. Mobile to Mobile calling

Sprint offers this on both CDMA and iDEN services.

e. Voice Mail

Sprint offers this on both CDMA and iDEN services.

f. Statewide service with no roaming charges or long distance fees within West Virginia and the bordering counties of adjoining states

Sprint has statewide coverage per the enclosed coverage maps with no long distance or roaming charges anywhere in the country.

g. Caller ID

Sprint offers this on both CDMA and iDEN services.

h. Hands-free capability

Sprint offers this on both CDMA and iDEN services.

i. Free Nights (beginning 9:00 p.m. M-Th) and Weekends (beginning 9:00 p.m. Fridays)." within the continental United States. Optional pricing for Nights and Weekends which begins prior to 9:00 p.m. should be detailed in the vendor's optional costs section, and include the actual start time (e.g. 7:00 p.m.) and what additional cost, if any, would be incurred through the inclusion of this option in the State's plan(s).

Sprint offers Unlimited Night & Weekend Minutes, beginning on Monday through Thursday, 9:00 PM to 7:00 AM and 9:00 PM Friday to 7:00 AM Monday. Sprint can offer nights and weekends beginning at 7:00 PM for an additional small charge per month (please see pricing section).

3.2.6 Certain state entities may require the use of a camera phone. Responding vendor(s) shall include optional pricing for such a unit, as well as the pricing for transmission of individual photos with their proposal. The actual cost must be detailed in the cost portion of the proposal.

Sprint Nextel offers both camera and video phones and transmission with pricing detailed in Additional Rate Sheet under the Vision Packs tab of the Additional Rate Sheet Pricing Document.

3.2.7 Vendor(s) shall stock spare parts for ALL proposed equipment, for the duration of the warranty period.

Sprint will comply. Sprint Nextel will stock spare parts for all proposed equipment for the duration of the warranty period.

3.2.8 Vendor(s) must inform the State, ninety (90) days prior to replacement, of any model changes it intends to make.

Sprint will comply.



3.2.9 Vendor(s) will inform the State, nine (9) months prior to any significant platform changes in service. (Scope concept equal to historical TDMA to GSM conversion.)

Sprint will comply.

3.2.10 Cellular telephones shall come equipped with Bluetooth turned off, as the default setting.

Sprint will comply. Bluetooth turned off is the default setting.

3.2.11 Vendor(s) must describe the Bluetooth security features available with all applicable cellular devices.

Sprint supports the standard security features of Bluetooth:

- One-to-one pairing of Bluetooth host and peripheral
- Password
- User must manually accept pairing

3.2.1.1 Voice – Optional Features (The State recognizes that these are optional features, but the Vendor(s) are required to respond to this section.)

Sprint has read and understood and will describe optional features.

3.2.1.2 Vendor(s) shall, if available, also include in their responses any features that are not listed above, but that state agencies may wish to utilize during the life of this contract. Vendor(s) shall state specifically whether or not they can provide the “walkie-talkie” Push-To-Talk feature and what the added cost of this feature would be. The actual cost must be detailed in the cost portion of the proposal.

Walkie-Takie

Sprint Nextel offers two Push-to-Talk platforms, the Nextel Walkie-Takie service and the Sprint PCS Ready Link service. The Nextel Walkie-Takie service is the nation's fastest, most reliable push-to-talk service in the industry with over 17 million subscribers on the Nextel National Network.

Nationwide Walkie-Takie (formerly Direct Connect) is a digital, coast-to-coast Walkie-Takie service activated by a dedicated Push-To-Talk release-to-listen button (PTT) built into every iDEN handset. This service is an alternative communication platform operating nationally on the iDEN digital network, offering our customers additional flexibility, efficiency and cost savings. Nextel Walkie-Takie allows instant contact with any other iDEN subscriber, anywhere on Nextel's nationwide network.

International Walkie-Takie is the service that enables iDEN subscribers to use the Walkie-Takie service to send or receive walkie-talkie calls wherever the Nextel National Network or our international partners provide coverage in the United States, Mexico, Brazil, Argentina or Peru. The same is true in Canada wherever Nextel or TELUS Mobility has coverage. The deals between the companies also include some data services, including BlackBerry and mobile e-mail, two-way messaging and wireless web access.

Group Connect allows customers to use Nextel Walkie-Talkie service to contact up to 20 other iDEN users, anywhere on the iDEN National Network. For customer that require group of more than 20 users, Sprint offers our Talkgroup walkie-talkie service. Talkgroup is offered on all iDEN handsets (including those supporting Group Connect). Talkgroup is for customers who need groups larger than 21 participants (up to 100), and who need to communicate within their local market and network



(fleet). Frequently talkgroups are set up for members of specific departments, managers and their team or individuals with similar roles/functions.

The section below should be of vital interest to State, with its rugged terrain and ubiquitous coverage challenges:

Direct Talk enabled handsets have off-network communications capabilities allowing one-to-one (private) and one-to-many half duplex calls. In areas of no network coverage or in times of network outages, Direct Talk enabled handsets are able to communicate with other Direct Talk enabled handsets within a 2 to 5 mile radius, depending on terrain and other manmade obstructions. When the network is not available, a user can select the Direct Talk feature from the handset menu.

Nextel Walkie-Talkie is built on a separate technology layer from the cellular network and is not dependent on the public telephone system in order to transmit communications. Our service provides a high degree of reliability and every cellular tower we operate is backed up with battery power. Often, in times of emergencies, Nextel Walkie-Talkie has proven to be the only reliable means of wireless communications.

Sprint also supports **Sprint PCS Ready Link**, the CDMA network's two-way radio service that enables users to quickly connect with one or up to five other Ready Link users anywhere on the enhanced Sprint PCS Nationwide Network.

Sprint Advanced Wireless Offerings

Sprint PCS data applications provide:

- › Faster and easier access to applications when they are away from the office
- › Secure, flexible, always-on connections to the Internet and your company network
- › A full-range of industry-leading equipment

PCS VisionSM from Sprint: The Power behind the Clear Wireless Workplace

Sprint now delivers clarity you can see and hear with PCS Vision, a full range of advanced devices and advanced multimedia services that are easy to use and work the same way across the enhanced Sprint Nationwide PCS Network. Data services over our 3G network are now delivered at average speeds of 50 to 70 kbps, with peak speeds as high as 144 kbps.

With PCS Vision, your employees can do the following:

- › Access real-time information and enterprise applications quickly and securely
- › Send and receive e-mail and instant messages anytime, virtually anywhere on our network
- › Capture, manage, and distribute pictures right from the field
- › Connect to the Internet and view full-color web sites or connect to the State intranet and easily stay informed.

With PCS Vision services, your employees will have the tools they need to be more productive, efficient, and successful in the mobile workplace.

Unlimited web access and unlimited messaging is included on high-end PCS service plans and can be added cost-effectively to other plans. You have an "always on" connection - PCS Vision Connection Card plans include megabytes of data usage. Your employees are charged by the amount of data sent, rather than the time it takes to send it.



Sprint PCS Vision enables the following data services:

- Wireless access to your corporate e-mail and personal information manager (PIM): Sprint offers several configurations to best fit your infrastructure and needs
- **Sprint PCS Data Link:** A secure, private connection between your enterprise network and the enhanced Nationwide Sprint PCS Network
- **Telemetry Services:** A convenient, cost-effective platform for gathering and distributing information across a range of applications, including fleet management, wireless point-of-sale transactions, ATMs, and utility services
- **Messaging Services:** From their wireless devices, employees can send and receive important messages as well as receive customized information like stock quotes and weather reports that help them be at their most productive while on the go.

3.2.1.3 *Vendor(s) proposal shall provide the functionality and cost of text messaging, the charge per message, or bundled messaging packages. The actual cost (if any) must be detailed in the cost portion of the proposal.*

Mobile Messaging

Mobile Messaging services bring the convenience of text communications to a Sprint phone. Both the Sprint Nationwide PCS and Nextel Nationwide Networks offer Mobile Messaging services include text messaging, multimedia messaging, and access to ISP instant messenger services, for interactive communications with an individual or with several people simultaneously. Costs are detailed in Section VI, the cost portion of the proposal.

3.2.1.4 *Vendor(s) shall quote optional pricing for the 3-watt booster kits for the pocket or hand-held phone. It would be the option of the requesting agency whether or not to buy booster kits with their hand-held phones. Other options the State desires pricing for include: hands-free kits, carrying cases, belt clips, additional batteries, and spare AC or DC chargers. The state has the option of requesting a cellular phone installed in a state-owned vehicle. Vendor(s) shall include a hands-free kit, at no additional charge, with any installed unit. These optional prices shall be detailed in the cost portion of the proposal. If the agency requests these services, and uses a third-party, all warranty on originally purchased equipment will remain in force.*

Sprint Nextel has 3rd party resellers in the State of West Virginia who can provide installation services at reasonable prices. These third party resellers can also provide pricing and information on 3-watt booster kits for use on the Nextel iDEN network.

Any device that amplifies the radiated signal on Sprint's network is not and will not be approved for use on the network. In digital networks like the Sprint CDMA wireless network, one of the key factors affecting capacity is "noise" on the network. Amplification devices raise the network noise floor, causing users to have blocked and dropped calls. Sprint phones are licensed by the FCC to operate at specific transmit power levels, increasing the effective power output is not condoned by Sprint and may violate FCC regulations. Therefore, Sprint will not provide cellular amplification devices.

To extend the effective cellular radius, for instance to improve coverage within a building, repeaters may be deployed. Repeaters receive the signal from a tower, and repeat it into a building – repeaters do not amplify the signal. While Sprint does not market repeater equipment, Sprint can identify approved repeaters.

Optional prices for hands-free kits, carrying cases, belt clips, additional batteries and spare AC or DC chargers will be detailed in Section VI the cost portion of the proposal.



Third party vendors do sell booster kits for use on Sprint Nextel's iDEN network.

3.2.1.5 Vendor(s) shall describe how their service(s) could be used to help geographically locate key personnel, equipment and vehicles, in the event of an emergency, to ascertain the specific location of said key personnel, equipment or vehicles. (Example: GPS-type technology or tower triangulation.) Does not pertain to E911 or any other service that requires an outbound call from the phone or data device. Vendor(s) shall describe how their service(s) are implemented, and what additional costs or equipment may be required to attain this objective. Any additional costs must be detailed in the cost portion of the proposal.

Sprint has the most extensive set of applications and application partners available today. Sprint is working with over 100 wireless application partners to continually expand and enhance our wireless application portfolio with best-in-class business solutions. The table below lists a few basic location and tracking applications, but many others provide similar functionality, with significant reporting, data collection and customization capabilities:

Vendor	Application	Description	Sprint CDMA	Nextel iDEN
Sprint	Sprint Precision Locator	Track and communicate with mobile workers. GPS, SMS and Presence No client (handset) application	XX	N/A
Sprint Nextel	Sprint Nextel Mobile Locator	Locate and message mobile workers.	N/A	XX
Telenavigation	Telenav	Audible turn-by-turn driving directions	XX	XX
ActSoft	Comet Tracker	Mobile management, tracks time, tasks, jobs and locations of remote workers. Uses Microsoft MapPoint	XX	XX
LADS/Agilis Systems	Smart Locate/GPSTrac	Geolocation and Route optimization. GPS, SMS and Presence features.	XX	XX
Corrigo	CorrigoConnect	Control customer service delivery. Variety of client applications.	Blackberry only on CDMA.C11 XX	XX
Xora	TimeTrack	Track mobile fleet operations. Both client and clientless versions.	XX	XX
Gearworks	eTrace	Track mobile fleet operations. No client application.	XX	XX

3.2.1.6 Vendor must describe how anti-theft is addressed by their equipment. This specification applies to ALL devices, cellular and data, offered by the vendor, for consideration by the State.

The ability to remotely clear devices is discussed in detail in 3.2.1.11 below.

Our networks are inherently secure from other forms of service theft:

- › Sprint employs CDMA wireless technology authentication and identification system for top-notch security. The Mobile Identification Number (MIN) and Electronic Serial Number (ESN), together with CDMA spread spectrum technology, make it virtually impossible for unauthorized users to capture and decipher messages and other sensitive information. CDMA's digitally encoded, spread spectrum transmissions resist eavesdropping. Designed with about 4.4 trillion codes, CDMA virtually eliminates cloning and other types of fraud.



- ❖ Sprint Nextel's iDEN network has a very robust and effective error correction, interleaving and modulation technology that in addition to providing a robust air link, has also prevented anyone from being able to decode even a single frame of information on the air interface. Sprint considers our technology to be highly secure on the air interface.

3.2.1.7 *The vendor(s) shall describe their ability to designate one land line, per account, as a "home" number which will be treated as a mobile number for billing purposes (mobile-to-mobile). Example: the Office of Technology Help Desk number is 558-1257. Calling this number would be considered a mobile to mobile call.*

Mobile to Office is an attachable feature that provides unlimited voice calls between a Sprint mobile phone and a pre-identified office phone number. The Mobile to Office calls do not pull from the subscriber's bucket of anytime minutes. Voice plans with a MRC of a certain value or greater are eligible. Monthly recurring charge of applies. This is a PCS offering only, and not applicable to the iDEN (Nextel) offerings. Please see the document "App. III - Sprint Mobile Extension.pdf" in Appendix III for a complete description.

3.2.1.8 *Vendor(s) shall provide any additional offerings not included in the preceding voice section, which would increase the value of their relationship with the State, through improved services, or reduced costs. Vendor(s) shall include any offerings of this nature, both those incurring additional costs, and those which may be provided to the State at no charge. The actual costs (if any) must be detailed in the cost portion of the proposal.*

Sprint Custom Network Solutions

Depending on the size of the customer commitment, the following solutions are often deployed at no cost to the customer:

The Custom Network Solutions (CNS) team delivers Wireless Network Solutions that extend Sprint Nextel Nationwide Network into buildings and onto campuses. These in-building solutions bring the power, productivity and efficiency of Sprint Nextel's voice and data communications to every corner of their enterprise and, in addition to enhanced coverage, can include Advanced Campus Mobility Solutions such as WLAN, PBX integration, Private Radio Solutions & LMR Interoperability, and the Campus Unlimited Program.

Two levels of CNS Wireless Network Solutions are available to meet the individual needs of our customers. The right solution is determined through careful evaluation of two factors: 1) the customer's business requirements and 2) a technical assessment of the location's coverage environment.

- ❖ **Basic Network Solutions** - (Previously known as Enterprise BDA) Generally implemented in cases where enhanced coverage for a small area is required - on one or two floors of a building for example - and where there are less than 200 units involved.
- ❖ **Full-Scale Network Solutions** - Generally cover a broader area - a full building or campus of buildings - and impact more than 200 units. Full-Scale Network Solutions enable Advanced Campus Mobility Solutions that include: Private Radio Solutions, WLAN Infrastructure, PBX Integration, and the new Campus Unlimited Program.

CNS Approach

CNS solutions are delivered through a consultative, requirements-driven approach. Sprint and CNS representatives learn the customer's business objectives, assess how improved workplace communication can help meet those objectives, determine what wireless technologies are appropriate, and design and deploy a mobility-supporting network to produce the results expected. As part of the



CNS, Sprint can design, install, monitor and maintain all on-site wireless networks allowing the customer's IT department to reduce costs and focus on other priorities.

In return, CNS contracts generally involve a commitment by the customer to activate a pre-determined volume of handsets over a number of years at a minimum ARPU level, driving the ongoing value of the account and revenue to Sprint.

CNS Customer Examples

1. Very large beverage manufacturer is using nearly 3,000 Sprint handsets across four locations to improve their supply-chain management. The phones are used on the brewery floor for instant voice communication amongst supervisors, line workers, and nearby suppliers, providing both one-on-one and broadcast communication. The largest of these sites, St. Louis, covers about five million square feet with 1100 phones deployed.
2. Large system integration firm approached Sprint about improving their cellular coverage and capacity. CNS designed and installed a solution at six sites. These installations include multi-story office buildings and campus settings. Primary uses are cellular voice and Direct Connect. The six locations will ultimately account for 7,500 units collectively. The Plano campus covers over three million square feet. A combination of cell sites and distributed antenna systems were used, augmented with BDAs in some cases.
3. Sprint Nextel has had great success providing a Custom Network Solution (CNS) to Edwards Air Force Base—home of the Air Force Flight Test Center. Located in the Mojave Desert, there was previously very limited cellular coverage at Edwards. The base itself is over 1,000 square miles, contains diverse geographic terrain, and a variety of buildings including single-story, multi-story, and large warehouse-type structures. The primary business driver was to augment a Land Mobile Radio (LMR) system that was aging and had limited capacity. Sprint's solution has been integrated with the radio system console to provide true interoperability between the LMR system and the Sprint network. The CNS solution eliminated the need for a costly upgrade of the LMR system, reduced the ongoing operational costs for 2-way radio communication, and reduced the number of devices that base personnel need to carry. This was accomplished through installation of two cell sites, a distributed antenna system, and BDAs. Edward's started with 800 handsets in September 2000, and there are nearly 2,000 Sprint handsets in use at the facility today.
4. Sprint Nextel has installed in-building solutions at over 10 plants for a major US auto manufacturer. The first of these in-building solutions was deployed in 2Q01; additional sites are currently under construction or planned for the future. In all cases, the CNS solution is used on the factory floor and in the offices of the plant. One of the key business drivers has been replacement of 2-way radio functionality as well as cellular voice coverage in general. Some sites also make use of Mobile Extension capabilities. The typical installation averages over 400 Sprint handsets, with the largest site using nearly 1,000 phones and covering 6M square feet.

Other voice offerings:

Sprint PCS Voice CommandSM

PCS Voice Command from Sprint allows you to create a personal address book and make calls via voice commands. PCS Voice Command is a unique service that resides on the network: Users enter or download their contact data on their personal webpage at www.sprintpcs.com. It's as easy as that! If you lose or change PCS phones, the service is still available to your new device. Corporate phone books can be downloaded to make calling while traveling safer and easier. Voice Command makes using your PCS phone while driving (though not recommended) much easier and safer. This feature is



accessible on any PCS phone from Sprint and is included on all PCS Total Wireless Access plans or can be added for a monthly recurring charge. Customers simply press *TALK or *OK (depending on phone model), and then in a natural voice simply say the name of the person, place, or number they would like to call. You can say, "Call Jane at work," "Call John on the wireless phone," or "Call 555-1234." This second-generation speech technology identifies any voice, not just your own, so another associate can dial a number for you using your voice command.

PCS Voice Command also allows you to listen and respond to e-mail, access stock quotes, and request other web information by pressing *TALK and speaking the desired command. Users can create "My Quick List" through www.talk.sprintpcs.com to customize features according to their needs. For example, if you want only information about technology stocks, the day's baseball scores, and tomorrow's weather forecast, designate these at the web site. Press *TALK and speak "My Quick List" and the information will be read to you.

E-mail is read to you, including the sender's name and message subject. You can also reply to the e-mail by voice and your reply is sent as a .wav file so the receiver hears your natural voice.

Your PCS Voice Command personal address book can store up to 2,500 telephone numbers (500 entries of five telephone numbers each). Your personal address book can be updated using any of the following methods:

- ▶ At www.talk.sprintpcs.com automatically download and synchronize address books from desktop software applications, such as Microsoft Outlook, Lotus Notes, Lotus Organizer, and ACT! Contact management software into your Voice Command personal address book using Sprint Sync Services—available to all PCS Voice Command subscribers at no additional cost for unlimited synchronizing. After logging into www.talk.sprintpcs.com, click the "Click to Synchronize" button to get started with Sprint Sync Services.
- ▶ At www.talk.sprintpcs.com, manually enter names and numbers at no additional charge.
- ▶ Through PCS Directory Assistance, just say "Call Directory Assistance" into your phone and the operator will add two names and numbers to your address book. The standard \$1.25 directory assistance fee applies with two entries added per call and \$0.50 for each additional entry on that call.
- ▶ On your phone, dial *TALK and say "Add name." Follow the voice prompts to add an entry by speaking the name you want the system to record. You will then enter the corresponding phone number by speaking or typing it into the phone. Up to 20 contacts can be entered this way, at no additional charge.

PCS Voice Command Business Directory

PCS Voice Command Business Directory enables the State to centrally manage and maintain a dialing list or multiple dialing lists for use by your employees subscribing to PCS Voice Command. You can assign directory lists specific to the needs of individual employees or groups of employees. For example, the directory for the Marketing department may include directory listings for the Sales and Finance departments. Lists are managed by a designated administrator within your organization through a secure, web application.

In addition to the 500 names that can be stored in the personal address book of PCS Voice Command, the business directory list can store up to 1,500 names. This gives the user access to 2,000 listings that can be dialed by simply saying the name of the person they wish to reach. This feature gives your employees quick and easy access to their business associates for increased productivity.

PCS Voice Command Business Directory requires a set-up fee and monthly recurring charge based on the number of employees with access.



PCS Integrated Office Products

PCS Integrated Office from Sprint is designed to increase employee productivity. This innovative product combines the functionality of your employees' office phones with the mobility of their PCS phones. Your employees can use the convenient features they have at the office wherever they are on the Sprint Nationwide PCS Network.

Since PCS Integrated Office is network-based and works with the State's existing telecom infrastructure, it can be implemented without having to purchase additional equipment. Integral to the PCS Integrated Office product is Sprint's Nationwide PCS Network. Our nationwide network allows the customer access to the same features on, or away from, your corporate work site. The features available with PCS Integrated Office are detailed below:

Abbreviated Dialing

Abbreviated dialing lets your employees use the same abbreviated dialing patterns on their PCS phones that they use on their office phones. For example, employees who dial 12345 on their office phone to contact Joe Smith at his office can also dial 12345 (and the "Talk" button) on their PCS phone and be directly routed to Joe Smith, no matter where they are on the Sprint Nationwide PCS Network. PCS Integrated Office supports four, five, six, and eight-digit dialing.

Single Voice Mail

With single voice mail, employees enjoy the convenience of checking only one mailbox for messages and remembering only one set of voice mail commands. All unanswered calls made to either the PCS phone or the desk phone are sent to the customer's office voice mail system. When your employees have a new voice mail, a "message waiting" text message is sent to their PCS phones.

Single Number

Single number allows call forwarding from your PBX to a PCS phone, routing all calls made to the desk phone that are busy or unanswered directly to the employee's PCS phone. The calling party will hear an announcement, "Please continue to hold," informing them that the call is being transferred. If the single number feature is turned off, employees' unanswered calls go directly to voice mail.

Group Call Controls

Group call controls allow the State's telecom manager to define appropriate restrictions by agency, account(s), and individual employee(s) on all corporate-sponsored accounts. Restrictions can be placed on incoming and/or outgoing calls and can be screened based on availability of caller ID, time of day/day of week schedules, and NPA, NPA/NXX or all digits. For example, an agency administrator can assign all manufacturing workers to a group and allow that group to make outbound calls from 9:00 a.m. to 5:00 p.m. on their PCS phones. At all other times, they cannot make outbound calls. Agency administrators are provided a web interface to set up and maintain the group call controls.

Personal Call Controls

Personal call controls enable subscribers to screen incoming calls by criteria such as availability of caller ID, time of day/day of week schedules, and NPA, NPA/NXX or all digits. For example, an employee can decide that between the hours of 9:00 a.m. to 5:00 p.m., only calls from 123-456-7890 will go directly to their PCS phone. All other calls will go directly to office voice mail. Subscribers are provided a web interface to set up their call controls.

Employee Discounts

Sprint will offer substantial discounts for employees of any State or other agency able to take advantage of any purchase agreement reached as a result of this RFP response. Employees can get special discount on their personal Sprint phone service whether on new subscriptions or existing



accounts. This offering does not obligate the State or agencies in any way. Discount described in pricing section.

3.2.1.9 Vendor(s) proposed equipment shall be capable of receiving "Amber Alert" notifications. The State recognizes that the subscription for this service is the responsibility of the agencies' utilizing this feature.

Sprint understands and complies. Sprint offers this on both PCS and iDEN services.

3.2.1.10 Vendor(s) must describe, in detail, their Wireless Priority Service (WPS) capabilities, to enable first-responders the ability to communicate during an emergency, and any additional costs associated with this service. The actual cost (if any) must be detailed in the cost portion of the proposal. (Clarification: Wireless Priority Service (WPS) is a White House-directed National Security/Emergency Preparedness (NS/EP) National Communications System (NC) program for priority cellular network access. The WPS was approved by the FCC for NS/EP requirements on a call by call priority basis. The NCS executes the program on behalf of the Executive Office of the President. Only individuals in NS/EP key leadership positions are authorized users of WPS. See <http://wps.ncs.gov>. THIS REQUIREMENT APPLIES ONLY TO ANY CELLULAR OR DATA DEVICES UTILIZED BY KEY NS/EP LEADERSHIP PERSONNEL, AUTHORIZED TO USE WPS.)

Sprint Nextel's iDEN network currently offers Wireless Priority Service (WPS) as described below:

WPS allows authorized National Security and Emergency Preparedness (NS/EP) personnel to make cellular calls during an emergency when channels may be congested. WPS is the interconnect complement to Sprint's own Priority Connect service.

National Communications System (NCS) a division of the Department of Homeland Security oversees WPS. WPS was developed to meet a directive from the White House. NCS executes the program on behalf of the Executive Office of the President.

Only individuals in NS/EP positions are authorized to use of WPS. Five categories have been established in order to identify critical NS/EP leadership functions and determine eligibility. The NCS will be the decision maker on those subscribers that are and are not eligible for WPS service.

- A. Executive Leadership and Policy Makers
- B. Disaster Response/Military Command and Control
- C. Public Health, Safety and Law Enforcement Command
- D. Public Services/Utilities and Public Welfare
- E. Disaster Recovery

WPS is invoked by dialing *272 prior to the destination number:

- ✧ WPS is an enhancement to basic cellular service that allows NS/EP calls to queue for the next available service channel.
- ✧ IOC provides queuing on the origination of the cellular call.
- ✧ FOC will provide handling from origination, through the network, to the called destination.

Customers must have leadership roles in NS/EP to use WPS. Key requirements are as follows:

- ✧ Customer must be a Sprint subscriber
- ✧ Customer must request WPS service at <http://wps.ncs.gov/> or call 1-866-NCS-CALL to apply.



- NCS will inform Sprint of those subscribers that are approved for WPS and at what Priority Level.
- Sprint cannot add, delete or modify a WPS subscription without NCS consent.

Sprint's CDMA WPS service is planned for release Q1 '07.

3.2.1.11 Vendor(s) must describe, in detail, their ability to remotely clear all stored data, and reset cellular phones and data devices to factory default settings, at the State's request.

Sprint Managed Mobility Services (SMMS) can help the State better manage wireless service across your enterprise. Like the majority of large corporations, the State most likely has employees that use a cell phone, a laptop, a handheld PDA, or a combination of these for business, as well as personal use. And thanks to such mobile communication, employees are more productive than ever.

With SMMS, you can manage your wireless as easily as your traditional long-distance services, laptops and desktops. Services include device fulfillment, device security, customized delivery of applications, enhanced bill management, and asset management. With SMMS, Sprint has redefined the environment for managing a mobile workforce.

The SMMS will perform the reset, if the handset supports it and the phone is under MMS management. Otherwise, the user, or customer administrator can perform the reset, as described in the Sanyo user's guide.

The key operations are: (a) the feature must be enabled by the administrator on the handset; (b) the handset administrator password is required to perform the reset.

This is a feature of the J2ME, MIDP 2.0 API and the specific handset. The Sanyo MM-8300 is one handset we support with this feature.

From Sanyo MM-8300 User's Guide:

Resetting and locking your phone through SMS

When your phone is lost or stolen, you can erase your important personal information (such as Contacts entries, call history, and messages) and lock your phone by sending a special formatted SMS message to your phone.

From your computer, sign on to www.sprintpcs.com and send a message to your phone (input your 10-digit Sprint PCS Phone Number) in the following format:

\\RESET **<Passcode>** RESET

<Passcode> – your defined passcode.

The default passcode is your phone's 11-digit ESN (Electronic Serial Number), which is written on the package or on the phone itself.

The locked phone will display the following message:

"If found, please call Sprint Customer Service 1-888-211-4727."

Note: To send a message from mailer software, input your 10-digit Sprint PCS Phone Number followed by "@messaging.sprintpcs.com".



To activate this feature, the following presetting is required:

1. Press to access the main menu.
2. Select Settings.
3. Select Security().
4. Enter your lock code.
5. Select Others().
6. Select Found Me().
7. Select Reset/Lock().
8. Select Enable.

To unlock a phone that has been locked through SMS, bring the phone to a Sprint Store.

3.2.1.12 Vendor(s) shall indicate their ability to offer rollover minutes and the details of how this feature works.

Sprint-Nextel's flexible plans allow sufficient anytime minutes, along with unlimited nights and weekends, unlimited mobile-to-mobile and pooling of anytime minutes so that rollover minutes are unnecessary.

Data Services

3.3.1 Data services that are required by the State include Internet access and e-mail utilizing wireless handheld devices and non-standard cellular telephones. The requested data services shall be able to access e-mail service from the providing vendor(s) or interface with the State's various e-mail systems. These systems include Novell GroupWise, Microsoft Exchange and Lotus Notes. The vendor must support at least one of the following types of hardware: Blackberry, Treo or Windows Mobile 5.0. Vendor must specify which types they support.

Sprint Nextel Advanced Wireless Offerings

Sprint PCS data applications provide:

- Faster and easier access to applications when they are away from the office
- Secure, flexible, always-on connections to the Internet and the State's network
- A full-range of industry-leading equipment

Sprint PCS Vision enables the following data services:

- **Wireless access to your corporate e-mail and personal information manager (PIM):** Sprint offers several configurations to best fit your infrastructure and needs
- **Sprint PCS Data Link:** A secure, private connection between your enterprise network and the enhanced Nationwide Sprint PCS Network



- ✧ **Telemetry Services:** A convenient, cost-effective platform for gathering and distributing information across a range of applications, including fleet management, wireless point-of-sale transactions, ATMs, and utility services
- ✧ **Messaging Services:** From their wireless devices, employees can send and receive important messages as well as receive customized information like stock quotes and weather reports that help them be at their most productive while on the go.
- ✧ **Wireless Email and Personal Information Management:** Sprint offers a number of wireless email and Personal Information Management options to best suit the needs of your organization.

BlackBerry

BlackBerry is an award-winning platform that supports wireless access to a wide range of information and communications through e-mail, phone, corporate data, Short Messaging Service (SMS), calendar, corporate contacts, and Internet applications. Sprint offers BlackBerry service utilizing the Nationwide Sprint PCS Network, further enhancing the comprehensive portfolio of wireless e-mail and mobility solutions Sprint offers to help business customers meet their communication needs and enhance productivity. Sprint's BlackBerry Enterprise Server solution supports integration of Microsoft Exchange, Lotus Domino, and Novell Groupwise.

Sprint offers Research In Motion's color BlackBerry 7250, an advanced CDMA device with secure access to your corporate e-mail platform, web access and Sprint PCS voice service. Existing BlackBerry customers can utilize their current BlackBerry Enterprise Server (BES), protecting that investment. Sprint offers service plans for wireless voice and data, as well as data-only pricing.

GoodLink

GoodLink delivers instant e-mail, State data access, and a spectrum of Outlook capabilities wirelessly via your Sprint PCS device. GoodLink is securely deployed and upgraded entirely over the air and allows users to run several applications at a time, making multi-tasking simple. GoodLink's patent-pending compression technology provides fast, efficient and reliable data delivery.

Easy enterprise integration - GoodLink is a premises-based solution where a GoodLink server resides behind your corporate firewall, ensuring maximum control and configurability of your wireless messaging services plus tight integration with enterprise applications and data. GoodLink provides optimal integration with Microsoft Exchange platforms, including Exchange 5.5, Exchange 2000 and Exchange 2003.

GoodControl means better IT control - GoodLink comes with GoodControl, two modules that give IT managers the centralized management and troubleshooting tools they need to manage a fleet of wireless handhelds:

- ✧ Good Management Console is an integrated, centralized management console from which an administrator can set up and manage user handhelds. It includes built-in over-the-air provisioning, upgrade and management of mobile software.
- ✧ Good Monitoring Portal is a Web-based monitoring system that allows administrators to manage GoodLink servers and handhelds remotely. Administrators can access server and handheld status 24X7, including coverage history, hardware type and policy enforcement.

Security in depth - GoodLink offers security at multiple layers throughout its architecture, providing the fail-safe style protection you demand for State information assets. End-to-end AES encryption



coupled with Sprint's inherently secure spread-spectrum CDMA technology protects your data while in transit. Over-the-air distribution of security software, software updates and security policies let you easily enforce security standards individually or organization-wide. Remote erasure protects your data if handhelds are ever lost or stolen. And FIPS 140-2 certification means the devices themselves are hardened against physical attack based on U.S. government standards.

Value Proposition - Buying GoodLink directly from Sprint provides:

- Bundled services: all voice, data and wireless email products and solutions on one invoice
- National Value Program discounts on all monthly recurring charges
- Tier 1 and Tier 2 support specific to the GoodLink service

Business Connection Enterprise Edition

Sprint PCS Business Connection Enterprise Edition (BCEE) provides your entire workforce with secure, remote access to information on the State's e-mail platform. Wherever they are on the enhanced Nationwide Sprint PCS Network, employees can access business e-mail, personal and corporate contacts, and their work calendars. Because access is in real time, they won't have to wait until they're back in the office to synch information.

Enterprise Edition Network Solution gives your IT administrators several secure connection options to the Sprint BCEE platform including SSL, VPN, and Frame Relay. The VPN and Frame Relay connectivity options utilize the Sprint IP VPN network and are available for an additional charge.

Enterprise Edition Server Solution utilizes a secure outbound-only connection from the State's server to the BCEE platform over an existing internet connection. Either product includes a complete set of provisioning and reporting tools and fully supports Microsoft Exchange and the most current versions of Lotus Domino. With Business Connection Enterprise Edition, the IT administrator has all the control and flexibility without all the hassle.

BCEE Architecture

Implementation

Business Connection Enterprise Edition can be deployed in one of two ways: Sprint hosted (Network Solution) or behind-the-firewall (Server Solution). Both ways enable full over-the-air provisioning with no requirement for desktop software or a cradle to synchronize. The end user experience remains the same, regardless of the deployment option chosen by the enterprise.

- **Business Connection Network Solution** establishes a direct and secure inbound connection using AES and SSL encryption between the Business Connection platform in the Nationwide Sprint PCS Network and your e-mail applications without requiring the deployment of software or hardware.
- **Network Solution** is recommended when your IT resources are constrained and you require Web based management tools and standard security policies.

Business Connection Server Solution requires the State to provide a server, download and install less than 10 MB of middleware. Server Solution resides behind the corporate firewall and creates a secure outbound connection between the Sprint PCS Nationwide Network and your e-mail applications without requiring firewall configuration. The path from the BCEE server through the Sprint PCS Network and to the end-user's device is 128-bit encrypted using AES Encryption technology for the highest security. Server Solution is recommended when you have a strong IT presence, existing management tools and advanced security policies. Server Solution configuration and User account



management is performed through a Microsoft Management Console (MMC) plugin on the BCEE server.

E-mail

Remote access to e-mail enables your employees to get the information they need to stay productive in the field. It also saves them the trouble of carrying a laptop to get their e-mail. Employees can read new e-mail as well as e-mail they have stored in folders on the office e-mail platform. They can forward, delete and respond to e-mail messages—and even send e-mail with attachments. When they receive an attachment, an indicator will inform them the attachment is present.

Sprint PCS Business Connection Enterprise Edition offers real-time browser based, and off-line synchronization of e-mail to the wireless device client (currently available for Java devices, PALM based smart phones and Pocket PC devices). Sprint PCS Business Connection Enterprise Edition – Network Solution does not require the installation of software on your network. Some minor firewall and e-mail server configuration changes may be required depending on your network and e-mail configurations. Sprint PCS Business Connection Enterprise Edition – Network Solution interacts directly with your corporate e-mail server using native e-mail protocols of IMAP, IIOP, LDAP, and SMTP (the protocols used depend on the manufacturer and version of your e-mail application).

Sprint PCS Data Link

With Sprint PCS Data Link, the State benefits from an innovative wireless networking solution that affords mobile or remote workers secure, real-time access to your enterprise network. Sprint PCS Data Link provides a direct connection between Sprint's CDMA network and your enterprise network -- regardless of your network provider. As a result, your data traffic does not touch the public Internet, and security is not compromised.

In addition to secure access, Sprint Data Link provides flexibility to meet the specific requirements of your business. Sprint PCS Data Link supports two primary applications:

- **Sprint PCS Data Link for Wireless Wide Area Network (WWAN):** Using a Sprint certified CDMA modem, you can transport data from your fixed or transportable locations, or backup existing wireline data transport methods. The solution is ideal for low-bandwidth applications, such as point-of-sale devices, sales kiosks, ATM machines and monitoring devices. It also provides an alternative or backup to 56k Frame Relay, ISDN, DSL or broadband.
- **Sprint PCS Data Link for Mobile Access:** Using a Sprint PCS Connection Card, your mobile employees can securely access the intranet, e-mail and other mission-critical corporate applications – without the overhead associated with IPsec clients. By giving your employees wireless access to pertinent company information when and where they need it, the State benefits from reduced costs, improved customer service and increased productivity.

Sprint PCS Data Link Features (general)

Many important features are inherent in both Sprint PCS Data Link applications:

- **Local authentication:** You determine whether you need to purchase and host an AAA server or leverage a Sprint-hosted AAA server, eliminating the need, costs and time required to manage your own AAA authentication servers
- **Sprint-hosted RADIUS authentication:** You can manage your user names and passwords through a web-based portal for multiple services, including Sprint PCS Data Link and Wi-Fi



- **Customer-specific/provided IP address options:** You can use a Sprint-provided pool or your own block; allowing you to create Closed User Groups and restrict access and reducing the need for complex firewall configurations
- **Static IP addressing:** You can assign specific IP addresses to devices to help track and monitor specific users and locations

Sprint PCS Data Link for Wireless WAN customers also benefit from:

- **MNS:** Sprint will ping and monitor the Sprint Data Link connection; a standard feature when using Wireless WAN as a primary connection and ensures connection availability
- **CPE support:** Sprint provides you onsite support for Wireless WAN during installation and in the event a modem fails; Sprint's service level objective is four hours to fix the CPE.

Sprint PCS Public Wi-Fi Access

Sprint has Wi-Fi service offerings for both business and consumer customers, with locations primarily in airports, hotels and convention centers, creating more productive environments for your mobile employees. Wi-Fi creates a wireless Ethernet that can be used to connect laptop computers or PDAs to a data network wirelessly-- typically at LAN-comparable speeds more than 50 times that of standard dial-up. Sprint currently offers Sprint PCS Wi-Fi Access in nearly 25,000 Wi-Fi ZONES worldwide and more than 150 locations internationally via Sprint Extended Workplace software.

Consumer Wi-Fi Access

Sprint now offers two subscription options for Sprint PCS Wi-Fi Access.

- **Flexible pay-as-you-go subscription** - After setting up an account, log on from any Sprint compatible Wi-Fi ZONE for 24 hours of access at that location. There are no monthly fees. For example, if you initiated a Wi-Fi session at 10:00 AM on Monday in the Seattle airport, you have unlimited access while at the Seattle airport until 10:00 AM Tuesday. If you fly to the Minneapolis airport on Monday afternoon, you need to initiate another Wi-Fi session at that airport to access service.
- **Month-to-month subscription option** - A monthly Wi-Fi Access plan is offered for a low monthly access fee. After setting up an account, log on from any Sprint compatible Wi-Fi ZONE™ for unlimited access included in your month-to-month fee. Your monthly unlimited nationwide access automatically renews each month.

Sprint PCS Wi-Fi Access Billing

Sprint PCS Wi-Fi Access is currently credit card billed and National Value Program discounts do not apply. Sprint plans to offer integrated Wi-Fi billing on your Sprint PCS Invoice in the near future. For more information, go to www.sprint.com/wifi.

Business Wi-Fi Access via Sprint Extended Workplace

Sprint's Business Wi-Fi Access is part of Sprint Extended Workplace (EW), an integrated remote access and user management solution combining multiple connectivity and security clients, wireless and wireline access methods, and Tier-Two Help Desks. EW Access options include:

- Wi-Fi
- Connection Cards (EV-DO and Sprint PCS Vision)
- Dial IP and ISDN



- Sprint PCS Data Link
- Broadband Access (or Bring Your Own Access)

For more information, go to
www.sprint.com/business/products/products/extendedworkplace/enterprise.jsp

Equipment

Sprint PCS Wi-Fi Access is designed to work with NDIS 5.1 compatible 802.11b equipment. Sprint will continually perform additional certification testing to ensure compatibility with the most highly penetrated 802.11b wireless Internet cards/network interface cards and laptops with embedded 802.11 technology.

The following devices are compatible with Windows Laptop Operating Systems XP, 2000, ME and 98SE and have been certified for Sprint Wi-Fi Access:

- Cisco Aironet 350 Series
- D-Link DWL – 650
- D-Link DWL – 650 + Airplus
- Lucent Orinoco Gold
- Lucent Orinoco Silver
- Linksys Network PC Card WPC11 v4
- Microsoft MN 520

Sprint Extended Workplace

Sprint Extended Workplace is a remote access solution that allows a customizable experience across multiple network transports, with policy enforcement under a single connection manager. The solution cost-effectively extends the corporate network to mobile and teleworkers without sacrificing security or burdening your technical staff. Sprint has integrated policy management with a single intelligent client (Sprint Connection Manager) providing the State a complete solution for remote user management. For IT administrators, it provides a robust system to enforce security policies with simple deployment and reduced costs. For remote users, the single client provides ease-of-use and can recognize and connect with all access types with a single sign-on.

The access types or network transports available via the Sprint Connection Manager (SCM) include:

- CDMA (Vision)
- Sprint PCS Data Link
- Dial IP (domestic and international)
- ISDN (domestic and international)
- Sprint WiFi (domestic and international)
- External (or Bring Your Own Access) including hotel broadband, DSL, cable modem, and private or corporate Wi-Fi

Sprint Nextel iDEN Wireless Data Services

Sprint Nextel's iDEN Wireless Data Services encompasses several wireless data services that enable subscribers to send text messages, access email, internal databases and wireless Internet service. Our packet-switched iDEN network allows you to send and receive data from your handsets or laptop computers, without a landline connection and without using any cellular minutes. Wireless Data Services are based on IP (Internet Protocol), the most widely deployed networking standard



Sprint PCS Connection Cards

Sprint offers two Sprint PCS Connection Cards for your laptops and other mobile devices. Combined with Sprint PCS Connection Card Plans your employees can wirelessly access their email, corporate network, and the Internet on the Nationwide Sprint PCS Network. The Connection Cards run on the current Sprint PCS Vision Network (1xRTT) at speeds averaging 50 to 70 kbps (peak speeds of 144 kbps).

Blackberry's are available on both the PCS and iDEN networks, Treo and Windows Mobile 5.0 handsets are only available on the PCS network.

3.3.2 Vendor(s) shall include, as part of their pricing, the cost of wireless handheld devices, data-ready portable phones, and any software needed for email integration, voice (cellular) capability, the number of minutes of nationwide data usage that are included in the purchase price, as well as the incremental cost for additional data minutes. Vendor(s) proposal shall provide the functionality and cost of text messaging, the charge per message, or bundled messaging packages. Any data devices offered shall include, at a minimum, the same functionality as the cellular telephones requested in this RFP. (See Sections 3.1 and 3.2) All costs must be detailed in the cost portion of the proposal.

Please see Appendix B for complete descriptions of the proposed equipment. Services included are described in detail in the Section VI pricing sheets. It would be up to the State to choose the services desired.

3.3.3 Vendor(s) must describe, in detail, their ability to remotely clear all stored data and reset devices to factory default settings, at the State's request.

Sprint Managed Mobility Services (SMMS) can help the State better manage wireless service across your enterprise. Like the majority of large corporations, the State most likely has employees that use a cell phone, a laptop, a handheld PDA, or a combination of these for business, as well as personal use. And thanks to such mobile communication, employees are more productive than ever.

With SMMS, you can manage your wireless as easily as your traditional long-distance services, laptops and desktops. Services include device fulfillment, device security, customized delivery of applications, enhanced bill management, and asset management. With SMMS, Sprint has redefined the environment for managing a mobile workforce.

The SMMS will perform the reset, if the handset supports it and the phone is under MMS management. Otherwise, the user, or customer administrator can perform the reset, as described in the Sanyo user's guide.

The key operations are: (a) the feature must be enabled by the administrator on the handset; (b) the handset administrator password is required to perform the reset.

This is a feature of the J2ME, MIDP 2.0 API and the specific handset. The Sanyo MM-8300 is one handset we support with this feature.

From Sanyo MM-8300 User's Guide: **Resetting and locking your phone through SMS**

When your phone is lost or stolen, you can erase your important personal information (such as Contacts entries, call history, and messages) and lock your phone by sending a special formatted SMS message to your phone.



From your computer, sign on to www.sprintpcs.com and send a message to your phone (input your 10-digit Sprint PCS Phone Number) in the following format:

\\RESET **<Passcode>** RESET

<Passcode> – your defined passcode.

The default passcode is your phone's 11-digit ESN (Electronic Serial Number), which is written on the package or on the phone itself.

The locked phone will display the following message:

"If found, please call Sprint Customer Service 1-888-211-4727."

Note: To send a message from mailer software, input your 10-digit Sprint PCS Phone Number followed by "@messaging.sprintpcs.com."

To activate this feature, the following presetting is required:

1. Press to access the main menu.
2. Select Settings.
3. Select Security().
4. Enter your lock code.
5. Select Others().
6. Select Found Me().
7. Select Reset/Lock().
8. Select Enable.

To unlock a phone that has been locked through SMS, bring the phone to a Sprint Store.

3.3.4 *Vendor(s) that utilize Treo and Blackberry, or similar data devices as part of their data services shall allow state agencies to re-use existing state-owned equipment, if compatible, as part of the data service if the agency chooses to use that existing equipment. If possible, vendor(s) shall be responsible for any re-programming necessary to make any existing state-owned equipment compatible with their system. The vendor(s) must provide this re-programming at no additional cost.*

It is usually not possible to move cellular phones from another network to Sprint Nextel's network. (The same restriction will apply among the other cellular vendors.) Sprint will provide the State with basic cellular telephones at no charge or replacement data device at minimal charge. Blackberry server software may be re-programmed to work on the Sprint network if it is the correct release version. In such cases Sprint will offer re-programming at no cost to the State.

If State owned equipment is on the Sprint Nextel network, Sprint will move any users to the new contract at no charge.



3.3.5 All data devices proposed by the vendor(s) shall come equipped with Bluetooth turned off, as the default setting.

Sprint will comply. Bluetooth will be turned off as default setting.

3.3.6 Vendor(s) must describe the Bluetooth security features available with all data devices.

Sprint supports the standard security features of Bluetooth:

- One-to-one pairing of Bluetooth host and peripheral
- Password
- User must manually accept pairing

3.3.7 In addition to the above requirements, vendor(s) shall provide the cost of "air cards" that allow for wireless data services for laptop or notebook computers.

Sprint PCS Connection Cards

Sprint offers two Sprint PCS Connection Cards for your laptops and other mobile devices. Combined with Sprint PCS Connection Card Plans your employees can wirelessly access their email, corporate network, and the Internet on the Nationwide Sprint PCS Network. The Connection Cards run on the current Sprint PCS Vision Network (1xRTT) at speeds averaging 50 to 70 kbps (peak speeds of 144 kbps).

3.3.8 Responding vendor(s) shall include a description of what data equipment would be provided (hardware and software) as well as the services that would be included. (e.g. Blackberry, Treos)

Please see Appendix B for complete descriptions of the proposed equipment. Services included are described in detail in the Section VI pricing sheets. It would be up to the State to choose the services desired.

3.3.9 Vendor(s) must inform the State, ninety (90) days prior to replacement, of any model changes it intends to make.

Sprint will comply.

3.3.1.1 Data – Optional Features (The State recognizes that these are optional features, but the Vendor(s) are required to respond to this section.)

Sprint has read, understands, and will describe optional data features.

3.3.1.2 Vendor must describe how anti-theft is addressed by their equipment. This specification applies to ALL devices, cellular and data, offered by the vendor, for consideration by the State.

The ability to remotely clear devices is discussed in detail in 3.3.3 above.

Our networks are inherently secure from other forms of service theft:

Sprint employs CDMA wireless technology authentication and identification system for top-notch security. The Mobile Identification Number (MIN) and Electronic Serial Number (ESN), together with CDMA spread spectrum technology, make it virtually impossible for unauthorized users to capture



and decipher messages and other sensitive information. CDMA's digitally encoded, spread spectrum transmissions resist eavesdropping. Designed with about 4.4 trillion codes, CDMA virtually eliminates cloning and other types of fraud.

Sprint Nextel's iDEN network has a very robust and effective error correction, interleaving and modulation technology that in addition to providing a robust air link has also prevented anyone from being able to decode even a single frame of information on the air interface. Sprint considers our technology to be highly secure on the air interface.

3.3.1.3 *Vendor(s) shall describe how their service(s) could be used to help geographically locate key personnel, equipment and vehicles, in the event of an emergency, to ascertain the specific location of said key personnel, equipment or vehicles. Example: GPS-type technology or tower triangulation. Does not pertain to E911 or any other service that requires an outbound call from the phone or data device. Vendor(s) shall describe how their service(s) are implemented, and what additional costs or equipment may be required to attain this objective. Any additional costs must be detailed in the cost portion of the proposal.*

Sprint has the most extensive set of applications and application partners available today. Sprint is working with over 100 wireless application partners to continually expand and enhance our wireless application portfolio with best-in-class business solutions. The table below lists a few basic location and tracking applications, but many others provide similar functionality, with significant reporting, data collection and customization capabilities:

Vendor	Application	Description	Sprint CDMA	Nextel iDEN
Sprint	Sprint Precision Locator	Track and communicate with mobile workers. GPS, SMS and Presence No client (handset) application	XX	N/A
Sprint Nextel	Sprint Nextel Mobile Locator	Locate and message mobile workers.	N/A	XX
Telenavigation	Telenav	Audible turn-by-turn driving directions	XX	XX
ActSoft	Comet Tracker	Mobile management, tracks time, tasks, jobs and locations of remote workers. Uses Microsoft MapPoint	XX	XX
LADS/Agilis Systems	Smart Locate/GPSTrac	Geolocation and Route optimization. GPS, SMS and Presence features.	XX	XX
Corrigo	CorrigoConnect	Control customer service delivery. Variety of client applications.	Blackberry only on CDMA.C11 XX	XX
Xora	TimeTrack	Track mobile fleet operations. Both client and clientless versions.	XX	XX
Gearworks	eTrace	Track mobile fleet operations. No client application.	XX	XX



3.3.1.4 Vendor(s) shall describe, in detail, any proposed Server and/or Client software offered to answer the needs of a wireless e-mail system.

Sprint Nextel offers four types of wireless email and will work with the State Agencies to determine which service best meets their needs. Those services are Business Connection Enterprise Edition, BlackBerry, Goodlink and iDEN Wireless Data Services

BlackBerry

BlackBerry is an award-winning platform that supports wireless access to a wide range of information and communications through e-mail, phone, corporate data, Short Messaging Service (SMS), calendar, corporate contacts, and Internet applications. Sprint offers BlackBerry service utilizing the Nationwide Sprint PCS Network, further enhancing the comprehensive portfolio of wireless e-mail and mobility solutions Sprint offers to help business customers meet their communication needs and enhance productivity. Sprint's BlackBerry Enterprise Server solution supports integration of Microsoft Exchange, Lotus Domino, and Novell Groupwise.

Sprint Nextel offers Research In Motion's color BlackBerry 7250, an advanced CDMA device with secure access to your corporate e-mail platform, web access and Sprint PCS voice service. Existing BlackBerry customers can utilize their current BlackBerry Enterprise Server (BES), protecting that investment. Sprint offers service plans for wireless voice and data, as well as data-only pricing.

GoodLink

GoodLink delivers instant e-mail, State data access, and a spectrum of Outlook capabilities wirelessly via your Sprint PCS device. GoodLink is securely deployed and upgraded entirely over the air and allows users to run several applications at a time, making multi-tasking simple. GoodLink's patent-pending compression technology provides fast, efficient and reliable data delivery.

Easy enterprise integration - GoodLink is a premises-based solution where a GoodLink server resides behind your corporate firewall, ensuring maximum control and configurability of your wireless messaging services plus tight integration with enterprise applications and data. GoodLink provides optimal integration with Microsoft Exchange platforms, including Exchange 5.5, Exchange 2000 and Exchange 2003.

GoodControl means better IT control - GoodLink comes with GoodControl, two modules that give IT managers the centralized management and troubleshooting tools they need to manage a fleet of wireless handhelds:

- » Good Management Console is an integrated, centralized management console from which an administrator can set up and manage user handhelds. It includes built-in over-the-air provisioning, upgrade and management of mobile software.
- » Good Monitoring Portal is a Web-based monitoring system that allows administrators to manage GoodLink servers and handhelds remotely. Administrators can access server and handheld status 24X7, including coverage history, hardware type and policy enforcement.

Security in depth - GoodLink offers security at multiple layers throughout its architecture, providing the fail-safe style protection you demand for State information assets. End-to-end AES encryption coupled with Sprint's inherently secure spread-spectrum CDMA technology protects your data while in transit. Over-the-air distribution of security software, software updates and security policies let you easily enforce security standards individually or organization-wide. Remote erasure protects your data



if handhelds are ever lost or stolen. And FIPS 140-2 certification means the devices themselves are hardened against physical attack based on U.S. government standards.

Value Proposition - Buying GoodLink directly from Sprint provides:

- Bundled services: all voice, data and wireless email products and solutions on one invoice
- National Value Program discounts on all monthly recurring charges
- Tier 1 and Tier 2 support specific to the GoodLink service

Sprint Nextel iDEN Wireless Data Services

Sprint Nextel's iDEN Wireless Data Services encompasses several wireless data services that enable subscribers to send text messages, access email, internal databases and wireless Internet service. Our packet-switched iDEN network allows you to send and receive data from your handsets or laptop computers, without a landline connection and without using any cellular minutes. Wireless Data Services are based on IP (Internet Protocol), the most widely deployed networking standard.

Business Connection Enterprise Edition

Sprint PCS Business Connection Enterprise Edition (BCEE) provides your entire workforce with secure, remote access to information on the State's e-mail platform. Wherever they are on the enhanced Nationwide Sprint PCS Network, employees can access business e-mail, personal and corporate contacts, and their work calendars. Because access is in real time, they won't have to wait until they're back in the office to synch information.

Enterprise Edition Network Solution gives your IT administrators several secure connection options to the Sprint BCEE platform including SSL, VPN, and Frame Relay. The VPN and Frame Relay connectivity options utilize the Sprint IP VPN network and are available for an additional charge.

Enterprise Edition Server Solution utilizes a secure outbound-only connection from the State's server to the BCEE platform over an existing internet connection. Either product includes a complete set of provisioning and reporting tools and fully supports Microsoft Exchange and the most current versions of Lotus Domino. With Business Connection Enterprise Edition, the IT administrator has all the control and flexibility without all the hassle.

BCEE Architecture Implementation

Business Connection Enterprise Edition can be deployed in one of two ways: Sprint hosted (Network Solution) or behind-the-firewall (Server Solution). Both ways enable full over-the-air provisioning with no requirement for desktop software or a cradle to synchronize. The end user experience remains the same, regardless of the deployment option chosen by the enterprise.

- **Business Connection Network Solution** establishes a direct and secure inbound connection using AES and SSL encryption between the Business Connection platform in the Nationwide Sprint PCS Network and your e-mail applications without requiring the deployment of software or hardware.
- **Network Solution** is recommended when your IT resources are constrained and you require Web based management tools and standard security policies.

Business Connection Server Solution requires the State to provide a server, download and install less than 10 MB of middleware. Server Solution resides behind the corporate firewall and creates a secure outbound connection between the Sprint PCS Nationwide Network and your e-mail applications without requiring firewall configuration. The path from the BCEE server through the Sprint PCS



Network and to the end-user's device is 128-bit encrypted using AES Encryption technology for the highest security. Server Solution is recommended when you have a strong IT presence, existing management tools and advanced security policies. Server Solution configuration and User account management is performed through a Microsoft Management Console (MMC) plugin on the BCEE server.

E-mail

Remote access to e-mail enables your employees to get the information they need to stay productive in the field. It also saves them the trouble of carrying a laptop to get their e-mail. Employees can read new e-mail as well as e-mail they have stored in folders on the office e-mail platform. They can forward, delete and respond to e-mail messages—and even send e-mail with attachments. When they receive an attachment, an indicator will inform them the attachment is present.

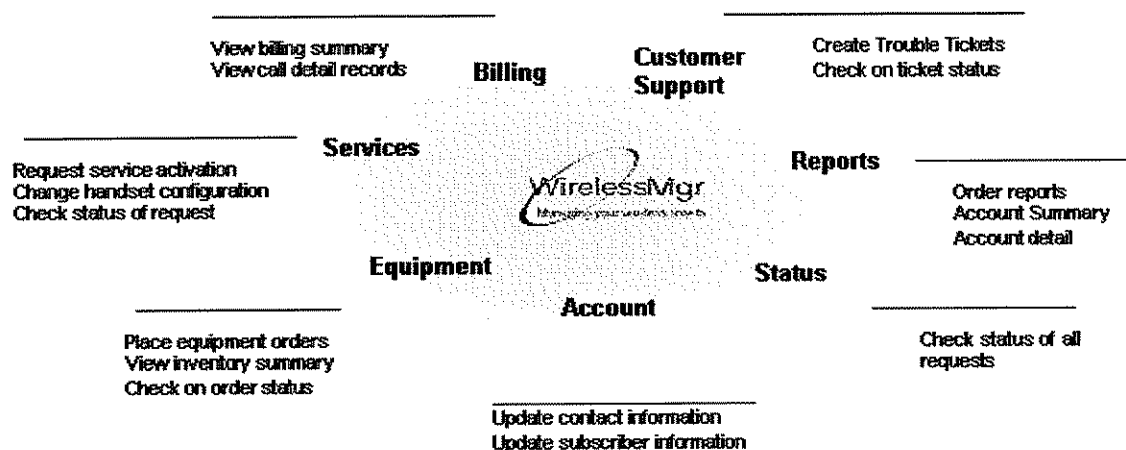
Sprint PCS Business Connection Enterprise Edition offers real-time browser based, and off-line synchronization of e-mail to the wireless device client (currently available for Java devices, PALM based smart phones and Pocket PC devices). Sprint PCS Business Connection Enterprise Edition – Network Solution does not require the installation of software on your network. Some minor firewall and e-mail server configuration changes may be required depending on your network and e-mail configurations. Sprint PCS Business Connection Enterprise Edition – Network Solution interacts directly with your corporate e-mail server using native e-mail protocols of IMAP, IIOP, LDAP, and SMTP (the protocols used depend on the manufacturer and version of your e-mail application).

3.3.1.5 Vendor(s) shall describe, in detail, any remote management software they will provide, which would enable the State to manage their data phones and devices, including, but not limited to: device functionality, accessibility and programming.

WirelessMgr - Nextel iDEN

WirelessMgr is a secure Internet-based portal, available to you online, free of charge. It was developed to provide you with better control over your iDEN wireless assets. With WirelessMgr you can view all your current and past iDEN billing information, order or activate new iDEN equipment, and update your account information. You can download call detail information from WirelessMgr into a Microsoft Office format.

The following diagram gives you a sampling of you what you can do with this tool:





Manage Portal for Employees – Sprint CDMA

The Sprint PCS Web site is a convenient way for your employees to manage their Sprint PCS Services. Available information varies depending on whether the employee is corporate-sponsored or employee-purchased. Your employees can log on to www.sprint.com to quickly and easily:

- View their current Sprint PCS Service Plans for Business
- Update or change their service plans
- Update their personal account information
- See how many minutes they've used and how many minutes they have left
- View and pay their Sprint PCS Invoices
- Access digital versions of their Sprint PCS Phone's User's Guide
- View their current Sprint PCS Vision services
- Change their voicemail, account subscription and Sprint PCS Vision passwords

Other valuable features include the following:

- "Remember me" feature saves time by providing a shortcut to account information after the initial log-in
- Log-out ensures that a customer's secure connection to the Web server is disconnected upon exiting
- Customer Solutions provides a list of online forms for submitting questions and requests to Customer Solutions; it also provides a personal management tool to track submissions
- Invoice tutorials walk the customer through invoice rates, charges, and organization of invoice

Additional features of the Manage Portal only for business account administrators include:

- View Sprint voice and private line accounts and pay invoices
- Access online billing, performance reporting, and service configuration for your nationwide voice and data services business account
- Conferencing
- Sign on to start or join an audio, video, or Web conference
- Sign up to manage your Sprint PCS Wi-Fi account, or manage from an existing user name
- Business Connections
- Sign on to use or register for Sprint Business Connections Personal or Enterprise Edition

Sprint Managed Mobility Services

Sprint Managed Mobility ServicesSM (SMMS) eases the complexity and introduces consistency to your mobile voice and data communications by offering an innovative portfolio of services that balance driving top-line revenue with easing the confusion and fear that new technology can bring. SMMS allows you to harness the power of mobility while managing the risks that come from multiple devices, carriers and entry points into your network.

Our goal is to deliver control, security, simplicity and savings to enable your company to be more connected than ever.

Sprint has redefined the environment for managing a mobile workforce.



Control – Sprint will work with you to establish consistent State standards for mobile technologies that meet your critical enterprise needs. The State gets an end-to-end, managed wireless solution that provides for:

- Administration and support of multiple devices and platforms
- Management of devices for efficiency and increased productivity
- Centralized mobile software management eliminating the need to update individual devices
- Simplified management of mobile needs from one source

Security – Put Sprint to work for you with the confidence of knowing that the State's assets and proprietary, sensitive information are protected and secured. Give remote workers a secure experience with:

- Enforcement of password requirements and standards for over-the-air loading of applications
- Device Passwords that allow you to enforce the use of power-on password
- Device Disablement that can zap or lock a device remotely, allowing you to remotely erase data from a lost or stolen device
- On-device Data Encryption that protects sensitive data from unauthorized access

3.3.1.6 *The vendor(s) shall describe their ability to designate one land line, per account, as a "home" number which will be treated as a mobile number for billing purposes (mobile-to-mobile). Example: the Office of Technology Help Desk number is 558-1257. Calling this number would be considered a mobile to mobile call.*

Mobile to Office is an attachable feature that provides unlimited voice calls between a Sprint mobile phone and a pre-identified office phone number. The Mobile to Office calls do not pull from the subscriber's bucket of anytime minutes. Voice plans with a certain MRC or greater are eligible. Monthly recurring charge applies. This is a CDMA offering only, and not applicable to the iDEN (Nextel) offerings.

3.3.1.7 *Vendor(s) shall provide any additional offerings not included in the preceding data section, which would increase the value of their relationship with the State, through improved services, or reduced costs. Vendor(s) shall include any offerings of this nature, both those incurring additional costs, and those which may be provided to the State at no charge. All costs shall be detailed in the cost portion of the proposal.*

In addition to the voice and data services, applications and offerings described in other sections of this document Sprint Nextel's add-a-phone program will enable agencies to save large amounts on monthly telecom expenses. The add-a-phone program only requires one core phone per account, with unlimited add-a-phones sharing the minutes and benefits of the core phone. Sprint will work with the agencies to assure they are getting the most cost-effective services while using the most advanced technologies and devices to further their mission.

Costs are detailed in the cost portion of the proposal.

NextMail gives customers the ability to use their Direct Connect® walkie-talkie service to quickly and easily send "voice" messages to individuals or groups via email. Recipients don't have to be Nextel customers and can even send an SMS reply right to the customer's Nextel phone.

Customers can send NextMail messages worldwide, from anywhere on the Nextel Network (including International Direct Connect countries) to anywhere a recipient can use a PC to access the internet.



There are many and varied applications available on the Sprint Nextel network and many third party providers that layer their applications onto the Nextel iDEN platform, among them are:

- **Creditel** - The Creditel PowerSwipe™ reader attaches to your Internet-ready Nextel i58sr phone by Motorola, so you can accept fast and secure credit card payments for sales in the field. And see where your business is coming from using GPS location tracking of both transactions and employees.
- **Xora Scan** - Xora GPS TimeTrack supports an attachable scanner for use with Nextel Java phones. Companies are able to integrate scanning functionality into the regular management of their day-to-day projects. Applications include package scanning for delivery companies and parts scanning for construction, field service and security companies. Bar code scanning improves field productivity and increases speed and accuracy of data collection. The scanner supports UPC/EAN/JAN, code 39, code 128, and ITF codes.
- **The Yellow School Bus Program from Sprint Nextel.** A global positioning satellite modem mounted inside a school bus makes it possible for a school district administrator to follow the vehicle's movements live on an online map. As they board and exit the bus, students swipe their ID cards along a reader so that the school can, for instance, confidently reassure a worried parent that his or her child has made it to school that morning. A tool called "geo-fencing" will send alerts if the bus veers off course, while a panic button for the driver and a live camera view of inside the bus provided extra layers of monitoring and protection. The Yellow School Bus program is cost effective and easy to install. It increases the safety of students and security and accountability for the school district. Sprint has enclosed a CD has to describe the program in detail.

3.3.1.8 *Vendor's proposed equipment shall be capable of receiving "Amber Alert" notifications. The State recognizes that the subscription for this service is the responsibility of the agencies' utilizing this feature. Vendors shall show all pricing details in the cost portion of the proposal.*

Sprint understands and complies. Sprint offers this on both Sprint PCS and Nextel iDEN services.

3.3.1.9 *Vendor(s) must describe, in detail, their Wireless Priority Service (WPS) capabilities, to enable first-responders the ability to communicate during an emergency, and any additional costs associated with this service. Any cost shall be detailed in the cost portion of the proposal. (Clarification: Wireless Priority Service (WPS) is a White House-directed National Security/Emergency Preparedness (NS/EP) National Communications System (NC) program for priority cellular network access. The WPS was approved by the FCC for NS/EP requirements on a call by call priority basis. The NCS executes the program on behalf of the Executive Office of the President. Only individuals in NS/EP key leadership positions are authorized users of WPS. See <http://wps.ncs.gov>. THIS REQUIREMENT APPLIES ONLY TO ANY CELLULAR OR DATA DEVICES UTILIZED BY KEY NS/EP LEADERSHIP PERSONNEL, AUTHORIZED TO USE WPS.)*

Wireless Priority Service

Wireless Priority Service (WPS) allows authorized National Security and Emergency Preparedness (NS/EP) personnel to make cellular calls during an emergency when channels may be congested. WPS is the interconnect complement to Sprint's own Priority Connect service.

National Communications System (NCS) a division of the Department of Homeland Security oversees WPS. WPS was developed to meet a directive from the White House. NCS executes the program on behalf of the Executive Office of the President.



Only individuals in NS/EP positions are authorized to use of WPS. Five categories have been established in order to identify critical NS/EP leadership functions and determine eligibility. The NCS will be the decision maker on those subscribers that are and are not eligible for WPS service.

- A. Executive Leadership and Policy Makers
- B. Disaster Response/Military Command and Control
- C. Public Health, Safety and Law Enforcement Command
- D. Public Services/Utilities and Public Welfare
- E. Disaster Recovery

WPS is invoked by dialing *272 prior to the destination number:

- WPS is an enhancement to basic cellular service that allows NS/EP calls to queue for the next available service channel.
- IOC provides queuing on the origination of the cellular call.
- FOC will provide handling from origination, through the network, to the called destination.

Customers must have leadership roles in NS/EP to use WPS. Key requirements are as follows:

- Customer must be a Sprint subscriber
- Customer must request WPS service at <http://wps.ncs.gov/> or call 1-866-NCS-CALL to apply.
- NCS will inform Sprint of those subscribers that are approved for WPS and at what Priority Level.
- Sprint cannot add, delete or modify a WPS subscription without NCS consent.

Sprint also offers the following value added services for Emergency Responders:

Sprint Nextel Walkie-Talkie, our long-range two-way radio service has become an invaluable tool for local, state and federal public safety agencies. Sprint is the only nationwide, commercial wireless service provider to offer Priority Connect Push-to-Talk and Priority Access for cellular calls. Additionally, we offer our Public Sector subscribers secure voice and data service, ruthless preemption for Push-to-Talk services, premium customer care and customized data applications designed to meet emergency management and law enforcement needs.

Sprint Nextel Walkie-Talkie service is built on a separate technology layer from the cellular network and is not dependent on the public switched telephone system (PSTN) which often becomes overloaded in emergency situations causing system blocking for most cellular providers. In order to best serve our many government and public safety contracts, our service provides a high degree of reliability and every cellular tower we operate is backed up with battery power. In many instances, Sprint Nextel Walkie-Talkie has been cited by users as being the only communications platform that remained operable during emergency or disaster situation.

Emergency Response Team

Sprint Nextel has improved our response capability by centralizing the company's resources under a single directive – the Emergency Response Team (ERT). This has enabled Sprint to expedite processing of assistance requests, and also prepare and deploy its capabilities more efficiently. Using breakthrough technology such as Satellite Cellsites On Wheels (SatCOW's), combined with proven capabilities like Nextel Walkie-Talkie, Java-based data tools, and a nationwide digital network, ERT is able to immediately mobilize proven wireless communications to multiple emergency sites, regardless of whether there is a Nextel National Network in the area.



ERT is an experienced, cross-functional group within the Government Accounts department that provides wireless telecommunications infrastructure and support to public safety and disaster support organizations during emergencies and field training exercises. The ERT also provides agency-specific event support, and can create wireless service coverage on a temporary basis via our deployable "Cellsites On Wheels" (COW's).

The ERT fully supports high-volume, short-notice equipment needs of emergency and disaster personnel with its substantial inventory of portable cellular sites, microwave facilities and ruggedized handsets. Our implementation managers and engineers are accustomed to deploying infrastructure both within and outside traditional cellular network coverage areas. Customer operations personnel are trained in rapid account creation, maintenance and pre-and post-deployment service billing, which are necessary in emergency situations.

ERT products and services are priced according to equipment unit type, unit quantity, type of required service, deployment length, and support personnel requirements.

ERT offers three primary services: Emergency Equipment Lease, Field Training Support and Disaster Support.

- **Emergency Equipment Lease** - This service provides a short-term lease option (usually on a weekly basis) for handsets during an emergency situation. This lease is designed to compliment a customer's existing subscriber base on short notice and allows your subscribers to choose the type of handset and services required.
- **Field Training Support** - This service is similar to the Emergency Lease option above, but is designed for short training or field exercises, and thus leases handsets for daily, rather than weekly usage. The customer can choose the type of handset and services required for the training exercise.
- **Disaster Support** - This service provides emergency response and disaster recovery personnel wireless telecommunications coverage in remote locations via the deployment of portable cell sites to the scene. These cell sites may be either COW's or satellite-based SatCOW's. COW's link to adjacent cell sites via microwave or T-1 facilities. SatCOW's use a Geostationary Earth Orbit (GEO) satellite operating in the Ku Band to transfer voice and data to the national network. This is the same type of satellite and frequency used by commercial services such as DirecTV and the Dish Network.

Emergency Group Connect

Emergency Group Connect, also known as "ruthless preemption," provides network resources to specific subscribers during times of congestion. When Emergency Group Connect is initiated, all other Walkie-Talkie calls occupying the channel are preempted to allow for the call to be completed. The emergency calls are initiated from handsets equipped with an emergency button. The emergency transmission is prioritized to a priority level of 0 and sent over the active channel, preempting all other calls that would have otherwise prevented its transmission. All active members of the user's talkgroup (including the dispatcher) immediately switch into a special emergency talkgroup and the Emergency Group Connect session begins. Emergency Group Connect is available on the i325IS handset only.

Talkgroup Scan

The Talkgroup Scan feature of the Public Safety Package allows subscribers to listen on their handset for communication on more than one talkgroup at a time. Talkgroup Scan is a per subscriber feature that requires use of the i325IS handset. Any handset may be a member of the talkgroup the user is scanning. Talkgroup Scan is fundamentally an extension of Group Connect.



Group scanning is accomplished by setting up "Scan groups" – groupings of up to four talkgroups. Customers initiate scanning by pressing the mode key on the handset. The Talkgroup Scan feature will enable public safety personnel, such as supervisors and dispatchers who need to monitor the communications of several groups, to meet their job responsibilities.

Premium Public Safety Care

Sprint has employed a Tier-2 customer care team, trained to meet the specific needs of our public safety customers. The team is staffed 24 hours a day, 365 days per year, with a goal of providing "One Call Resolution" – i.e. one source for service, billing and technical support questions. To qualify for Premium Care, the customer must be classified as a First Responder (i.e., Police, Fire, EMT, or Federal Protective Services) or purchase either Priority Connect or Emergency Group Connect. There is no additional charge for the service; however, the customer is required to maintain a Tier-1 in-house Care group.



Section III Conversion and Training

3.4 Conversion

3.4.1 *The State of West Virginia presently utilizes approximately 2700 cellular telephones, with air-time usage of approximately 7.5 million minutes annually, approximately 200 data devices (Blackberries, Treos, and similar data devices), and it is our intent to incorporate these units into the new agreement.*

Sprint has read and understood. It is usually not possible to move cellular phones from one carrier's network to another. Sprint will provide the State with basic cellular telephones at no charge or replacement data device at minimal charge. Blackberry server software may be re-programmed to work on the Sprint network if it is the correct release version

3.4.2 *The State intends to retain the cellular numbers currently used. The Vendor(s) shall describe, in detail, their methods for attaining this goal, with specific emphasis on maintaining "local" phone numbers currently assigned to these devices.*

Wireless Local Number Portability

Wireless Local Number Portability (WLNP) is the ability of a customer to carry a wireless phone number from carrier to carrier in the same way a landline number may be ported. Sprint's automated systems and processes quickly handle port requests. We will continue to work diligently with other carriers toward providing seamless and hassle-free transitions.

Porting Process

You will be required to provide the following information to begin the process of porting your number to Sprint service. Generally, this information appears on your invoice.

- Billing Name and Billing Address
- Social Security Number, Account Number or Tax ID
- Phone Number you wish to port
- Password (if applicable)

The information provided needs to be exact. Any deviations from your account information (i.e. spelling errors, abbreviations, etc.) may result in delays in the porting process.

Once your request has been submitted to transfer your number to Sprint, your required information is sent electronically to the carrier who currently carries your phone number. That carrier will validate your billing, or other appropriate information, as well as your phone number. If any of this information does not match your current listing with that carrier, they may send a request back to Sprint that the phone number cannot be released due to discrepancy. Sprint will then contact you to clarify or correct any issues.

Porting your number between carriers will also require a new handset. When porting to Sprint, your port order will be timed so your Sprint mobile phone will arrive before you old phone has been deactivated.

Some carriers are providing a number guarding functionality that may force you to call your current carrier in order to get your number released. Sprint does not subscribe to that function and will not impede your ability to choose the carrier you feel is right for you.



- 3.4.3** *The Vendor(s) shall provide a Statement of Work (SOW), detailing their timelines and procedures necessary to achieve portability, if possible, and any impact it may have on state usage.*

Completion Timeframes

The average port completion can be made in approximately 10 hours. However, Wireless Local Number Portability (WLNP) requires many new back-end processes to facilitate a port request and some requests will be out of the direct control of Sprint (in the hands of other service providers). Although porting timeframes have not been securely established yet, it is likely that it will take longer to port your number than to activate lines with new numbers. This is particularly true in the case of landline-to-wireless porting which could take several days to complete.

Sprint is committed to taking a proactive, leadership role in the implementation of WLNP. We will continue to work with other carriers to streamline processes, and provide as seamless a porting experience as possible.

- 3.4.4** *Vendor(s) shall be responsible for any re-programming necessary to make any existing state-owned cellular telephones and data devices compatible with their system. The vendor(s) must provide this re-programming at no additional cost. If state-owned cellular telephones cannot be made compatible with a vendor(s) service, the vendor(s) shall provide the agency with a cellular telephone at no additional charge to the State. If data devices cannot be connected, it will be the State's responsibility to obtain compatible units, under the terms of this agreement.*

It is usually not possible to move cellular phones from another network to Sprint's network. (The same restriction will apply among the other cellular vendors.) Sprint will provide the State with basic cellular telephones at no charge or replacement data device at minimal charge. Blackberry server software may be re-programmed to work on the Sprint network if it is the correct release version. In such cases Sprint will offer re-programming at no cost to the State.

3.5 Training

- 3.5.1** *Vendor(s) shall offer multi-level training classes to the State, when requested.*

Sprint agrees that on-site training is provided to the users. Agency level training or training on specific applications will be provided on request

- 3.5.2** *Primary training shall be a "train the trainer" concept for procurement officers, or other appropriate agency personnel, to clearly understand the ordering, billing and invoicing processes.*

Sprint will provide "train the trainer" training for procurement officers and appropriate agency personnel to clearly understand ordering, billing and invoicing processes.

Sprint is very committed to billing quality. Our Customer Care Order Quality Billing Assurance (OQBA) representatives perform a quality check of orders to ensure accurate pricing and order correctness, prior to processing for services. In addition, for customers with new contracts or term agreements, OQBA provides a review of the first invoice to further ensure correctness. This proactive approach is in tune with the quality of service Sprint is committed to provide for the State.



Once services are implemented, the State will be provided with a toll-free customer care number for support. OQBA representatives will work to resolve any issue related to billing and reporting. Customer Care Order Quality Billing Assurance is proud of the level of training provided the Customer Care Associate and can assure you that they understand Sprint's products and services and are well versed on how those products interface with our billing systems.

In addition, Customer Care's specialized Wireless Field Support Associates provide day-to-day support for account maintenance functions. Sprint's Customer Care Triage team can be reached from 8:00 AM to 5:00 PM. Monday through Friday.

3.5.3 *Vendor(s) should provide on-line user documentation for billing, invoicing and related paperwork for procurement officers, and fully describe how this mechanism will work.*

Nextel iDEN: Sprint provides the State a SMART CD+, which is billing data for the customer's accounts in a Microsoft Access database. The SMART CD+ has a user-friendly GUI that allows report creation and exportation to other applications such as Microsoft Excel. At the present time, the iDEN billing system does not have any on-line applications. On-site training is provided to the users, and second-tier support is available from Specialized Billing Support.

Sprint CDMA: Sprint provides the State with eBA (electronic Billing and Analysis), an online tool that allows users to view and download usage and charge information pertaining to their account. Support of this product and training for its use is available through the sales team.

Consolidated Billing Platform: Sprint will be consolidating existing billing platforms over the next two years. Since this conversion process is in its beginning stages, it is not known specifically what will be available to larger customers when the conversion is complete.

3.5.4 *If required, vendor(s) shall offer server-level application training on any applicable data device software, required to facilitate interoperability with the State's network.*

Sprint agrees, if required Sprint will offer server-level application training on devices or software to facilitate interoperability with the State's network.



Section IV Ordering Procedures/Billing and Account Management

3.6 Ordering Process

3.6.1 *The Vendor(s) shall provide a single, dedicated sales representative, for the convenience of state users, available Monday through Friday, 8:00-5:00, as part of their support team, to handle all questions and issues related to the products, plans, ordering procedures and other offerings included in their response. Vendor(s) must provide a toll-free number and email address for this contact.*

Sprint has read, understood and complies. Your West Virginia Sprint Account Manager for Sprint CDMA devices is Phil Hale. You may contact him at (304) 535-1442, or via his cellular: (703) 899-2167, or via email: phillip.j.hale@sprint.com. Sprint will provide a toll-free number after contract award. Your West Virginia Sprint Nextel Account Manager for iDEN devices and services is Jeffrey Vaughn. You may contact him at (304) 741-1081 or via email @ Jeffrey.vaughn@nextelpartners.com

3.6.2 *The Vendor(s) shall provide activation of new service, or portability services related to current, state-owned equipment, at no additional charge. This shall be provided to state agencies within forty-eight (48) hours of receipt of request.*

Sprint Nextel will provide activation of new service or portability services related to current state-owned equipment at no additional charge. Sprint will make its best effort to provide equipment and service within 48 hours of receipt of valid request. (Normally equipment and service is delivered within 24 hours, in the case of back-ordered equipment delivery may take longer).

3.6.3 *The Vendor(s) must describe, in detail, their proposed process for the ordering of new equipment, including, but not limited to: delivery of equipment, notification processes to state spending units for the purposes of billing, detail regarding invoices for any product or service requested, as well as any other "ease of use" procedures the Vendor(s) may propose.*

Sprint Nextel has many simple methods for agencies in West Virginia to order new phones and service and will work with the State to determine the most advantageous methods for use by the State. Among the choices:

- **Wireless Field Support** (program described in 3.7.7 below) rep. will be the State's first point of contact and be able to ship and activate phones and devices to agencies immediately.
- **Web based** – a dedicated Internet site that details the State's contract and device availability. Orders can be placed directly at the site.
- **Sprint Nextel Account Managers** – will be assigned to the State who can meet with agencies to best determine particular needs, and take orders.
- **Sprint and Nextel Stores** – will be fully aware of the State's contract and be able to deliver and service phones and PDA devices based on the State's contract.
- **800 Number** – Our telesales group will have details of the State contract and be able to process orders based on the terms and conditions of our agreements.

3.6.4 *When an agency requests a line for a specific geographic area of the state, in the event that there are overlapping coverage plans from multiple vendor(s), the agency will be required to contract with the vendor(s) offering the lowest price, with all agency-required features, for their coverage area.*

Sprint has read and understood.



3.6.5 Vendor(s) should detail any “real-time, on-line” capabilities they provide for checking the status of orders, via a web-based, password protected site.

Our Electronic Order Entry (EOE) has the ability to e-mail the customer two options: #1 is if the order is on "HOLD", 2nd is when the order is completed. Sprint can arrange to proactively contact the State on order status daily if need be. Sprint also offers Wireless Manager, which gives the State the ability to manage the account as they wish.

3.8 Billing and Account Management

3.8.1 The Vendor(s) shall provide a single, dedicated billing representative, available Monday through Friday, 8:00 – 5:00, as part of their support team, to handle all questions and issues related to the plans and invoicing included in their response to this RFP. Vendor(s) shall provide a toll-free number and email address, for state user access to this resource.

The State will be supported by Sprint Nextel’s Wireless Field Support program. The keystone of this program is a dedicated representative assigned to the State to assist its telecom managers in managing wireless services. This dedicated representative (and back-up representatives) will ensure 24x7 support via a toll-free number specifically dedicated for the State. The State can be assured of a timely response to telephone inquiries, within 15 minutes of call placement, should the State reach voicemail. Your Wireless Field Support representative is a key member of your Account Team, dedicated to providing your company seamless, world-class service.

Highlights of the Wireless Field Support Program include:

- A unique toll-free number that connects directly to your representative. This toll-free number is reserved for the exclusive use of the State’s telecom management staff
- A primary and back-up representative whose business hours are aligned to the State’s hours
- Regular and frequent proactive contact with the State’s telecom managers to ensure we are responsive to your business needs
- The resources of the Customer Service organization to assist the State end-users with day-to-day service needs

Your Wireless Field Support representative performs many services for West Virginia, helping to make sure your wireless telecommunications run smoothly. The State’s representatives’ responsibilities and activities include:

- Coordination of orders for Sprint Nextel products and services
- Ongoing maintenance of Sprint Nextel products and services, including device upgrades and phone number changes
- Assistance with billing products and services



3.8.2 Primary vendor shall have the responsibility for negotiating agreements with the appropriate carriers in West Virginia to provide said consistent functional features. The successful vendor(s) will be responsible for the management of all carrier services provided to the user agencies, as well as billing, administrative support and maintenance. The successful vendor(s) shall be available to meet with the Office of Technology on a regular basis (monthly or quarterly, at the State's discretion) to discuss the utilization of this contract and any relevant issues.

Sprint Nextel operates their entire network in West Virginia with service and support consistent across the network. Roaming agreements with other carriers are in place. Sprint will be available to meet with the Office of Technology on a regular basis at the State's discretion

3.8.3 State Agencies shall have the ability to change rate plans on a particular line without any fee or charge to the agency.

Sprint agrees – State Agencies shall have the ability to change rate plans on a particular phone without any fee or charge to the agency.

3.8.4 The vendor(s) shall provide accurate, automated and detailed original billing (CD, EDI [potential feature]) and up to two (2) copies according to specific agencies needs. The vendor(s) shall provide a detailed summary for each line regardless of how that usage is billed. All invoices shall be submitted from the primary vendor(s).

Sprint understands and will comply. Sprint's eBilling and Analysis package meets the States requirements in this area.

3.8.5 It will be the responsibility of the successful vendor(s) to bill the individual spending units based on their individual requirements. Options may include:

- **A separate bill per service line requested**
- **Aggregate billing by agency geographic location**
- **Aggregate billing for the spending unit (Time aggregation would only be expected at the aggregated bill level and not across spending units.)**

Sprint understands and will comply. Sprint will provide invoices as requested.

3.8.6 The state would accept a bulk plan, as described in the first scenario in Attachment B. This scenario includes a mandatory requirement that the vendor shall bill individual agencies for their share of the monthly cost by dividing the total number of lines in service into the monthly cost, and charging each spending unit for the number of lines that they have.

Sprint offers eBilling and Analysis, a web based reporting tool that allows multiple agencies to organize, report and analyze data in a way that is useful to that agency.

3.8.7 This billing shall be provided on a Compact Disc (CD) or EDI (potential feature), in a pre-approved format, as agreed upon by both the vendor(s) and the State. Data shall be available electronically and provide the option of exporting to CSV file format. These bills will be delivered to the State within one (1) business day of a pre-arranged delivery date, mutually agreed upon by the State and the vendor(s). Billing at a minimum should detail, for each line active on that bill, the following:

Sprint will comply.



- ✧ **IDEN:** CD, CSV and EDI all available.
- ✧ **CDMA:** CSV and EDI available.
- ✧ **Future Billing Platform:** Sprint is still developing our future unified billing platform.

While our standard paper bills would not include some of the items below, such as Supervisor's name and Office number, using eBilling and Analysis, each unit can manipulate data and set up reports including all the information that us useful to them.

- ****User Name***

Sprint complies.

- ****Cellular Number***

Sprint complies.

- ***Office (landline) Number***

This is not available. (Can be added using eBilling and Analysis)

- ***Supervisor's Name***

This is not available. (Can be added to reports using eBilling and Analysis)

- ***Supervisor's Office (landline) Number***

This is not available. (Can be added to reports using eBilling and Analysis) *Note:* eBilling and Analysis allows up to five Subscriber Specific Invoice Text fields.

- ***Department***

Sprint complies.

- ****Agency Name***

Sprint complies.

- ***Unit Name***

Sprint complies.

- ***Org. Number***

Sprint complies.

- ****Bill to address***

Sprint complies.

- ****Plan level***

Sprint complies.

- ****Date and time of call or data transaction***

Sprint complies.

- ****Number called***

Sprint complies.

- ****Duration of call or size of data transaction***

Sprint complies.



- ****Cost of call or data transaction***

Sprint complies.

- ****Overage charges, if applicable***

Sprint complies.

- ****Fees***

Taxes and fees are at the account level, not at call level.

Note: * = Mandatory

3.8.8 Vendor(s) will provide a free quarterly optimization calculation, as applicable and requested by the State. There shall not be any additional charge or commitment for moving a user into a more appropriate plan. Optimization recommendations must be communicated through a quarterly report in Common Separated Values (CSV) format on a CD. The State will use this information for evaluating the State's cell phone usage, as provided by the vendor.

Sprint will provide the above reports and analysis as applicable and requested by the State.

3.8.9 Reports shall be made available via a secure, password-protected, on-line environment and include the following:

3.8.9.1 Ability to report usage, billing and trending data at the individual wireless number level

3.8.9.2 Ability to summarize data at the department, agency and division levels

3.8.9.3 Ability to provide exception reporting indicating low usage, overage usage, and minimal usage (The State will determine the levels of security access, and user validation.) Vendor must describe their capabilities for providing this information.

Sprint complies. Reports are available to the State using Sprint's Web-based eBilling and Analysis product and Sprint is open to negotiation on specific requirements. eBilling and Analysis description and documentation included in Appendix IV.

3.8.10 Prior to issuing billing, vendor(s) will be required to validate that all lines are active. Describe how this will be handled.

Sprint Nextel only bills for active lines. As lines are de-activated they are immediately removed from the account and billing scripts.

3.8.11 Vendor(s) shall provide to the state a monthly report that shows total minutes of usage by billed telephone number (BTN).

Sprint will comply. Sprint's eBilling and Analysis reports provide this information.

3.8.12 Vendor(s) should also make all billing information available via an on-line mechanism, for ease of use by the agency representatives. Vendor(s) should describe available options, including, at a minimum, security access levels and reporting capabilities.

Nextel iDEN: Sprint provides the State a SMART CD+, which is billing data for the customer's accounts in a Microsoft Access database. The SMART CD+ has a user-friendly GUI that allows report creation and exportation to other applications such as Microsoft Excel. At the present time, the iDEN



billing system does not have any on-line applications. On-site training is provided to the users, and second-tier support is available from Specialized Billing Support.

Sprint CDMA: Sprint provides the State with eBA (electronic Billing and Analysis), an online tool that allows users to view and download usage and charge information pertaining to their account. Support of this product is available through the sales team.

Consolidated Billing Platform: Sprint will be consolidating existing billing platforms over the next two years. Since this conversion process is in its beginning stages, it is not known specifically what will be available to larger customers when the conversion is complete.

3.8.13 Vendor(s) shall work directly with the agencies to promptly resolve billing issues.

Sprint agrees and will work closely with the agencies to resolve billing issues.

3.8.14 Vendor(s) shall waive any charges it has failed to bill the State, within the fiscal year for which the service was provided has elapsed.

Sprint proposes to waive any service charges not billed to the State within 90 days of providing the underlying service.

3.8.15 Vendor(s) shall notify the State one hundred twenty (120) days in advance of any anticipated changes in billing format. Note: The State does not regard a "read me" file on a billing CD as constituting notice. Vendor(s) shall describe the mechanism proposed to coordinate CD format changes with State representatives.

Sprint Nextel commits to provide the State 30-60 days notice of any anticipated changes in billing format.

3.8.16 The State of WV will not pay activation fees, disconnection fees, early termination fees, or roaming fees, within the designated "home area," as part of this contract. (See Section 3.1)

Sprint will not charge activation fees, disconnection fees, early termination fees or roaming fees. Users may use the entire Sprint CDMA or Nextel iDEN national networks as 'home area'.



Section V Service and Support

3.7 Service and Support

3.7.1 *Vendor(s) shall provide a toll-free support number, with 24x7x365 coverage, staffed by technical personnel, to answer any service-related questions, including, but not limited to: parts, service, and administrative support.*

Sprint Nextel's Customer Care line is available to subscribers 24x7x365.

3.7.2 *Vendor(s)' service and support contact with the State of WV shall return telephone calls within one (1) business day, whenever requested by the State of WV, and shall provide status updates on problems/issues/questions until resolved.*

Sprint's service and support contact will return calls within one business day and shall provide status updates on problems/issues/questions until resolved.

3.7.3 *Vendor(s) shall stock spare parts for ALL proposed equipment, for the duration of the warranty period.*

Sprint Nextel will stock spare parts for all proposed equipment for the duration of the warranty period.

3.7.4 *Rates for basic service shall include maintenance of cellular telephones, antennas and batteries.*

Rates include basic maintenance through the warranty period of all equipment provided.

3.7.5 *Warranty coverage shall constitute repair or replacement of any malfunctioning units, with equipment equal to, or better than, the original unit, within twenty-four (24) hours of equipment failure/vendor(s) notification.*

Local Sprint Nextel personnel will work with the agencies to repair or replace any malfunctioning units with equipment equal to or better than, the original unit within 24 hours of equipment failure/vendor notification. The State will be a Wireless Field Support (program described in Section 3.7.7) customer and have access to a dedicated representative to assist in return/repair for those items that cannot be repaired or replaced by local Sprint stores.

3.7.6 *Vendor(s) must indicate the warranty period for telephone and other voice components their company may supply. Please indicate how repair/replacement is accomplished. Please indicate post-warranty costs to replace phones and other components for a user currently in service with vendor(s)' company. All costs shall be shown in the cost portion of the proposal.*

Manufacturer's Warranty on Equipment

All Sprint Nextel messaging devices come with a limited manufacturer's warranty of at least one year. If the unit becomes non-functional within one year due to a manufacturing defect and if pursuant to the terms and conditions of the manufacturer's warranty you are entitled to repair or replacement of the defective unit, then you may swap out the equipment by contacting your local Sprint Nextel Account Representatives or visiting any Sprint Nextel Store. There is no cost to you and you keep the same mobile number.



Sprint's Wireless Field Support program (discussed in the next paragraph below) will be responsible for the timely replacement of defective or damaged equipment for the State of West Virginia.

Sprint Nextel offers various levels of post-warranty equipment protection programs from the comprehensive Sprint Equipment Replacement Program to the Equipment Service and Repair program. Descriptive brochures are attached and pricing is included in Section VI, Pricing attachment.

3.7.7 *Vendor(s) shall describe their escalation process for any service issues. Vendor(s) shall regularly update the State of WV on its written escalation process, whenever that process is revised.*

Customer Wireless Support

Committed Care and Support for Your Business

Sprint Business Customer Service will provide the customer care and support the State's needs through organizations that are committed to customer satisfaction. These organizations are dedicated to providing the care solutions and support required by West Virginia. Care services focused on particular needs are available for various skill sets, from program administrators to end users.

Sprint provides three distinct care services based on account size. Their benefits will give the State the comprehensive support that is needed.

- 1) Wireless Field Support
- 2) Wireless Support Specialists
- 3) Business Contact Centers

Wireless Support Teams

Sprint will assign the appropriate support level to the State. The support individual will have a full understanding and knowledge of the Customer's wireless care needs, and will work with the State to deliver the specific care solutions the State is looking for.

Wireless Field Support

Assistance provided by the Wireless Field Support will include accounts with accounts 250+ units.

- Offers one point of resolution to the State's program administrators.
- National responsibility for West Virginia with a field-based presence close to customers designated site
- Acts as the State's care advocate for all care life cycle solution oriented activities
- Accountable for the State's complete satisfaction with Sprint Customer Care
- Responsible for developing, coordinating, and monitoring the deployment and success of service solutions to the State
- Partners with sales as an extended member of the account team to define post-sales care services

Business Contact Centers

Sprint's Business Contact Centers provide nationwide Customer Care support to all wireless subscribers outside business hours that the dedicated Wireless Field Specialist or Wireless Support Specialist is unavailable.



This includes:

- ✧ General calling plan questions
- ✧ Equipment feature questions
- ✧ Technical troubleshooting

They are available 24 hours a day, seven days a week for your accounts general wireless questions

The State will be supported by Sprint's Wireless Field Support program. The keystone of this program is a dedicated representative assigned to the State to assist its telecom managers in managing wireless services. This dedicated representative (and back-up representatives) will ensure 24x7 support via a toll-free number specifically dedicated for the State. The State can be assured of a timely response to telephone inquiries, within 15 minutes of call placement, should the State reach voicemail. Your Wireless Field Support representative is a key member of your Account Team, dedicated to providing your company seamless, world-class service.

Highlights of the Wireless Field Support Program include:

- ✧ A unique toll-free number that connects directly to your representative. This toll-free number is reserved for the exclusive use of the State's telecom management staff
- ✧ A primary and back-up representative whose business hours are aligned to the State's hours
- ✧ Regular and frequent proactive contact with the State's telecom managers to ensure we are responsive to your business needs
- ✧ The resources of the Customer Service organization to assist the State end-users with day-to-day service needs

Your Wireless Field Support representative performs many services for West Virginia, helping to make sure your wireless telecommunications run smoothly. The State's representatives' responsibilities and activities include:

- ✧ Coordination of orders for Sprint Nextel products and services
- ✧ Ongoing maintenance of Sprint Nextel products and services, including device upgrades and phone number changes
- ✧ Assistance with billing products and services

In addition to the Wireless Field Support, the State may also wish to use Sprint's Interactive Voice Response Unit (IVRU) for general inquiries. The IVRU provides an automated solution to obtain information regarding Sprint's products and services, as well as customer account information. The State can reach our Business Customer Service IVRU by calling toll-free 1-888-788-4727 or by pressing * 2TALK on your PCS phone. The IVRU provides the following self-service application to corporate-sponsored accounts:

- ✧ PCS Vision (data) Frequently Asked Questions (FAQs)
- ✧ Sprint Store locations
- ✧ Sprint Nationwide PCS Network coverage
- ✧ PCS Voice Mail set-up
- ✧ PCS Voice Command Frequently Asked Questions (FAQs)
- ✧ Dropped call credit
- ✧ Technical support



- ❖ Replacement or repair of defective units
- ❖ Troubleshooting
- ❖ General service inquiries

3.7.8 *Within the warranty period, vendor(s) must troubleshoot and repair any problems, within twenty-four (24) hours of receiving notification of an issue. If a unit cannot be repaired within this timeframe, a new unit, equal to, or better than the existing unit, will be made available to the state, within forty-eight (48) hours of the initial contact. This new unit shall be a replacement for the defective device and will be retained by the state.*

Sprint Nextel will make every effort to troubleshoot and repair problems within the 24 hour period specified by the State. If a unit cannot be repaired, Sprint will provide a replacement within 48 hours with an equal or better unit which may be retained by the State.

3.7.9 *If requested by the State, vendor(s) shall provide free replacement of standard (basic) telephones and wireless data cards after eighteen (18) months of use. For non-basic telephones, the State of WV users must be able to acquire replacements after two years, for little, or no additional costs. All costs must be included in the cost portion of the proposal.*

Sprint will provide free replacement of standard basic telephones and wireless data cards after 24 months of use. For non basic telephones the State users may acquire replacements after 24 months with discounts plus whatever special offers are available at that time. Please see Section VI for Pricing details.

3.7.10 *If vendor(s) implements technologies that render the State's voice or data devices inoperable, or otherwise non-functional, vendor(s) will provide replacement devices free of charge prior to the new services becoming available.*

Sprint agrees.

3.7.11 *Vendor(s) must inform the State, ninety (90) days prior to replacement, of any model changes it intends to make.*

Sprint agrees.

3.7.12 *Vendor must acknowledge the existence of, and be prepared to provide at the State's request, verifiable data identifying the length of time transmission towers remain available in the event of a power outage, and what type of back-up devices, such as generators, exist to guarantee Quality of Service (QoS) levels. If this information is requested by the State, the vendor must provide the requested information within 3 business days of the request, or their bid will be disqualified.*

Sprint not only will provide such information but will back up its commitment to network quality with the industries only Wireless Voice and Data Service Level Agreements. SLAs apply to the Sprint CDMA network only.

Wireless Voice SLAs

Sprint provides standard Service Level Agreements (SLAs) for wireless voice services for business customers – a first in the telecommunications industry.



Access to Monthly SLA Metrics

Sprint will provide the State of West Virginia a user name and password to access the Sprint Wireless SLA Performance metrics each month. Performance metrics for the preceding month will be available after the third week of the month. Your Sprint Account Representative can provide a demonstration of the web site at your request.

Please reference the attached copy of the Sprint Wireless Voice SLAs behind Appendix E for details.

Sprint already offers world-class SLAs across its global data portfolio of services. Sprint service performance measures feature common metrics and contract language and enable Sprint to offer predictable high levels of service across its global data portfolio to companies that do business internationally.

There may be exceptions to the SLAs in certain circumstances, such as natural disasters and force majeure events. Sprint's wireless SLAs do not apply to service while roaming on partner networks.

Our wireless SLAs offer service credits to businesses with corporate-sponsored (or company-paid) wireless subscribers based on the performance of the Nationwide Sprint PCS Network (iDEN network and roaming networks not included). The SLAs provide commitments for voice service reliability based on measuring dropped calls, blocked calls and network voice availability.

Sprint's wireless SLAs provide the following:

- ▶ **Network Voice Block Rate: Less than 2%** - The Network Voice Block Rate is the percentage of calls blocked as compared to total number of attempts by all Sprint customers over a calendar month. The call is said to be blocked if the customer can not successfully place a call while within the Sprint CDMA coverage area. If the national average for wireless voice blocks for the Sprint Nationwide CDMA Network is two percent or more during any month, then the customer may be eligible for a service credit of 10 percent of the monthly recurring charge for the wireless services.
- ▶ **Network Voice Drop Rate: Less than 2%** - The Network Voice Drop Rate is the percentage of calls dropped as compared to total number of calls established on the Sprint Nationwide CDMA Network over a calendar month. The call is said to be dropped when a user experiences an abnormal call release without either party manually ending the call while within the Sprint CDMA coverage area. If the national average for wireless voice drops for the Sprint Nationwide CDMA Network is two percent or more during any month, then the customer may be eligible for a service credit of 10 percent of the monthly recurring charge for the wireless services.
- ▶ **Network Voice Availability Rate: 99.9%** - The Network Voice Availability Rate is the percentage of minutes the Sprint CDMA network voice elements are operational as compared to the total number of minutes in a given calendar month. The availability of all network elements in the call path for wireless voice service determines the overall service availability. If the overall average Network Availability Rate is less than 99.9 percent, then the customer may be eligible for a service credit of 10 percent of the monthly recurring charge for the wireless services.

Wireless Data SLAs

Sprint is the first provider to announce Wireless Data SLA performance commitments for business customers. The performance commitments are backed by financial compensation for non-performance. These SLAs are tangible evidence of the quality of the Nationwide Sprint PCS Network, and represent another step in the Sprint strategic plan for continuous improvement of the customer experience.



The Wireless Data Service performance commitments are as follows:

- **Wireless Data Network Availability** – 99.5% or greater
- **Wireless Data Blocks** – less than 2.00%
- **Wireless Data Drops** – less than 1.00% - Every month Sprint will measure the performance of the Sprint-owned CDMA wireless network (excluding the iDEN network, Affiliate networks or roaming networks) on a national level in each of the three commitment areas. 3G Data network statistics are included in Network Availability and Data Blocks, but not currently included in Data Drops. You can access the results of the measurements online each month on a password protected website. Performance information will be accessible to eligible customers who agree to keep such information confidential.

Please reference the attached copy of the Sprint Wireless Data SLAs behind Appendix E for details.

Credits

In the event Sprint fails to meet these commitments (and subject to verifying your eligibility), Sprint will provide a service credit equal to 10% of your monthly recurring charge for Wireless Data Services per missed commitment. Credits are subject to a maximum of 30% of your wireless data charges per month, or 20% of your annual wireless data charges.

If you believe Sprint has failed to meet any of the performance commitments, you may request the service credit in writing from your Sprint representative. The request must be made within 15 business days of the monthly results being posted to the protected website.

Upon verification and in accordance with the SLA, Sprint will issue service credit(s) on your invoice during the next available billing cycle.

Eligibility Requirements

Any customer who meets the following criteria is an “eligible customer” for purposes of the Wireless Data SLA:

- Has signed a new agreement or renewed an existing agreement (minimum one year term commitment) with Sprint on or after March 15, 2005 that includes the purchase of wireless data services under a service plan with a monthly recurring charge;
- Is in full compliance with the terms of its agreement for the purchase of wireless data services; and
- Has wireless data charges for corporate-liable end users billed directly to the common corporate account

Note: An individually-liable user or “Employee Line” is not eligible to receive service credits pursuant to the SLA.

Sprint is the only wireless vendor offering wireless Service Level Agreements (SLAs). Please see Appendix E for Sprint’s SLAs.

3.7.13 Vendor(s) shall furnish monthly availability and reliability statistics to the West Virginia Office of Technology for West Virginia’s “home area”. This must include the percentage of time the network was not 100% available in the home area and the percentage of dropped calls in home area per user. The report should be in Excel format.

Such reports and information will be available upon request.



3.7.14 Vendor must acknowledge the existence of, and be prepared to provide at the State's request, a description of their existing Disaster Recovery mechanisms, to accommodate for natural disasters or other related catastrophic events, and what "failover" methodology exists to guarantee service continuance. If this information is requested by the State, the vendor must provide the requested information within 3 business days of the request, or their bid will be disqualified.

Sprint takes Disaster Recovery very seriously and has many mechanisms and programs in place to ensure business continuity in the event of a natural disaster or other catastrophic event. Elements of these programs include:

Sprint Nextel Network Reliability

Availability refers to the elements that create reliability and stability in networks and systems, which helps assure that connectivity is accessible when needed, allowing authorized users to access the network or systems. Some of the technologies used to ensure availability are:

Fault Tolerance

The core telecommunications network is comprised of elements that are specified for 99.999% reliability. This means that in any given year, the equipment is expected to be down for only a few minutes. This telecommunications carrier-grade infrastructure helps assure that customers have access to data when it's needed. The health of all core elements is constantly monitored. Through extensive low-level TCP socket tests, specific protocol tests, and heartbeat monitors, failures can be detected. When one element fails, the element is removed from the load-balancing resource pool and alerts are sent to the control center. This ensures maximum availability of the core network. Sprint is also prepared for a large-scale outage affecting an entire geographic area (1/12th of the nation). In this case, both mated pairs for a given element or all elements may be down. When such an event occurs, the entire distribution site is seamlessly switched over to another distribution site.

Capacity

With the transition to 3G, the Sprint infrastructure's capacity has doubled. In addition, all core elements and their inter-network communications have been overbuilt to ensure the maximum availability of the enhanced Nationwide Sprint PCS Network.

Disaster Recovery

Program Introduction

As businesses, government agencies, and individual consumers become more and more reliant on wireline and wireless communications as well as remote access to information, the concept of Business Continuity has never been more important. Sprint takes Business Continuity to the next level by ensuring that it is part of our business philosophy—promoting business continuity principles, guidelines, and standards by all company employees in their day to day business operations.

Sprint's program includes a collection of business resumption and disaster response plans designed to ensure we have implemented cost effective risk reduction strategies for crucial assets such as employees, network components, processes, and facilities.

Program Structure Overview

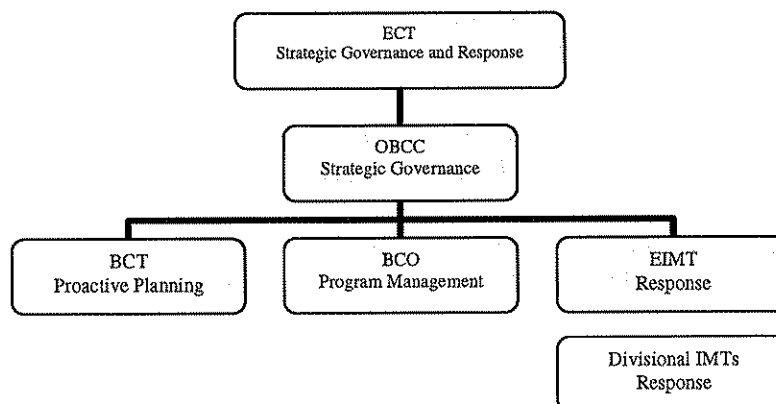
Sprint has established a structure designed not only for the purposes of impact assessments and decision making during an event, but also includes teams and committees dedicated to analyzing and assessing business risks as well as establishing the strategic direction for mitigating these risks.



- ◆ **Executive Command Team (ECT)** - The ECT consists of executives representing all critical Sprint functions. The ECT is the executive sponsor of the overall business continuity program, approving all policies, guidelines, strategies, and initiatives both proactively and also during a disaster.
- ◆ **Officer Business Continuity Committee (OBCC)** - The OBCC consists of Vice President level individuals who oversee the implementation of the business continuity program across the company to ensure overall compliance with program objectives, review collaborative and cost effective risk reduction recommendations, align key stakeholders around approved implementation strategies and priorities, and provide guidance to the BCO and the Business Continuity Committee.
- ◆ **Business Continuity Office (BCO)** - The BCO is the program office responsible for establishing the policy, structure, and methodology for developing, maintaining, and testing enterprise-wide Continuity and Disaster Response Plans. During an incident, the BCO is responsible for coordinating cross functional incident management activities of the Enterprise Incident Management Team.
- ◆ **Business Continuity Teams (BCTs)** - BCTs develop business continuity plans and execute these plans and crisis procedures in the event of a business disruption. The BCTs are organized to represent all business areas at Sprint: Network Services, IT Services, Business Solutions, Consumer Solutions, and Corporate Function teams (Human Resources, Facilities, Security, Corporate Communications, Legal, Supply Chain Management and Finance). Sprint's Emergency Response Team (ERT) is a customer facing team that provides support services to communities and government agencies in need of temporary communications, providing priority access and handsets during widespread events.
- ◆ **Enterprise Incident Management Team-** The Enterprise Incident management Team (EIMT) convenes quickly to provide the logistical support required to respond to and recover from an incident in an expeditious manner. Once an event has been declared a disaster, the EIMT transitions to an Incident Command System (ICS) structure. Sprint utilizes ICS as the recognized response system for providing restoration of the network and critical business process recovery. The EIMT has the most current status regarding internal response and recovery efforts. This team is intended to be an implementation support organization for all divisions within the company, to provide the necessary resources to assist with the restoration efforts.
- ◆ **Incident Management Team-** Sprint has incident management teams in all major divisions. The divisional IMTs are responsible for coordinating disaster response efforts within their respective departments. All IMTs have an IMT chair that will represent their department on the EIMT to provide status updates as well as present any issues that may require corporate guidance, support, and escalation.



Corporate Structure Diagram



Corporate Business Continuity Program Implementation

In implementing the Business Continuity Program, Sprint uses practices as defined by the industry common body of knowledge. FEMA, Business Continuity Institute (BCI), Disaster Recovery Institute International (DRII), and the American National Standards Institute (ANSI) have endorsed this methodology. Components of the program include:

- Program Initiation
- Risk Identification & Assessment
- Risk Reduction
- Plan Building
- Develop and Conduct Exercises
- Training and Awareness
- Sustainability and Process Improvement
- Program Performance Reporting

Program Initiation

During program initiation the business continuity scope, project plan, and deliverables are determined by the Business Continuity Teams and other stakeholders involved in the program. Kick-off meetings are conducted to familiarize management and employees within the business unit of the purpose of the program. Division leads send out formal written communication that acknowledges their support and sponsorship of Business Continuity and outlines the expectation of support from all of their respective organization's associates in meeting key BCP objectives.

Risk Identification & Assessment

This phase includes performing Business Impact Assessments and Location Risk Assessments. The process involves identifying significant exposures that can, if not addressed, adversely impact Sprint's ability to perform its critical processes.

Risk Reduction

This portion of the process focuses on investigating cost effective measures by which the company can minimize impact to identified exposures. Mitigation strategies are documented and reviewed for approval.



Plan Building

Building and maintaining detailed plans is an integral part of Sprint's continuity strategy. This phase includes documenting contact information and task lists required to mobilize and recover critical business processes and systems during a crisis event. Sprint's plans include: Business Resumption Plans, Disaster Recovery Plans and Incident/Crisis Management Plans. Plans are kept current and relevant by reviewing and updating annually or if any of the previously mentioned triggers occur.

Develop and Conduct Exercises

The BC Program routinely conducts exercises to evaluate plans, educate personnel, and to test functions and operational capability of Sprint's Internal Emergency Operating Centers. Sprint conducts exercises routinely to validate plans and train employees. Information related to these exercises is propriety to Sprint. Additionally, as part of the nation's critical infrastructure, Sprint participates in many coordinated situation drills with FEMA, the Department of Homeland Security, and state emergency management agencies to ensure our coordinated preparedness and response during a disaster. The most common types of exercises conducted are: Table Top, Walk-through, Functional drills, and Full-scale.

Tabletop Exercises

In a round-table setting, members of the response team meet to discuss their responsibilities and describe how they would react as a team to an emergency scenario. They identify areas of overlap and confusion in a cost-effective and efficient manner before conducting a more demanding exercise.

- **Walk-Through Drills**

Both management and the response team perform their emergency functions within the emergency response location.

- **Functional Drills**

These drills are designed to test specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. In most cases, these functions should always be tested separately to help identify improvement areas and to eliminate confusion. Outside observers are often used to evaluate these exercises.

- **Full-scale Exercises**

Exercises simulated to be as close as possible to a real-life disaster. They usually involve the entire disaster team, management, field operations, and outside agencies. During the simulated exercise, team members are expected to actually perform their disaster responsibilities.

Training and Awareness

To ensure all employees are aware of the program and prepared for a crisis event, Sprint has a formal Business Continuity training and awareness program. Sprint utilizes the internal training organization, Sprint University, to develop a variety of training resources for Sprint associates. Company training and awareness resources include online training, a corporate continuity website, and orientation and educational sessions. These sessions are regularly scheduled discussion seminars that provide information, answer questions, and identify needs and concerns from employees.

Sustainability and Process Improvement

The Business Continuity Program is considered an ongoing and ever evolving initiative. Company-wide After Action Reviews (AAR) are hosted by professional facilitators from the Sprint University. In addition, individual departments will host AAR sessions. Information from these reviews is used to improve efficiency of business continuity and disaster response processes. Lessons learned, exercise results, or major organizational changes are all examples of triggers that would cause Sprint to re-evaluate existing procedures and modify them for optimal response.



Performance Reporting

The Business Continuity Office reports to Sprint's Executive Management and the Board of Directors, on an annual basis, regarding the status of the Sprint's Business Continuity Program and Sr. Management's overall assessment of risk to the organization. Sprint has an internal Maturity Model for benchmarking Business Continuity Program success and progress. In addition, 3rd party auditors have been brought in to measure Sprint's Business Continuity and Disaster Response programs.

Declaring Company Threat Levels

Sprint Nextel has defined four incident severity levels with internal triggers to escalate when an incident escalates. These incident severity levels in increasing order are: Business As Usual, Threat, Incident Command and lastly Company Jeopardy.

EIMT Incident Command Center (ICC)

The EIMT ICC serves as a centralized incident management center to manage disaster-related response operations. This center is a central work location for EIMT members to join together to manage response and restoration activities. There are two geographically redundant EIMT ICCs, and alternate locations identified as well.

Network Resiliency Overview

Network Incident Management Team

Network Services' implementation of ICS stays true to the core principles of ICS. This enables Sprint to leverage this best practice in wide-scale responses, using common terminology and standard organizational structures, to communicate efficiently internally and with customers such as Public Safety agencies as many of these agencies utilize ICS as well. Teams train on and deploy in standard ICS Sections, branches, units and strike teams, and emphasize span of control, comprehensive resource management, and other ICS principles.

Network teams leverage Sprint tools such as Priority Connect, Direct Talk units, (off-network unit-to-unit communications) GPS hand held units, camera phones, laptop wireless cards, and BlackBerry devices to aid in response communication, situation assessment and resource tracking. The teams also maintain a pool of Satellite phones as a contingency plan to use in restoration. Teams continue to create innovative response tools, such as the unique Satellite backhaul SatCOLTs (Cell on Light Truck) that enable restoration of service when a traditional T1 circuit is not available.

The Network IMT receives notification of an actual or potential situation that requires activation (hurricane, earthquake, regional power outage, other event where business as usual would not resolve the situation), establishes the Emergency Operations Center (EOC), performs an initial overall assessment, establishes monitoring bridge(s), coordinates between agencies impacted by the event, assigns tasks, gathers status information, and performs executive notifications at prescribed times.

Cell Site Disaster Planning-

Sprint's priority site restoration plan focuses resources and speeds recovery partly by making sure that existing infrastructure is operating properly under normal circumstances and by having a reaction plan for abnormal circumstances. To accomplish this, Sprint has implemented a detailed preventative maintenance program on all site hardware to insure all systems and redundant equipment is in proper working order. Sprint sites are equipped with battery backup. This is often enough time to deploy a generator until the power can be restored. Sprint maintains a fleet of mobile generator sets, which can be deployed to all Sprint service areas.



Cellular Network Disaster Planning

The Sprint wireless networks consist of multiple circuits on various combinations of copper, fiber, and microwave radio systems. Most of our hub locations are placed on their SONET bi-directional fiber rings. These rings significantly reduce the chance of network failure due to cable dig ups, equipment failures, or other potential causes of service interruptions. Sprint's radio network provides significant overlapping coverage areas throughout our market areas, which often allow cell sites to fully or partially compensate if a single neighboring cell site is inoperative. Also in an effort to minimize service impact when a site is down, Sprint maintains a fleet of "Cell On Wheels" (COWs) devices, which are portable and self-contained cell sites. These COWs can be deployed to restore coverage from a damaged site or provide additional capacity in the immediate vicinity of an incident.

Switch Locations Disaster Planning

Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all of our switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues.

Overall Network Performance Management Efforts

The performance of Sprint's networks is monitored 24 hours a day, 7 days per week, 365 days a year by the Network Monitoring Centers (NMCs). In addition, local switching offices staffed by trained technicians and management coordinate with these larger operations centers, to ensure that Sprint's networks are properly maintained and network performance is at expected levels.

Network Restoration Prioritization

Sprint's Interconnection Solutions team works closely with Sprint Business Solutions (SBS) in establishing the customer prioritization once the backbone, TSP (Telecommunications Service Priority) and Critical Life Circuits are re-established. Sprint has an established service restoration priority and process.



Exceptions

Exceptions to the Agreement Addendum (WV-96)

Section 2, Hold Harmless: Sprint requests that the State indemnify Sprint for damage to property or personal injury to the extent State indemnification is permitted by law.

Section 4, Taxes: Sprint takes exception to this provision. Sprint identified certain taxes, fees and surcharges that are applicable to wireless service for all customers.

Section 12, Assignment: Sprint accepts this provision, but requests that the State add the phrase "such consent shall not be unreasonably withheld" to the end of the clause.

Section 13, Limitation of Liability: Sprint requests that the State accept a waiver of consequential, incidental or exemplary damages arising under or related to this Agreement. Regarding warranty, Sprint provides a pass-through warranty from the handset manufacturer with no other warranties.

Supplemental Terms

- **Rate Adjustments.** Sprint may adjust its fees or surcharges on Customer to recover amounts that it is required by governmental or quasi-governmental authorities to collect on their behalf, or to pay to others in support of statutory or regulatory programs, plus a commercially reasonable amount to recover the administrative costs associated with such charges or programs. Examples of such charges include, but are not limited to, state and federal Universal Service Fund Charges, Compensation to Payphone Providers, International Mobile Termination Charges, E911 or Wireless Pooling or Local Number Portability surcharges, as applicable. Cost recovery charges are not taxes or government required charges. Sprint may impose additional charges or surcharges, or establish new rate elements, to recover amounts Sprint is charged for terminating or originating a call to wireless carriers.

- **Taxes.**

Tax Exemptions. Sprint will recognize and honor all validly and properly issued and executed tax exemption certificates delivered by Customer and will not bill the Customer for any such exempted taxes.

Taxes Not Included. Sprint's rates and charges for Products and Services do not include taxes. Customer will pay all applicable taxes for which it does not hold a valid tax exemption, including, but not limited to, sales, use, gross receipts, excise, VAT, property, transaction, or other local, state, national taxes or charges imposed on or based upon the provision, sale or use of Products and Services.

Exclusions. Customer will not be responsible for payment of Sprint's direct income taxes and employment taxes.

- **WARRANTIES.** EXCEPT AS, AND THEN ONLY TO THE EXTENT, EXPRESSLY PROVIDED IN THIS AGREEMENT OR THE APPLICABLE SERVICE LEVEL AGREEMENT, PRODUCTS AND SERVICES ARE PROVIDED "AS IS." SPRINT DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES AND IN PARTICULAR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES RELATED TO EQUIPMENT, MATERIAL, SERVICES OR SOFTWARE.
- **Direct Damages.** Each party's maximum liability for damages caused by its failure(s) to perform its obligations under the Agreement (other than service disruption) is limited to: (A) proven direct damages for claims arising out of personal injury or death, or damage to real or tangible personal property, caused by the party's negligent or willful misconduct; or (B) proven direct damages for all other claims arising out of

the Agreement, not to exceed in the aggregate, in any 12 month period, an amount equal to Customer's total net payments for the affected Products and Services in the 6 months preceding the month in which the damage occurred. Customer's payment obligations and Sprint's indemnification obligations under this Agreement are excluded from this provision.

- **Force Majeure.** Neither party will be responsible for any delay, interruption or other failure to perform under the Agreement due to acts beyond the control of the responsible party. Force majeure events include, but are not limited to: natural disasters (e.g. lightning, earthquakes, hurricanes, floods); wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers; cable cuts by third parties, a local exchange carrier's activities, malicious, criminal and other acts of third parties; explosions and fires; embargoes, strikes, and labor disputes; and governmental decrees and any other cause beyond the reasonable control of a party.



Required Forms

WV-36a	STATE OF WEST VIRGINIA PURCHASING CONTINUATION SHEET	Buyer:	Page	Req. or P. O. No.:
Vendor:		Spending Unit:		
Requisition No.: <u>CELPHONO7</u>				
ADDENDUM ACKNOWLEDGEMENT				
I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.				
Addendum No.'s:				
No. 1 <u>✓</u>				
No. 2 <u>✓</u>				
No. 3 <u>✓</u>				
No. 4 <u>✓</u>				
No. 5 _____				
I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.				
<u>Leon Rozier</u> Signature				
<u>SPRINT SOLUTIONS, LP</u> Company				
<u>7/19/06</u> Date				
Exhibit 10 Rev. 11/95				

RFQ No. CELPHON07 47

AFFIDAVIT

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

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

EXCEPTION:

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

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

CONFIDENTIALITY:

The vendor agrees that he or she 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. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Sprint Solutions LP

Authorized Signature: Leon Royce Date: 7/19/06

WV-96

Rev. 5/94

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **ARBITRATION** - Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDORCompany Name: Sprint Solutions LPSigned: Lean FrazierTitle: Vice President, Public SectorDate: 7/19/06

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Exclusions. Customer will not be responsible for payment of Sprint's direct income taxes and employment taxes.
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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
CELPON07

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
BETTY FRANCISCO 304-558-0468

RFQ COPY
TYPE NAME/ADDRESS HERE

ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/13/2006				
BID OPENING DATE: 07/11/2006		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	QAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p align="center">REQUEST FOR PROPOSAL</p> <p>THE PURCHASING DIVISION IS SOLICITING PROPOSALS FOR THE DEPARTMENT OF ADMINISTRATION, OFFICE OF TECHNOLOGY, TO OBTAIN BIDS FOR STATEWIDE CELLULAR TELEPHONE CONTRACTS.</p> <p>*****NOTICE*****NOTICE***** A MANDATORY PRE-BID CONFERENCE SHALL BE CONDUCTED ON MONDAY, JUNE 26, 2006 AT 2:30 P.M. SAID CONFERENCE WILL BE HOSTED BY THE WEST VIRGINIA OFFICE OF TECHNOLOGY, ONE DAVIS SQUARE, CHARLESTON, WEST VIRGINIA. THE STATE INTENDS TO MANAGE THIS PRE-BID VIA ON SITE ATTENDANCE. ALL INTERESTED BIDDERS ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID CONFERENCE SHALL AUTOMATICALLY RESULT IN DISQUALIFICATION. NO ONE PERSON CAN REPRESENT MORE THAN ONE VENDOR.</p> <p>ATTACHMENTS TO THIS REQUEST FOR PROPOSAL:</p> <p>1. CELPON07 SPECIFICATIONS, DATED 6/13/06, 38 PAGES NOTE: ATTACHMENT A, VOICE COST SHEET, ATTACHMENT B, VOICE COST SHEET, AND ATTACHMENT C, DATA COST SHEET ARE A PART OF THE 38-PAGE SPECIFICATIONS.</p> <p>NOTE: NO COST INFORMATION/DATA IS TO BE INCLUDED IN THE TECHNICAL PORTION OF THE PROPOSAL.</p> <p>2. AFFIDAVIT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required registration fee. (Effective June 8, 2006, the fee will change from \$45.00 to \$125.00 pursuant to House Bill 4031.)
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **DUPLICATE BIDS:** All quotations must be delivered by the bidder to the respective offices listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

ORIGINAL SIGNED BID TO:

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

DUPLICATE BID TO:

State Auditor's Office
Bid Observer
Building 1 Room W114
1900 Kanawha Boulevard, East
Charleston, WV 25305-0230

NOTICE: Beginning June 8, 2006, there is no need to submit a duplicate bid to the State Auditor's Office pursuant to House Bill 4031.



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

Request for Quotation

RFQ NUMBER

CELPHON07

PAGE

2

ADDRESS CORRESPONDENCE TO ATTENTION OF

BETTY FRANCISCO
304-558-0468

RFQ COPY
TYPE NAME/ADDRESS HERE

ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
06/13/2006						
BID OPENING DATE: 07/11/2006		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
001	1	EA		985-77		
<p>AN ELECTRONIC COPY OF THIS REQUEST FOR PROPOSAL AND ALL ATTACHMENTS ARE AVAILABLE AT: HTTP://WWW.STATE.WV.US.ADMIN/PURCHASE/BUYER/42/CELPHON07</p> <p>STATEWIDE CONTRACT FOR CELL SERVICE</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE		TELEPHONE		DATE		
TITLE		FIRM		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

Request for Quotation

RFQ NUMBER

CELPHON07

PAGE

3

ADDRESS CORRESPONDENCE TO ATTENTION OF

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304-558-0468

RFQ COPY
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ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
06/13/2006						
BID OPENING DATE: 07/11/2006		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. 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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE		TELEPHONE		DATE		
TITLE		FAX		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

Request for Quotation

RFQ NUMBER
CELPHON07

PAGE
4

ADDRESS CORRESPONDENCE TO ATTENTION OF
BETTY FRANCISCO
304-558-0468

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ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
06/13/2006						
BID OPENING DATE: 07/11/2006		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A LOCAL BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY FOR ORDERS THAT ARE LESS THAN \$2,500 AS A CONDITION OF AWARD.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE		TELEPHONE		DATE		
TITLE		FIRM		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

Request for Quotation

RFQ NUMBER:

CELPH007

PAGE:

5

ADDRESS CORRESPONDENCE TO ATTENTION OF:

BETTY FRANCISCO
304-558-0468

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TYPE NAME/ADDRESS HERE

ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
06/13/2006				

BID OPENING DATE: 07/11/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR		
				() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.		
				B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:		
				() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;		
				OR		
				() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

Request for Quotation

RFQ NUMBER

CELPHON07

PAGE

6

ADDRESS CORRESPONDENCE TO ATTENTION OF

BETTY FRANCISCO
304-558-0468

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TYPE NAME/ADDRESS HERE

ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	P.O.B.	FREIGHT TERMS
06/13/2006				

BID OPENING DATE: 07/11/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: <u>Sprint Solutions LP</u></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

Request for Quotation

RFQ NUMBER
CELPHOND7

PAGE
7

ADDRESS CORRESPONDENCE TO ATTENTION OF
BETTY FRANCISCO 304-558-0468

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ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/13/2006				

BID OPENING DATE: 07/11/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DATE: 7/19/06</p> <p>SIGNED: Leon Ray Jr.</p> <p>TITLE: Vice President, Public Sector</p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>AN ORIGINAL, SIGNED BID AND TEN (10) CONVENIENCE COPIES MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>BID MUST CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BIDS MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FIRM	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

Request for Quotation

RFQ NUMBER
CELPON07

PAGE
8

ADDRESS CORRESPONDENCE TO ATTENTION OF
BETTY FRANCISCO
304-558-0468

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ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
VARIOUS LOCALES AS INDICATED
BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/13/2006				

BID OPENING DATE:

07/11/2006

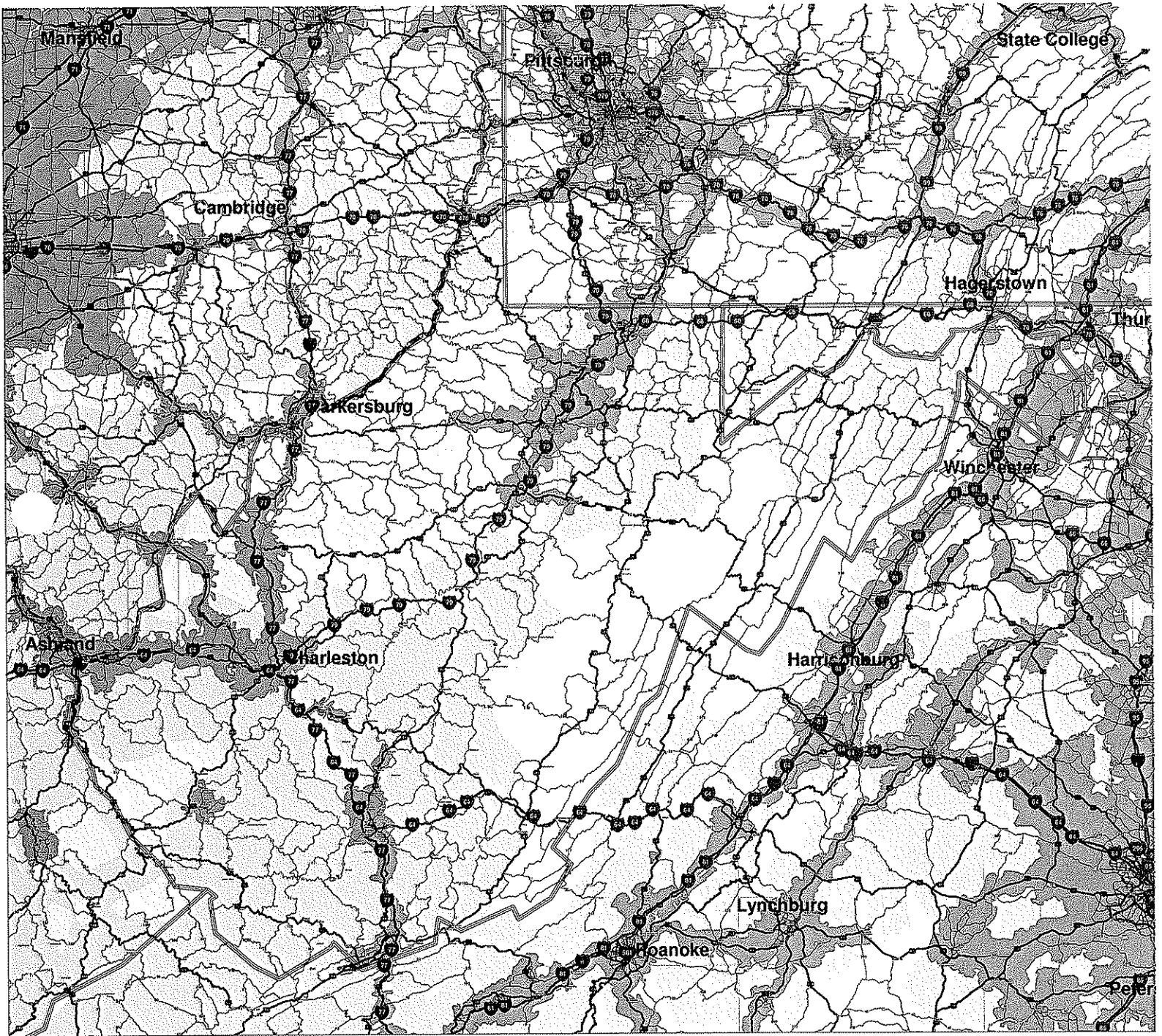
BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:-----BETTY L. FRANCISCO - FILE 42----- RFQ. NO.:-----CELPON07----- BID OPENING DATE:---07/11/06----- BID OPENING TIME:---1:30 P.M.----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- CONTACT PERSON (PLEASE PRINT CLEARLY): ----- ***** THIS IS THE END OF RFQ CELPON07 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS












SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



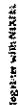
Sprint
Together with NEXTEL

Phillip Hale
West Virginia Account Manager
(800) 535-1442
phil.hale@spring.com

											
New Handset Pricing											
Suggested Retail Price	Motorola \$499.99 \$259.99	Motorola \$474.99 \$243.99	RIM BlackBerry \$149.99 \$99.99 *	RIM BlackBerry \$349.99 \$149.99	Motorola \$449.99 \$227.99	Motorola \$429.99 \$182.99	Motorola \$374.99 \$159.99	Motorola \$299.99 \$136.99	Motorola \$299.99 \$54.99	Motorola \$229.99 \$69.99	Motorola \$229.99 FREE
Additional Promo											
Upgrade Pricing — IDEN to IDEN^{1,2}											
Customer under UFP (no commitment)	\$499.99	\$474.99	\$449.99	\$349.99	\$449.99	\$429.99	\$374.99	\$299.99	\$299.99	\$229.99	\$174.99
Customer outside of their UFP (1-yr commitment)	\$259.99	\$243.99	\$149.99	\$149.99	\$227.99	\$182.99	\$159.99	\$136.99	\$54.99	\$69.99	FREE
Upgrade Pricing — CDMA to IDEN³											
3ix, m, or more remaining on MSA or customer does not renew MSA	\$499.99	\$474.99	\$449.99	\$349.99	\$449.99	\$429.99	\$374.99	\$299.99	\$299.99	\$229.99	\$174.99
Customer renews MSA (Handset life less than 12 months)	\$449.99	\$424.99	\$399.99	\$299.99	\$399.99	\$379.99	\$324.99	\$249.99	\$159.99	\$179.99	\$124.99
Customer renews MSA (Handset life 12 months or greater)	\$349.99	\$324.99	\$299.99	\$199.99	\$299.99	\$279.99	\$224.99	\$149.99	\$59.99	\$79.99	\$24.99
Phone Features											
Bluetooth®-Enabled											
Camera	•				1.3 MP	310K	310K		310K		
Video Capture / Playback	•				•	•	•	•	•	•	•
Multimedia Messaging (send/receive image/audio)	•	•		•	•	•	•	•	•	•	•
Direct Send Contact Information/My Info				•	•	•	262K	65K	65K	68K	65K
Color Screen	•	•	•	•	•	•	262K	65K	65K	•	•
Speakerphone	•	•	•	•	•	•	•	•	•	•	•
Walkie-Talkie Speaker	•	•	•	•	•	•	•	•	•	•	•
One-Touch Walkie-Talkie / Talkgroup	•	•	•	•	•	•	•	•	•	•	•
Downloadable Applications and Games (Java)	Java Capable	Java Capable									
External Display (Clam style phones)	•	•		•	•	•	•	•	•	•	•
Voice Recorder	•	•		•	•	•	•	•	•	•	•
Voice Activated Dialing	•	•		•	•	•	•	•	•	•	•
Contacts / Phonebook Entries	600	600	Unlimited	Unlimited	600	600	600 + 25 Groups	600 + 25 Groups	600 + 25 Groups	600	600
Downloadable Wallpapers	•	•	•	•	•	•	•	•	•	•	•
Downloadable Ring Tones	•	•	•	•	•	•	•	•	•	•	•
GPS Enabled	•	•	•	•	•	•	•	•	•	•	•
Second Line Capable	•	•	•	•	•	•	•	•	•	•	•
Multi-Language	•	•	•	•	•	•	•	•	•	•	•
Profiles / Styles	•	•	•	•	•	•	•	•	•	•	•
Direct Talk	•	•	•	•	•	•	M3	M3	•	•	•
Hearing Aid Compatible (HAC) ⁴	•	•	•	•	•	•	•	M3	•	•	•
Carry Roamer Included	•	•	•	•	•	•	•	•	•	•	•
Color Options	Black w/ Silver Accents	Black w/ Silver Accents	Acrylic Black	Silver	Silver w/ Pearl Accents	Accents	Metalllic Graphite	Blue	Black	Black	Blue
Phone Details											
Dimensions	3.5" x 1.5" x 1.2"	3.5" x 1.9" x 1.2"	4.5" x 2.5" x 1.1"	4.7" x 2.3" x 0.9"	3.5" x 1.9" x 1"	3.45" x 1.85" x .98"	3.5" x 1.8" x 1.1"	3.4" x 1.9" x .8"	4.8" x 1.95" x .98"	3.6" x 2" x 1.1"	4.8" x 1.93" x .98"
Battery Type	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion	Standard Lithium Ion
Weight w/Battery (oz)	5.9	5.9	6.13	5.1	4.9	4.76	4.7	4.00	4.6	5.1	4.6
Talk Time	165 mins	165 mins	152 mins	170 mins	165 mins	165 mins	165 mins	120 mins	165 mins	165 mins	165 mins
Talk Time for Direct Talk (Standard Use)	N/A	N/A	N/A	N/A	10 hrs.	N/A	10 hrs.	N/A	N/A	N/A	N/A
Standby Time	95 hrs.	95 hrs.	69 hrs.	90 hrs.	70 hrs.	90 hrs.	101 hrs.	80 hrs.	101 hrs.	101 hrs.	101 hrs.
Lines of Text on screen	8, 10, or 11	8, 10, or 11	8, 10, or 12	9-18	8, 10, or 11	8, 10, or 11	8, 10, or 10	6, 8, or 10	6, 7, or 8	6, 8, or 10	6, 7, or 8

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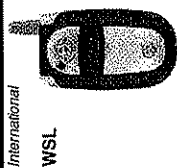
Public Sector (effective 2/21/06 - 4/1/06)

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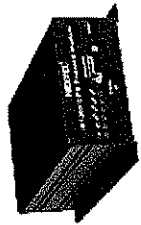
International
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Phone/Device	V505 Motorola	V180 Motorola	IM1100	IR1200 GPS
Suggested Retail Price	\$124.99	\$74.99	\$299.99	\$74.99
Flat Price	\$105.99	\$64.99	\$49.99 Closeout Price	\$0.99
Upgrade Pricing				
Replacement / Upgrade Price				
Phone Features				
Color Screen	•	•		
Speakerphone	•	•		
Walkie-Talkie Speaker / Privacy				
One Touch Walkie-Talkie/Talkgroup				
Downloadable Applications and Games (Java)				
Bluetooth®-Enabled	•			
Camera	310K			
External Display (Clam style phones)	•	•		
Voice Recorder	•			
Voice Activated Dialing	•	•		
Contacts / Phone Book	1000	500		
Downloadable Wallpapers				
Downloadable Ring Tones	•	•		
Vibration Alert				•
GPS-Enabled				
Accessory Connector Cover				
Alternate Line Service Support				
Keypad lock	•	•		
Multi-Language	•	•		
Profiles / Styles	•	•		
Customizable Main Menu Order				
Direct Talk				
Initiate Emergency Talkgroup				
Talkgroup Scan Service Support				
Email Delivered Automatically				
Full QWERTY Keyboard				
PDA Functionality with PC Synchronization				
Changeable Phone Covers	•			
Carry Holster Included				
Rain-Resistant				
Adheres to Military Stds. (Dust, Shock & Vibration)				•
Rubber Grip				
Rubberized battery door				
Additional features/items:				
	Travel charger UK and Euro adapter	UK charger Europe charger		Requires Installation and Accessories
Phone Details				
Dimensions	3.5" x 1.9" x 0.9"	3.4" x 1.7" x 0.9"	3.5" x 1.9" x 1.1"	5.0" x 2.2" x 7.0"
Battery Type	Lithium Ion	Lithium Ion	Lithium Ion	Hard-Wired
Battery Strength/Size (mAh)	500 mAh	500 mAh	500 mAh	N/A
Weight w/Battery (oz)	4.3	3.3	2.6	21.2
Talk Time	390 mins	350 mins.	5.5 hrs Total Connect; 100 mins Dial-up	N/A
Talk Time for Direct Talk (Standard Use)	N/A	N/A	N/A	N/A
Standby Time	200 hrs.	275 hrs.	25 hrs	N/A
Lines of Text on screen	9	6	N/A	N/A

Enterprise & Public Sector phone prices are valid for eligible customers through 4/01/06 unless otherwise noted, while phone supplies last, and are subject to change. Certain restrictions may apply. Offers are subject to availability in certain markets. Flat pricing and additional promotions require 1-year subscriber agreement (2-year subscriber agreement for individual-labile customers), new activation or eligible upgrade, and credit approval. For individual-labile customer, a flat data service subscription (\$10-20/month) per phone is required for activations in company-owned retail locations and tele-sales, and may be required by Preferred Partner locations. Data service is free for one month, after which monthly charge will apply unless cancelled during free trial period by calling customer care at 800-639-6111. Activation fee of \$36 per account for first line and \$18 for each additional line may apply. \$200 early termination fee may apply after 14-day trial period (may vary by state), conditions apply. One valid photo ID is necessary to purchase service and phone.

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Category	MM-A920 Samsung	MM-A900 Samsung	MM-A800 Samsung	MM-7500 Sanyo	MM-A800 Samsung	MM-A800 Sanyo	RL-4930 Sanyo	VI-a820 Samsung	VI-2300 Sanyo	3155 Nokia
New Handset Pricing										
Suggested Retail Price	Multimedia (EVDO)	Multimedia (EVDO)	Multimedia	Multimedia (EVDO)	Multimedia	Multimedia	Step-Up Data	Basic Data	Basic Data	Basic Data
	\$299.99	\$349.99	\$499.99	\$299.99	\$329.99	\$279.99	\$189.99	\$199.99	\$189.99	\$189.99
	One-Year Promotion Price (1-yr commitment)	\$274.99	\$424.99	\$224.99	\$254.99	\$204.99	\$114.99	\$124.99	\$114.99	\$114.99
	Two-Year Promotion Price (2-yr commitment)	\$149.99	\$349.99	\$149.99	\$179.99	\$129.99	\$39.99	\$49.99	\$39.99	\$39.99
Additional Promo										
Upgrade Pricing - CDMA to CDMA ³										
Handset Life 0-11 Months	\$299.99	\$349.99	\$499.99	\$299.99	\$329.99	\$279.99	\$189.99	\$199.99	\$189.99	\$189.99
	Handset Life 12-23 Months (1-yr commitment)	\$274.99	\$474.99	\$274.99	\$304.99	\$254.99	\$164.99	\$174.99	\$164.99	\$164.99
	Handset Life 12-23 Months (2-yr commitment)	\$224.99	\$424.99	\$224.99	\$254.99	\$204.99	\$114.99	\$124.99	\$114.99	\$114.99
	Handset Life 24 Months or Greater (1-yr commitment)	\$224.99	\$424.99	\$224.99	\$254.99	\$204.99	\$114.99	\$124.99	\$114.99	\$114.99
Handset Life 24 Months or Greater (2-yr commitment)	\$149.99	\$199.99	\$349.99	\$149.99	\$179.99	\$129.99	\$39.99	\$49.99	\$39.99	\$39.99
Upgrade Pricing - IDEN to CDMA ³										
Handset Life 24 Months or Greater (no commitment)	\$274.99	\$349.99	\$499.99	\$274.99	\$329.99	\$279.99	\$189.99	\$199.99	\$189.99	\$189.99
	Handset Life 24 Months or Greater (1-yr commitment)	\$224.99	\$424.99	\$224.99	\$254.99	\$204.99	\$114.99	\$124.99	\$114.99	\$114.99
	Handset Life 24 Months or Greater (2-yr commitment)	\$149.99	\$199.99	\$349.99	\$149.99	\$179.99	\$129.99	\$49.99	\$39.99	\$39.99
Service Differentiation										
International										
Business Connection	•	•	•	•	•	•	•	•		
Multimedia	•	•	•	•	•	•				
Video Mail	•	•	•	•	•	•				
Picture Mail	•	•	•	•	•	•				
Ready Link	•	•	•	•	•	•	•	•	•	•
Web, Games, Messaging, Fingers	•	•	•	•	•	•	•	•	•	•
Feature Differentiation										
Bluetooth®	•	•								
Memory Card	•									
Media / MP3 Player	MP3 Player	Media Player	Media Player	Media Player						
Camera	•	•	•	•	•	•	•	•	•	•
Speakerphone	•	•	•	•	•	•	•	•	•	•
External Display (Clam style phones)										
Additional Features										
Video Capture / Playback	•	•	•							
Color Screen	•	•	•	•	•	•	•	•	•	•
Voice Recorder	•	•	•	•	•	•	•	•	•	•
Contacts / Phonebook Entries	•	•	•	•	•	•	•	•	•	•
Downloadable Wallpapers	•	•	•	•	•	•	•	•	•	•
Downloadable Ring Tones	•	•	•	•	•	•	•	•	•	•
GPS-Enabled (911)	•	•	•	•	•	•	•	•	•	•
Multi-Language	•	•	•	•	•	•	•	•	•	•
Hearing Aid Compatible (HAC) ²					M3				M3	
Carry Holder Included										
Color Options			Chargeable Faceplates			Chargeable Faceplates			Black, Blue, Green Red, Pink & Silver	
Phone Details										
Dimensions	3.6" x 1.9" x .9"	3.88" x 2.01" x 0.57"	1.94" x 3.91" x 0.94"	3.4" x 1.9" x 1.1"	3.35" x 1.73" x 0.93"	3.35" x 1.85" x 0.97"	4.5" x 2.0" x 1.0"	3.42" x 2" x 0.98"	3.34" x 1.85" x 1.05"	1.3" x 3.3" x 1.0"
Battery Type	1000 mAh standard	1000 mAh standard	1000 mAh standard	1000 mAh standard	900 mAh Lithium Ion	1000 mAh standard	1650 mAh	1000 mAh standard	1000 mAh standard	1070 mAh standard
Weight w/Battery (oz)	4.6	3.55	4.26	4	4.7	3.7	4.4	4.7	3.6	3.9
Talk Time (Digital)	3.4 hrs	3.0 hrs	4.0 hrs.	3.4 hrs	3.3 hrs.	3 hrs.	5.5 hrs.	4.1 hrs.	3.25 hrs.	4.5 hrs.
Talk Time (Analog)			1.5 hrs.		1.5 hrs.	2 hrs.	3 hrs.	2.3 hrs.	1.75 hrs.	1.8 hrs.
Terms										

1. Not used.

2. Hearing Aid Compatible (HAC) wireless phones rated M3 or M4 meet the FCC requirements for hearing aid compatibility and are likely to generate less interference with hearing aid devices. M4 is the better of the two ratings.

3. Corp and port-liable CDMA to CDMA or DEN to CDMA upgrades may be eligible for a service credit of either \$150 or \$75 if their Master Service Agreement is eligible for renewal. For individual-liable, upgrade pricing follows that of Consumers (see Consumer Equipment Grid).

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Public Sector (effective 2/21/06 - 4/1/06)

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Category	PPC-6601 Audivox	PPC-6700 HTC	Treo 650 Palm	BlackBerry 7250 [™] RIM	PM-A840 ¹ Samsung	PM-3200 Sanyo	PM-225 LG	SCF-200 Sanyo	a560 Samsung	CDM 105 UT Starcom
New Handset Pricing										
Suggested Retail Price	\$599.99	\$599.99	\$499.99	\$449.99	\$219.99	\$229.99	\$199.99	\$169.99	\$169.99	\$149.99
One-Year Promotion Price (1-yr commitment)	\$524.99	\$524.99	\$474.99	\$374.99	\$144.99	\$204.99	\$124.99	\$94.99	\$94.99	\$74.99
Two-Year Promotion Price (2-yr commitment)	\$449.99	\$449.99	\$399.99	\$299.99	\$99.99	\$154.99	\$84.99	\$9.99	\$19.99	FREE
Additional Promo			\$9.99 ³	\$9.99 ³	\$29.99 ¹		\$49.99 BOG4 ²			
Upgrade Pricing - CDMA to CDMA³										
Handset Life 0-11 Months	\$599.99	\$599.99	\$499.99	\$449.99	\$219.99	\$229.99	\$199.99	\$169.99	\$169.99	\$149.99
Handset Life 12-23 Months (1-yr commitment)	\$524.99	\$524.99	\$474.99	\$374.99	\$144.99	\$204.99	\$124.99	\$94.99	\$94.99	\$74.99
Handset Life 12-23 Months (2-yr commitment)	\$524.99	\$524.99	\$424.99	\$374.99	\$144.99	\$154.99	\$84.99	\$94.99	\$94.99	\$74.99
Handset Life 24 Months or Greater (1-yr commitment)	\$524.99	\$524.99	\$424.99	\$374.99	\$144.99	\$154.99	\$84.99	\$94.99	\$94.99	\$74.99
Handset Life 24 Months or Greater (2-yr commitment)	\$449.99	\$449.99	\$399.99	\$299.99	\$99.99	\$154.99	\$84.99	\$9.99	\$19.99	FREE
Upgrade Pricing - iDEN to CDMA³										
Handset Life 24 Months or Greater (no commitment)	\$599.99	\$599.99	\$499.99	\$449.99	\$219.99	\$229.99	\$199.99	\$169.99	\$169.99	\$149.99
Handset Life 24 Months or Greater (1-yr commitment)	\$524.99	\$524.99	\$474.99	\$374.99	\$144.99	\$204.99	\$124.99	\$94.99	\$94.99	\$74.99
Handset Life 24 Months or Greater (2-yr commitment)	\$449.99	\$449.99	\$399.99	\$299.99	\$99.99	\$154.99	\$84.99	\$9.99	\$19.99	FREE
Service Differentiation										
International										
Business Connection										
Multimedia										
Video Mail										
Picture Mail										
Ready Link										
Web, Games, Messaging, Ringers										
Feature Differentiation										
Bluetooth®										
Memory Card										
Media / MP3 Player										
Camera										
Speakerphone										
External Display (clam style phones)										
Additional Features										
Video Capture / Playback										
Color Screen	65K	65K		65K						
Voice Recorder										
Voice Activated Dialing										
Contacts / Phonebook Entries										
Downloadable Wallpapers										
Downloadable Ring Tones										
GPS-Enabled (911)										
Multi-Language										
Hearing Aid Compatible (HAC) ¹				M3	M3		M3	M3		
Carry Holder Included										
Color Options							Red or Silver	Pink, Silver, Blue		
Phone Details										
Dimensions	4.9" x 2.75" x 0.74"	4.25" x 2.3" x 1.0"	4.44" x 2.33" x 0.88"	4.45" x 2.9" x 0.87"	3.5" x 1.8" x 0.9"	3.34" x 1.85" x 1.05"	3.53" x 1.67" x 0.93"	3.34" x 1.85" x 1.05"	3.54" x 1.85" x 0.99"	3.3" x 1.8" x 0.9"
Battery Type	1480 mAh standard	1300 mAh standard	1800 mAh standard	900 mAh Lithium Ion	1000 mAh standard	1000 mAh standard	1000 mAh standard	1000 mAh standard	1000 mAh standard	850 mAh standard
Weight (Weight) (oz)	7.95	6.1	6.05	5	3.28	3.6	3.35	3.6	3.35	2.9
Talk Time (Digital)	3.6 hrs.	4.7 hrs.	5 hrs.	3.3 hrs.	2.6 hrs.	3 hrs.	1.5 hrs.	3.25 hrs.	3.5 hrs.	3 hrs.
Talk Time (Analog)					1.7 hrs.	1.7 hrs.	1.5 hrs.	1.75 hrs.		1 hr.

¹ First year activation fee per line and \$10 activation fee per account. Savings included service credits that may be applied at point of sale or within first 3 months and may require activation of Sprint PCS Vision depending on purchase location. Offer expires 4/1/06. Additional \$50 mail-in rebate fully funded by Palm. Visit www.palm.com/rebate for more information and disclaimer rules.

² Final price reflects \$200 discount under Winner Device Bill program plus Net Item Plan. Corporate-Liable customers are eligible. Offer expires 3/31/06.

³ Final price reflects \$200 discount under Winner Device Bill program plus Net Item Plan. Corporate-Liable customers are eligible. Offer expires 3/31/06.

⁴ Hearing Aid Compatible (HAC) wireless phones rated M1 or M2 meet the FCC requirements for hearing aid compatibility and are likely to generate less interference with hearing aid devices. M3 is the better of the two ratings.

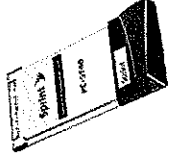
⁵ Corp and gov-Liable CDMA to CDMA or iDEN to CDMA upgrades may be eligible for a service credit of either \$150 or \$75 if their Master Service Agreement is eligible for renewal. For individual-Liable, upgrade pricing follows that of Consumers (see Consumer Equipment Grid).

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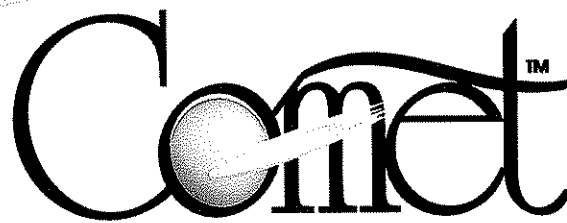
Public Sector (effective 2/21/06 - 4/1/06)

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Phone/Device	Novatel Wireless	Sierra Wireless	PC 5740 SPRINT
Suggested Retail Price	\$249.99	\$249.99	\$229.99
One-Year Promotion Price (1-yr commitment)	\$174.99	\$174.99	\$154.99
Two-Year Promotion Price (2-yr commitment)	\$99.99	\$99.99	\$79.99
Additional Promo	FREE ¹	FREE ¹	FREE ¹
Upgrade Pricing - CDMA to CDMA			
Handset Life 0-11 Months	\$249.99	\$249.99	\$229.99
Handset Life 12-23 Months (1-yr commitment)	\$224.99	\$224.99	\$204.99
Handset Life 12-23 Months (2-yr commitment)	\$174.99	\$174.99	\$154.99
Handset Life 24 Months or Greater (1-yr commitment)	\$174.99	\$174.99	\$154.99
Handset Life 24 Months or Greater (2-yr commitment)	\$99.99	\$99.99	\$79.99
Upgrade Pricing - iDEN to CDMA			
Handset Life 24 Months or Greater (no commitment)	\$249.99	\$249.99	\$229.99
Handset Life 24 Months or Greater (1-yr commitment)	\$174.99	\$174.99	\$154.99
Handset Life 24 Months or Greater (2-yr commitment)	\$99.99	\$99.99	\$79.99
Services			
Sprint PCS Business Connection SM	•	•	•
Messaging	•	•	•
Web	•	•	•
Features			
Reliable Next Generation High Speed Wireless Data Access	•	•	•
Supports automatic software and firmware updates from the Internet	•	•	•
32-bit CardBus at 3.3V Operation for less power drain	•	•	•
33 MHz Bus Speed	•	•	•
Additional Features			
Chipset (Qualcomm MSM)	6500	6500	6500
Antenna	Embedded	Flip-up	Embedded
Compatibility	Windows 2000, XP and Tablet XP	Windows 2000, XP and Tablet XP	Windows 2000/XP
Frequency	1900 CDMA	1900 CDMA	1900 CDMA
Device Details			
Dimensions	4.8" x 2.1" x 0.2"	4.57" x 2.13" x 0.2"	4.6" x 2.1" x .4"
Battery Type	N/A	N/A	N/A
Weight w/Battery (oz)	2	1.4	1.5
Talk Time (Digital)	N/A	N/A	N/A
Talk Time (Analog)	N/A	N/A	N/A

¹ Free after promotional credit under the Data Evolution. Available to Corporate-Liable and Individual-Liable customers under NVP hierarchy. Requires minimum \$59.99 Unlimited Connection Card Plan. Offer expires 4/1/06.
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The world's # 1 software solution for courier,
same day, and overnight delivery businesses.

Comet™

The heart of the ActSoft suite of products, use Comet to enter clients, drivers, and orders. Comet handles all of your billing, payroll, and pricing needs, and Comet's extensive reporting options offer over forty reports to choose from. The security options in Comet give you the added flexibility of limiting user access to sensitive information. Comet is a turn-key solution for automating and managing a delivery business.

The screenshot displays the Comet software interface with multiple windows open. The main window, titled "Comet - Order", shows a form for entering order details. It includes fields for Client Name (ABC, INC.), Order # (1001), Order Date (11/19/2002), and Order Time (8:25 AM). The form also includes a section for Pickup/Dropoff and Pricing Information, with fields for Address, City, State, Zip, and a calculated Order Total of \$124.70. A secondary window, titled "Client Information", shows details for ABC, INC., including its address (8005551212) and contact information. A third window, titled "Driver Information", shows details for a driver named JOHN DOE, including his license number and contact information. The interface is designed for efficient data entry and management of delivery orders.

ActSoft INC.

8910 N. Dale Mabry Hwy. Suite 16

Tampa, FL 33614

888-732-6638 • fax: 813-936-7541

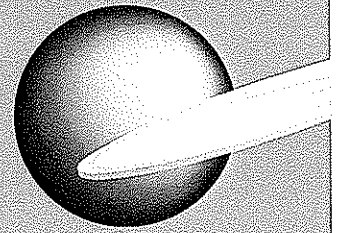
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NEXTEL
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Comet



Comet GPS Tracking™

Instantly find out where your drivers are—use your driver's phone to pinpoint their current location! Comet GPS Tracking wirelessly transmits each driver's latitude and longitude location information right to your dispatcher's desktop. With Comet GPS Tracking, you can see which driver is closest to the job, making dispatching faster, easier, and more efficient. Comet GPS Tracking works in conjunction with Nextel's Java and GPS enabled phones operating on Nextel's packet-based integrated Digital Enhanced Network which provides the ability to access location information via satellite in 197 of the top 200 markets. Nextel has the nation's largest guaranteed 100% digital network and there are more than 230 million people in Nextel's coverage area. Comet GPS Tracking utilizes Microsoft® MapPoint® to display each driver's current location on a map. Locations are updated minute-by-minute, allowing dispatchers to track driver progress at a glance. Driver location information is stored throughout the day, providing an accurate report of the driver's exact route. Comet GPS Tracking provides valuable timesaving features to help you monitor progress and improve efficiency!

- Track drivers instantly
- Improve dispatching efficiency
- Protect your assets



ActSoft™ INC.

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Comet Tracker

Take The Direct Route To Increased Productivity.

If your business depends on keeping track of workers, assets and jobs in the field, Comet Tracker from ActSoft will help you reduce operating costs, increase efficiency and improve customer satisfaction. Comet Tracker turns employees' GPS-enabled Nextel phones into remote data collection and verification tools. And communicates with your desktop PC. To capture the information you need to track time, tasks, and workers. And make your business more productive.

Track Your Fleet's Every Move

- > View the current location, direction and speed of all your workers. With GPS accuracy, on a full-color map on your desktop PC. Update locations every 15 seconds. And track drivers even when out of wireless coverage.
- > Review an "instant replay" of activities, stops or routes. Keep drivers honest and productive. Give customers reliable arrival times. Or get proof of delivery.

Save Up To 1 Hour Per Worker Per Day

Assign the closest driver to a new job. GPS information helps you optimize routing and deliver faster, more responsive customer service.

- > Reduce unnecessary trips to the office. With remote clock in/clock out and wireless timesheets.
- > Send drivers directions to their next stop. Then receive geofencing alerts when they enter or leave designated areas. You'll help them reach their destinations quickly and safely. And complete more jobs every day.

Put Information To Work

Streamline communication. Use Comet Tracker to dispatch work orders wirelessly. Then track job progress from acceptance through arrival to completion. In real-time.

- > Capture anything you need to track. Services performed, quantities delivered, parts used.
- > Integrate Comet Tracker with existing work order systems. Eliminate duplicate data entry and increase accuracy.
- > Analyze and improve performance. Data is stored indefinitely, so you can run management reports any time.

HOW IT WORKS

- > Dispatcher enters work order into existing back-end system.
- > Work order is transmitted to ActSoft servers.
- > Worker receives work order information on their GPS-enabled Nextel phone.
- > GPS satellites track worker's location.

"The time saved with Comet Tracker will more than pay for the cost."

Lance Dearborn, Air Traffic Services

"Any time a customer requests, we can provide them real time information on where their shipment is, and when it will be delivered. We have been able to improve productivity by monitoring driver route selection, guiding lost drivers, and dispatching new jobs to the nearest driver."

Bob Colley, CK Courier



Together with NEXTEL

For more information, contact your Nextel Representative or visit nextel.com.

Sprint Mobile Extension

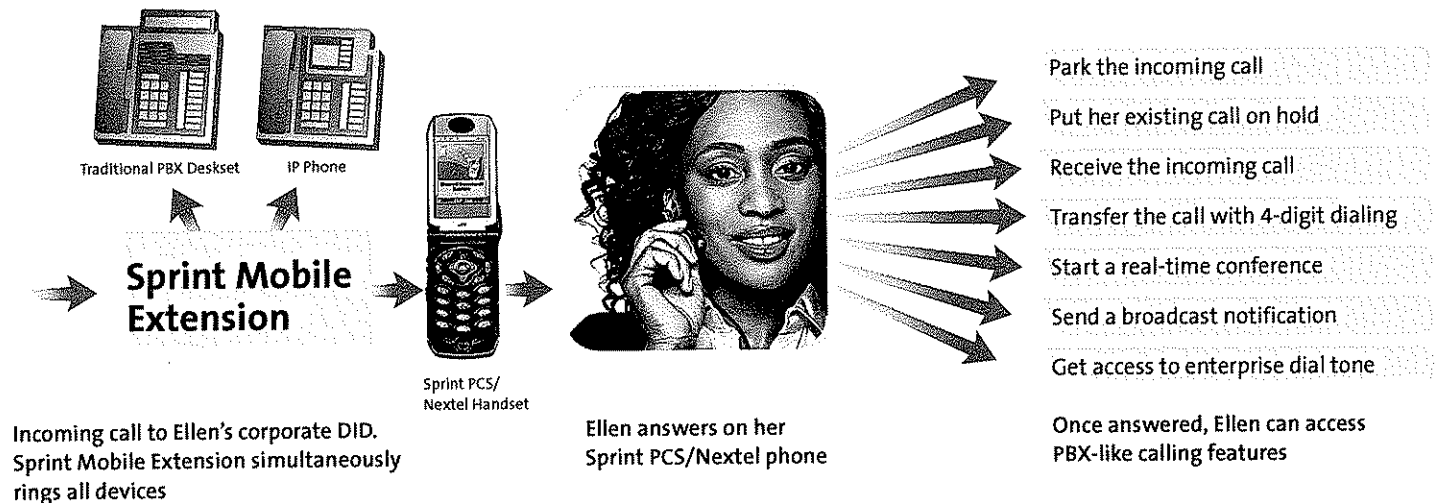
Desk Phone. Mobile Phone.
Same Phone.

With 30 percent of today's workforce mobile or remote and employees spending more time away from their desks, it is getting increasingly difficult to reach someone on the first phone call. Seventy percent of all calls go to voice mail and managing these messages costs workers nearly 90 minutes a day. Inefficiency combined with unavailability wastes time, drains productivity and costs companies like yours thousands of dollars a year in lost sales, missed opportunities and diminished customer satisfaction.

Now you can increase employee accessibility, save time and money, boost productivity and improve customer service. With Sprint Mobile Extension.

An ideal solution for mobile workers, Sprint Mobile Extension integrates your company's Sprint PCS and Nextel phones and services into your corporate telephone system (PBX), consolidating all of your inbound calls into one phone number and one voice mailbox. Any calls made to that number will ring your desktop phone and mobile phone simultaneously or sequentially. Which means employees can be reached immediately, wherever they are: at the desk, down the hall or out of town.

Mobile Extension is ideal for businesses with office campuses or those with large numbers of mobile workers, executives, salespeople, field service technicians who need to be productive while away from their desks.



Get more out of your telecommunications systems.

- > **Empowers workers with single number reach.** With the convenience of one phone number that can reach them anywhere and a single voice mailbox for all their messages, employees no longer need to give out different numbers, carry multiple devices or check numerous voice mail systems. Increased availability leads to increased responsiveness, sales and customer satisfaction.
- > **Augments and preserves existing telecommunication investments.** Mobile Extension is an on-premises solution that augments any existing or new PBX phone system. It enables you to extend voice mobility to users without disrupting your current systems or pushing call control into the public phone network. With Mobile Extension, employees can use their Sprint PCS or Nextel phones to place or receive calls as if they were at their desks. Includes using features such as call transfer, 4- or 5-digit internal dialing, caller ID and broadcast notification and conferencing tools.
- > **Simplifies migration to VOIP and other future technologies.** Mobile Extension can help you overcome the technical challenges – and avoid a potentially costly rip-and-replace scenario – in migrating to an IP-based PBX. The same features built into Mobile Extension to make wireless phones and services part of a heterogeneous PBX environment also enable the rapid integration of an IP PBX.
- > **Maintains productivity with voice continuity.** Mobile Extension can also deliver voice continuity, without the cost of a backup PBX. Through an optional off-site redundant system that continues to ring all of the wireless and wireline devices in a user's profile during phone outages, work continues without interruption. And you project a consistent image to your customers.
- > **Maximizes collaboration with rapid group communication.** A variety of conferencing options are available. In addition to traditional Join-Me and Meet-Me conferencing services, Get-Me conferencing quickly and automatically draws groups into conference calls on an ad-hoc or scheduled basis. Whenever you need it, Mobile Extension will initiate the conference by ringing all devices in each participants' profile. There are no PIN numbers to remember or outside teleconference services to pay for. Also, notification and polling features can immediately broadcast urgent voice messages to large groups of users and determine who has or has not received the information.
- > **Ensures communications security and effectiveness.** Mobile Extension provides easy-to-use Web- or phone-based communications management, so you can monitor system effectiveness and control policies such as user access and privileges, service priority and call routing.

For more information on Sprint Mobile Extension, contact your Sprint Sales Consultant or visit sprint.com.



Nextel i860 phone by Motorola.

The Nationwide Sprint PCS Network reaches over 250 million people. The Nextel National Network reaches over 263 million people. ©2005 Sprint Nextel. SPRINT, the "Going Forward" logo, the NEXTEL name and logo, and other trademarks are trademarks of Sprint Nextel. MOTOROLA and the Stylized M Logo are registered in the U.S. Patent & Trademark Office. All rights reserved. mobile_extension_flyer 10/05

NEXTEL. Done.™

Raytheon

Emergency Patient Tracking System



*Tom Ridge (Secretary
Department of Homeland
Security), Viewing a demo
of the Emergency Patient
Tracking System (EPTS)
Solution on a recent visit
to St. Louis.*

What is EPTS?

Emergency Patient Tracking System

A triage system used by hospitals and medical personnel to prioritize, route, track, and load balance patients -- both in "every day" use or in the event of a mass casualty incident (MCI).

What is needed in the event of a Mass Casualty Incident (MCI)?

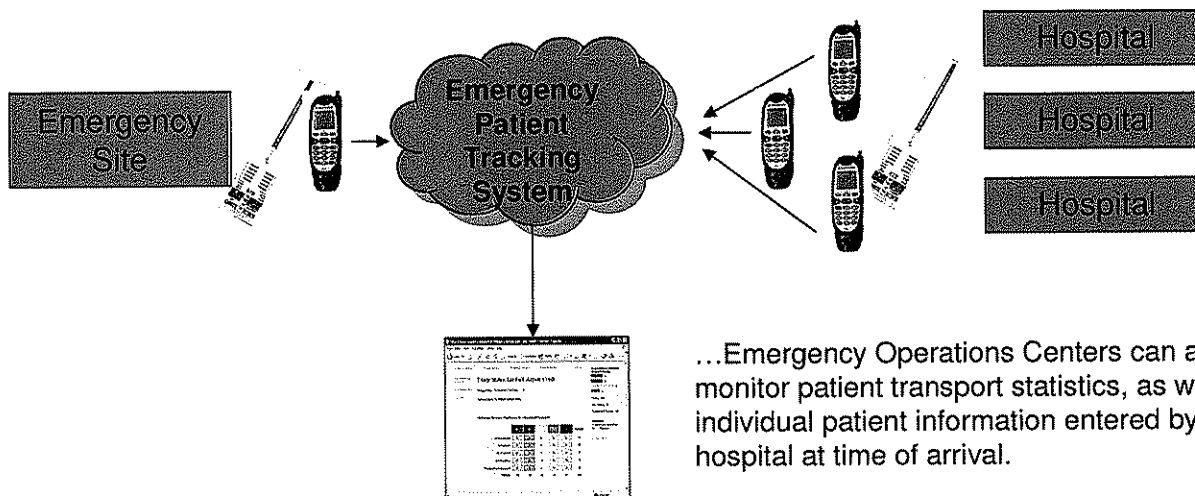
- Critical information needed in a MCI includes:
 - Vehicle Status – availability, location
 - Unit Assignment – who is responding and where
 - Resource Consumption – supplies and equipment
 - Emergency traffic – rapid reporting
 - **Patient Information – number, condition, location!**
- Example from 9/11 in Arlington County, VA, Pentagon attack
 - *“For the first few hours, there was little information relayed from the scene to the hospitals about patient flow.”*
 - *“The lack of medical patient information from authorities at the incident site frustrated efforts to plan ahead.”*
Source: Arlington County After-Action Report, Annex B
- Other events : Chicago and New England Night Club disasters, Stanton Island Ferry accident

Concept of Operations

Key Premise: Share critical information between medical first responders, hospitals, incident command and support agencies in order to better serve patients.

Emergency Responders scan patients' barcoded wristbands and enter patient status with Nextel phone and Symbol scanner at scene of accident...

...Hospitals view patient transport status through web site, then scan in wristbands to acknowledge patient arrival...



...Emergency Operations Centers can also monitor patient transport statistics, as well as individual patient information entered by hospital at time of arrival.

Case Study: EPTS is now fully deployed in the St. Louis Area

- St. Louis MMRS (Metropolitan Medical Response System) envisioned an innovative concept of tracking patients in a Mass Casualty Incident with bar code tags
- St. Louis City and County funded a pilot program to make the system operational.
- Raytheon, with Nextel, AirClic and other teammates, developed the EPTS as a solution for the St. Louis region
 - Successfully tested in WMD exercise on May 19, 2002
 - Used in Lambert Airport exercise July 20, 2002
 - **Fully deployed in Feb. 2003 and used in daily Patient Tracking activity throughout the region**
- 46 Area Hospitals, Red Cross, and various organizations view and utilize the EPTS data



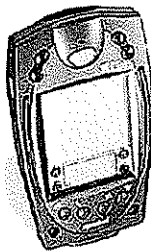
Tom Ridge (Secretary, Department of Homeland Security) viewing a demo of the EPTS Solution on a recent visit to St. Louis.

NEXTEL Done.

Raytheon

Patient Information Collection

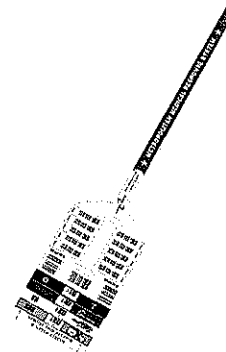
- Scan a bar-coded bracelet
- Transmitted via wireless communications from a Symbol PDA (linked via WiFi or Nextel modem) or Nextel handset with scanner
- The patient condition, hospital, departure, and decontaminated status are entered
- Name, Age, Sex, Race, etc. are optional on PDA



Symbol PDA



Nextel handset with scanner



Bar-code bracelet

EPTS Trusted User Access

Hospital Receiving

- Hospital accesses secure web site for their hospital
- When assigned to hospital, notified of new arriving patients
- Upon arrival, patient is scanned and additional information can be entered
- Data is protected for HIPAA compliance

Emergency Operations

- Trusted users such as MedCom and Incident Command can monitor MCI or routine patient information
- Incident status, Triage site status, hospital status provide report of incident
- Patient search is used to locate people and query for selected data (such as hospital)
- Red Cross and supporting agencies can view basic incident and patient information

The screenshot shows a web browser window with the URL http://www.epts.com/enter/patient_entry.asp. The page is titled "Patient Data Entry" and is for "Patient at: at Barnes-Tennish Hospital". It contains several input fields for patient information:

- Barcode: 234-234
- Patient's Name: [Blank]
- Incident: Wash D Chemical Attack
- Group: Group A
- Gender: [Blank]
- Condition: Yellow
- Secondary Condition: [Blank]
- First Name: [Blank]
- Last Name: [Blank]
- Middle Name: [Blank]
- Home Address: [Blank]
- Date of Birth: 9/19/2001 5:12:25 AM
- Birth Date: [Blank] [Blank] [Blank] [Blank]
- Birth Time: [Blank] [Blank] [Blank]

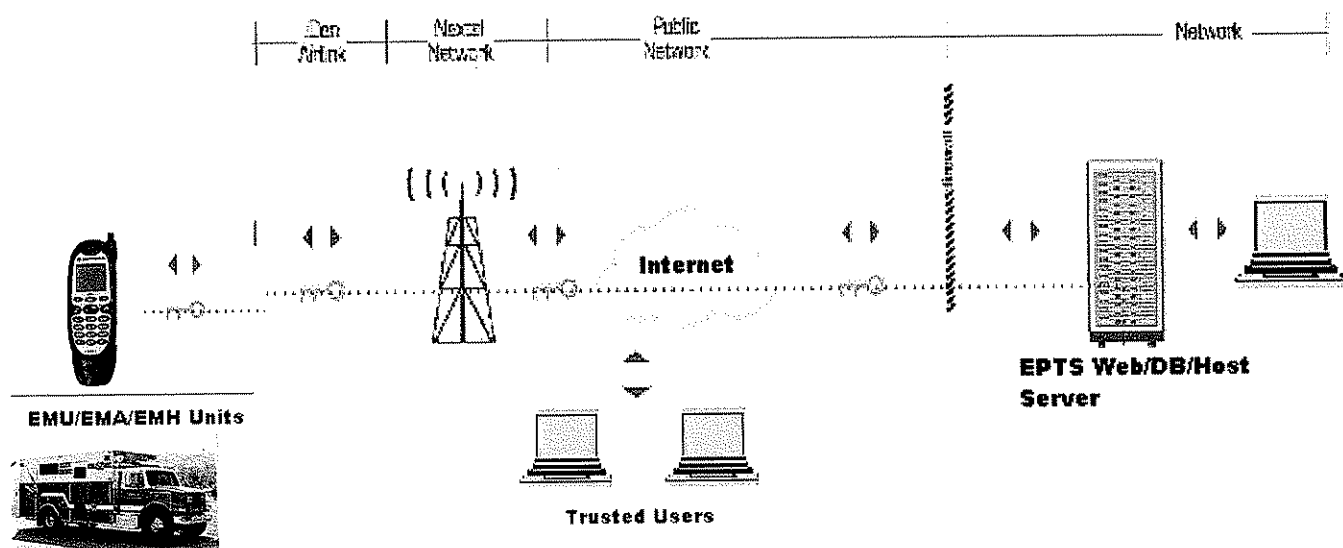
On the right side, there is a sidebar with a "Patient Search" section and a "Patient Data Entry" section. The "Patient Search" section has a search bar and a "Search" button. The "Patient Data Entry" section has a "Save" button and a "Cancel" button.

The screenshot shows a web browser window with the URL http://www.epts.com/enter/triage_status.asp. The page is titled "Triage Status: Lambert Airport Crash". It displays a table of patient status counts:

Category	U	A	C	D	T	Total
Unassigned	0	2	2	0	0	4
Assigned	0	0	0	0	0	0
In Transit	0	0	0	0	0	0
At Hospital	0	2	2	0	0	4
Treated & Released	0	0	0	0	0	0
Totals	0	4	2	0	0	6

On the right side, there is a sidebar with a "Triage Status" section and a "Patient Data Entry" section. The "Triage Status" section has a "Search" button and a "Print" button. The "Patient Data Entry" section has a "Save" button and a "Cancel" button.

EPTS Architecture



Teammates on EPTS

- Project management and System Integration
- Handsets and Packet-data wireless service
- Bar-code information store and processing from mobile devices
- Web/database hosting and web development
- Bar-coded bracelets
- Wireless database technology

Raytheon

NEXTEL

AirClic

The Miller Group™
Providing Return On Technology

LASER BAND™

iAnywhere™
SOLUTIONS A SYBASE COMPANY

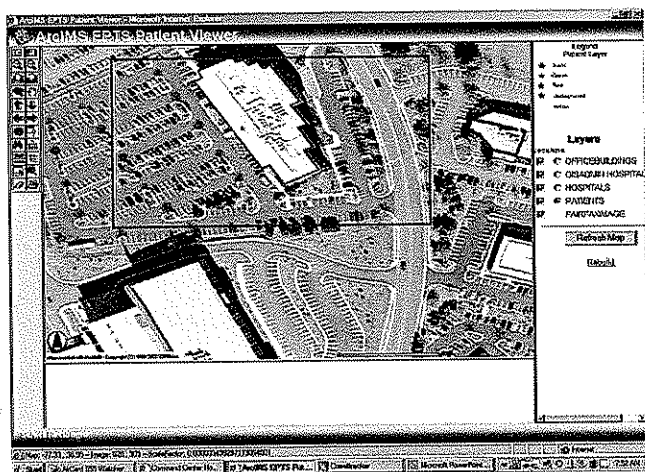
NEXTEL Done.

Raytheon

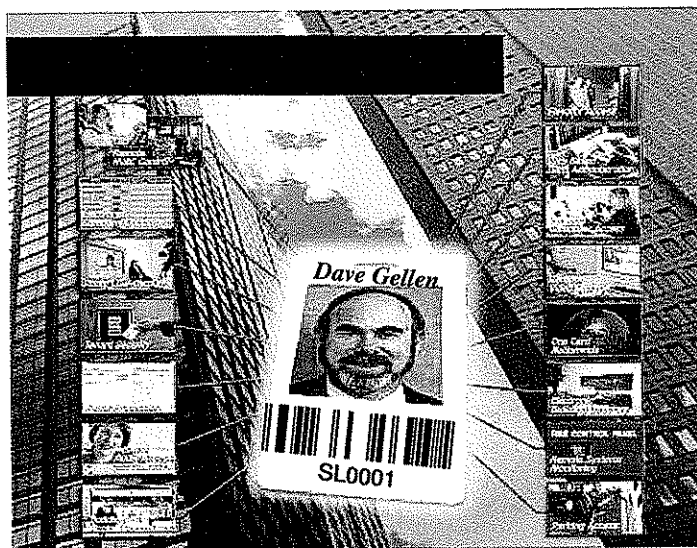
Future State: Larger Needs that EPTS could meet

- Other states, cities, and federal agencies are interested in EPTS
- State-wide system envisioned to provide routine benefit and preparedness for a large-scale medical response
 - Single repository of state-wide medical data fed from local databases
 - Refine and expand EPTS capability to other large metropolitan areas
 - Provide an on-demand rural capability (such as with FRCC vehicle)
- Make EPTS a part of Emergency Management C3I
 - Geo-locate data for a statewide GIS display
 - Communicate with other state health data repositories
 - Integrate with National Guard (such as GEMS)

EPTS GIS Enabled



Credentialing



NEXTEL Done.

Nextel/Raytheon Alliance Program Contacts

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Public Sector Data Applications

Troy Suddith, Solutions Engineering-Public Sector

troy.suddith@sprint.com

301-370-2207

Jan. 25, 2006



iDEN: Nextel's wireless network

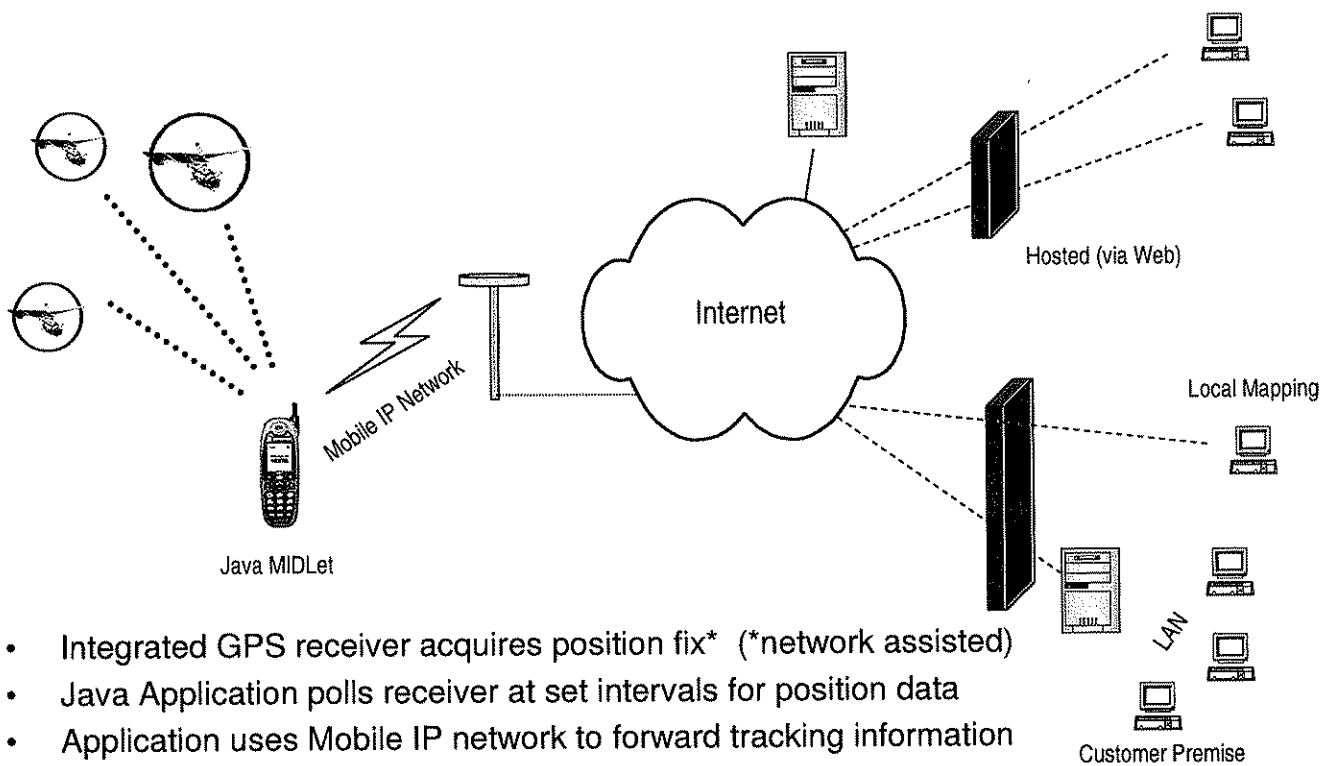
PCS: Sprint's CDMA wireless network

PCS Vision: Sprint's wireless data network

Power Vision: Sprint's New High Speed wireless network

Sprint iDEN (a)GPS: How does it work?

January 2006

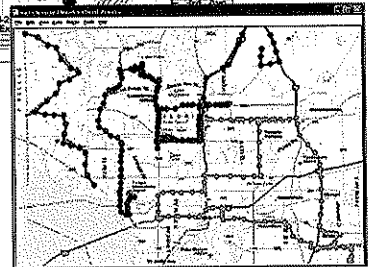
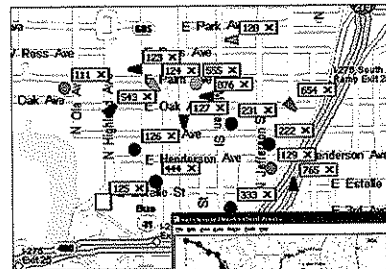


- Integrated GPS receiver acquires position fix* (*network assisted)
- Java Application polls receiver at set intervals for position data
- Application uses Mobile IP network to forward tracking information
- from handset to server
- Handsets can be 'pinged' to report position (*requires public IP)

Sprint GPS / Location Services

January 2006

- Track: People, Vehicles, Assets
 - Field Operations
 - Emergency/Event Coordination
 - School Bus/Students
 - COOP
- Utilize with Mapping / CAD Systems
 - Geofencing, Exception reporting
 - Maintain a History of activity
- Provide Turn-by-Turn directions
- Remote/Auto Applications Start

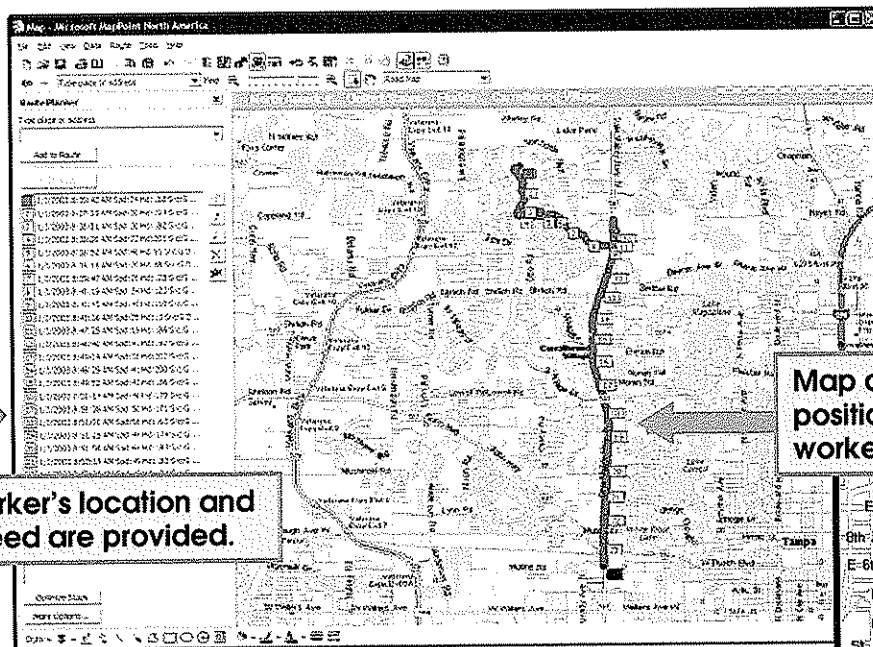


xora

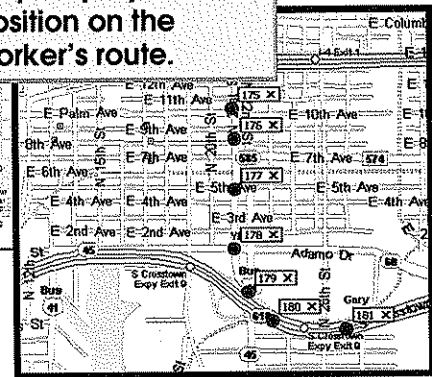
@ROAD
GO SMARTER - GO TO 30

Review Location Information

January 2006



Review information about each position, including time, speed, and direction.



View History

January 2006

View an "instant replay" of the routes vehicles took during a certain time period or event.

GPS History Data

From Date/Time: 3/10/2003 7:00:00 AM To Date/Time: 3/14/2003 6:59:59 PM

Filters & Display

☒ Just Show Stops ☒ Ignore Cell Sites
Stop Time (min) > 5 ☐ Use Along Road Routing
☒ Connect Dots Only show points that are separated from adjacent points by this many feet: 300
☒ Show Labels

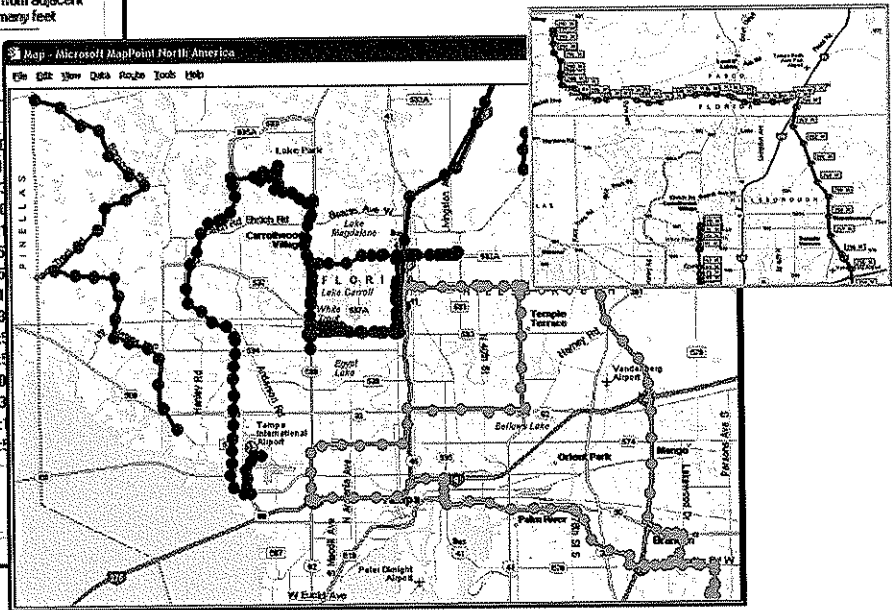
Users

Select users from this group: TRUCKS

Include	Exclude	Clear	User	Available
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	100 - JOHN	3/10/2003 8:1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	101 - JANE	3/10/2003 11:3
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	102 - GARY	3/10/2003 12:0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	103 - JAMIE	3/10/2003 12:1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	104 - TONYA	3/10/2003 1:5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	105 - DAVE	3/10/2003 3:5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	106 - PAUL	3/11/2003 8:1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	107 - STEVE	3/11/2003 8:3
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	108 - VICTOR	3/11/2003 11:5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	109 - JUAN	3/11/2003 12:5
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	110 - KEN	3/12/2003 8:0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	111 - MARIA	3/12/2003 9:3
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	112 - LOU	3/12/2003 11:1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	113 - BILL	3/12/2003 11:3

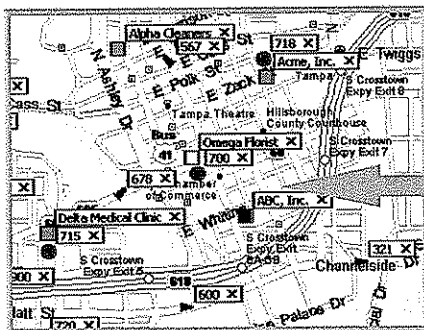
☒ Plot ☐ Close

Select desired user, filter & display settings then press plot

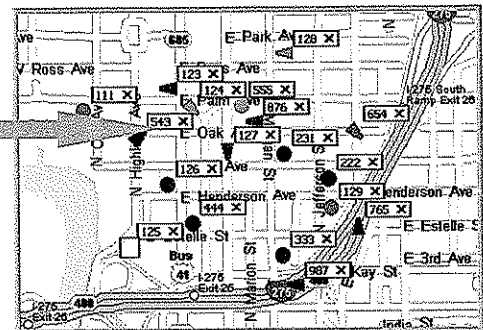


Flexibility and Adaptability

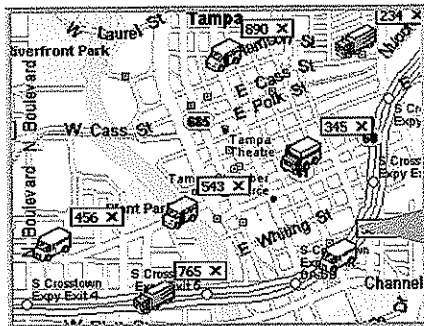
January 2006



- Customize a map by placing common points (garage, route drop-off/pick-up points).



- Change the colors used to display vehicle fleet on the map.



- Use custom images to display vehicle groups.

Nextel Interoperability Directory (NID)

January 2006



Access internal and external contact users via the Nextel phone browser

- Search by Name, Title, Department, Agency
- Search allowed contacts within other agencies
- Contact sharing is configurable:
 - Internal Only, Share All, Selected
- PC Browser interface \ Web-based administration
- Utilizes SSL and WTLS Encryption

...and the best part: FREE!

Sprint : Mobile Applications

January 2006

- Database Query (Law Enforcement):
 - Search federal (NCIC), state and local justice and related database information Check felony wants and warrants
 - Access proprietary and local law enforcement databases
 - View images
- Field Reporting/Inspections
- Continuity of Operations (COOP)
 - Push-out Procedures/Tasks
 - Log incidents & one-to-one/group chat
 - View maps/floorplans
 - Locate Users (GPS)
- Image Broadcast
- Wireless Video



METAmessagE
for Wireless

Wallace
Wireless



COOP Tool (example): Onset's MetaMessage

January 2006

- PIN Message Blasting
 - Distribution lists can be composed on a handheld or pushed to handhelds by an administrator
- Automatic PIN updating and PIN archiving
- Handheld document storage
- Read receipt
 - Sends "confirmation slips" for PIN-to-PIN communications
 - Ensures the user that important messages have been received
- Advanced
 - Panic Button
 - Emergency Locator (GPS)
- Included:
 - Network File Access
 - Print from device
 - View over 30 file types
 - Data Connectors (ODBC/SQL, LDAP, Web Services, more)

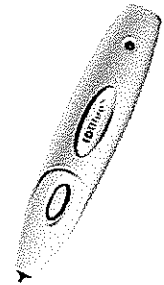


Bluetooth Peripheral Devices:

- Barcode Scanner
- Portable Printer
- 'Bluetooth' Digital Pen
- Card swipe
- RFID

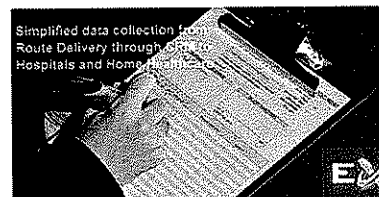
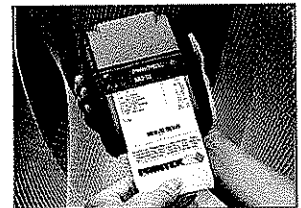


baracoda



Real-time, remote access to information

- Student Tracking/Credentialing
- Inventory Management
- Authentication/Verification
- Emergency Management (EPTS)



EXPEDATA

BlackBerry® Handhelds

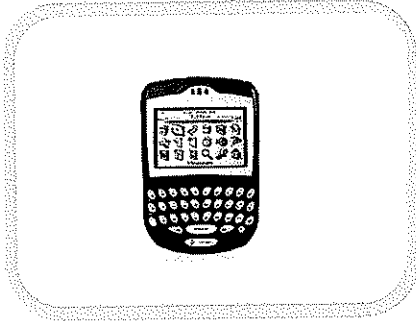
January 2006

BlackBerry® 7520



- For use on the Nextel National Network (powered by iDEN technology)
- The only BlackBerry handheld that supports real-time GPS navigation
- Combines Bluetooth®-technology, Nextel Walkie-Talkie Service and speakerphone

BlackBerry® 7250



- For use on the Nationwide Sprint PCS Network (using CDMA technology)
- Built-in Bluetooth®-technology

Sprint Smart Devices

January 2006

Palm Powered™ Phones



Sprint PCS Vision
Smart Device
Treo™ 650 by
palmOne™

Microsoft® Windows Mobile™ Phones



Sprint PCS Vision
Smart Device SP-i600
by Samsung®



Motorola i930
iDEN World phone
Tri-Band GSM

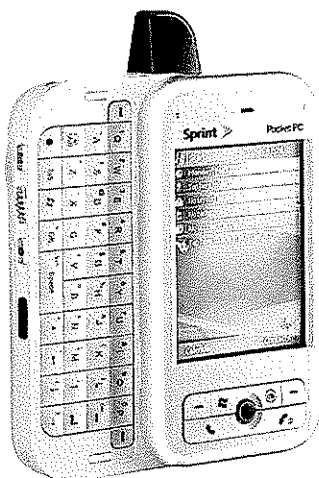
Microsoft® Windows Mobile™ PDA



Sprint PCS Vision
Smart Device
PPC-6600 & 6601

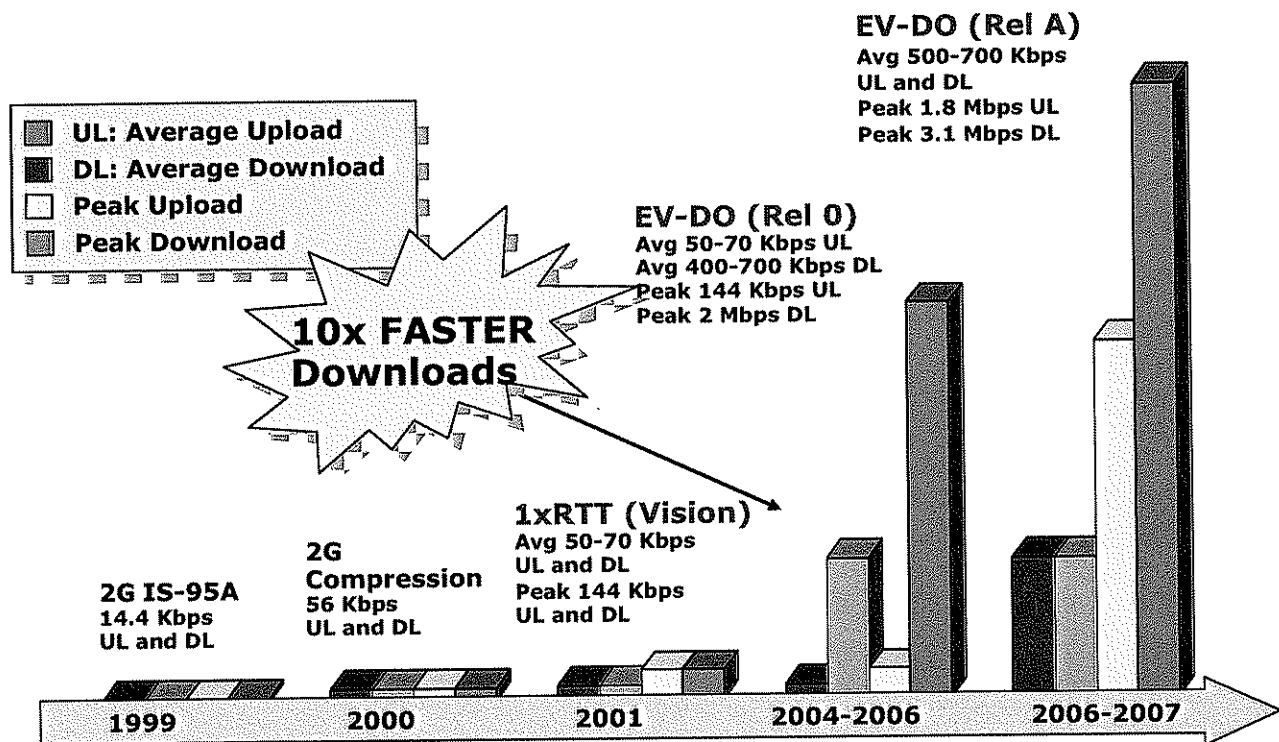
Sprint PCS VisionSM Smart Device PPC-6700

January 2006



- EVDO-Ready
- Windows MobileTM 5.0 Pocket PC Phone Edition
- Integrated Wireless Fidelity Data (Wi-Fi 802.11)
- Integrated Bluetooth[®] Wireless Technology version 1.2
- 64K Color TFT Touchscreen Display
- Mini-SD Expansion & Mini USB
- QWERTY keyboard
- Standard Microsoft Pocket PC software
- Pocket Internet Explorer browser
- 1.3 Mega-pixel embedded camera with Macro Lens & Flash

What is Mobile Broadband?



Wireless High-Speed Data (EV-DO)

January 2006

Overview:

- Wireless High-Speed Data from Sprint, also known as EV-DO, is the CDMA standard for "Evolution Data Optimized"
- Underlying technology is CDMA2000
- Faster Download speeds (avg: 400-700 kbps; Peak speed is 2 Mbps)
- Average Upload speeds are 50-70 kbps; Peak 144 kbps

Benefits:

- Faster access to mission critical applications for remote workforce.
- Can be used anywhere on the Sprint Digital PCS nationwide network.



Sierra Wireless (AirCard® 580)

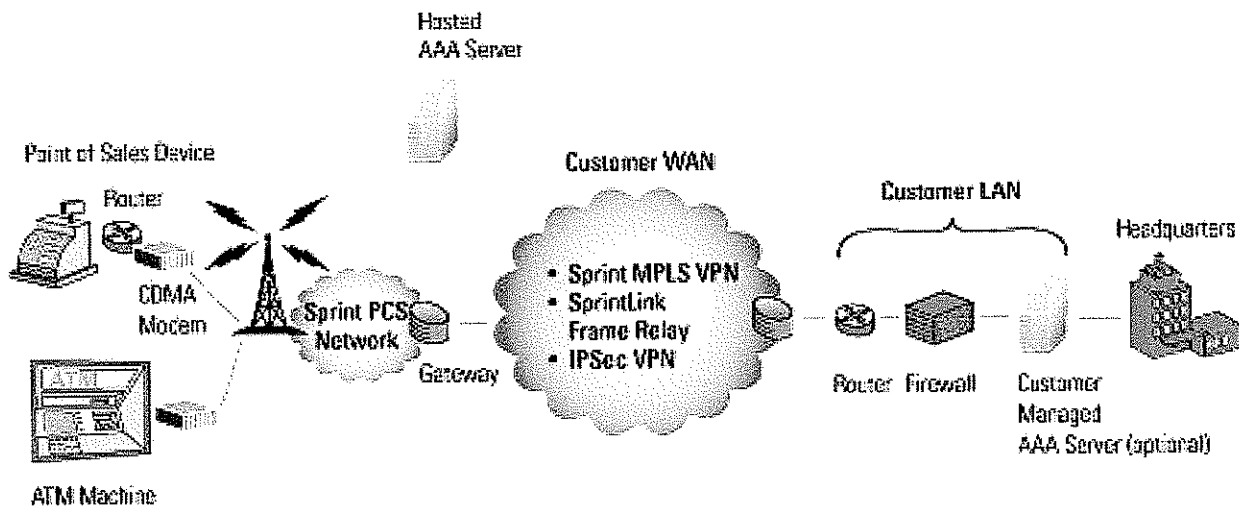


Novatel Wireless™ (Merlin S620™)

PCS Datalink Circuit Diagram

January 2006

Sprint Wireless WAN provides a secure connection between Sprint PCS network and the end user.



NEXTEL |

Extending your LMR Systems:

Radio

Interoperability via ACU Technology & Nextel Phones

Nextel/Raytheon JPS Communications Joint Offerings

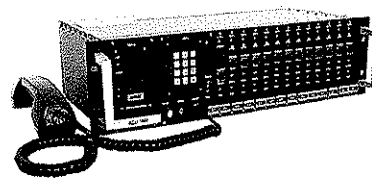
July 15, 2004



LMR Interoperability with ACU & Nextel Technology

Extend the reach and functionality of your Land Mobile Radio (LMR) systems by integrating:

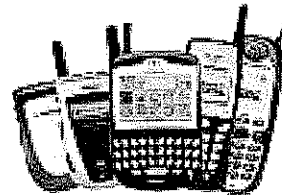
- ACU-1000 or ACU-T switches
- Nextel radios



ACU-1000™



ACU-T™



Nextel Radios

Today's Agenda

Need for Radio Interoperability

Nextel/Raytheon JPS Joint Solutions

Benefits of LMR/ACU/Nextel Integration

Need for Land Mobile Radio Interoperability

- Incompatible radios (different frequencies, channels...)
- Limited range
- Cost constraints for:
 - Adding handsets
 - Adding capacity
 - Replacing existing systems

Today's Agenda

Need for Radio Interoperability

Nextel/Raytheon JPS Joint Solutions

Introducing ACU-1000/ACU-T

Why Raytheon JPS and Nextel?

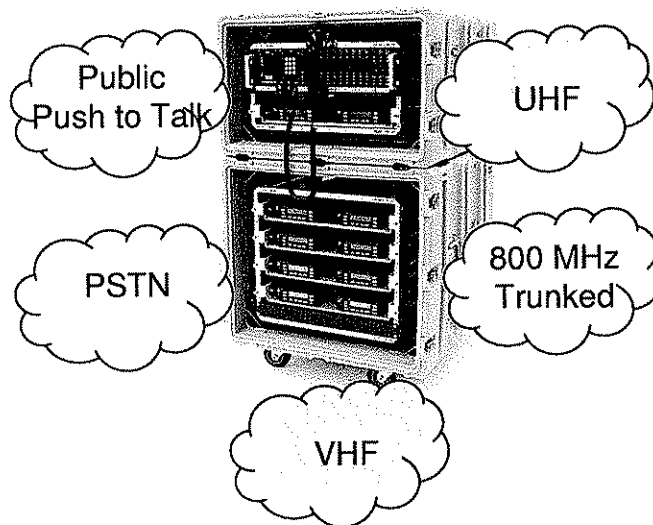
LMR/Nextel Interoperability via ACU

Sample Product Bundles

Benefits of LMR/ACU/Nextel Integration

Solution: ACU Technology from Raytheon JPS

ACU-1000 and ACU-T technology from Raytheon JPS Communications interconnect disparate radio systems (including both Land Mobile Radio and Nextel systems) quickly, easily and reliably for both tactical/ incident command and fixed/day-to-day operations



Why Raytheon JPS? Why Nextel?

JPS Communications, a Raytheon subsidiary,
produces one of the main interoperability platforms in the U.S.

Raytheon **JPS Communications**

ACU Success Stories

- 2002 Winter Olympics
- Last 2 Super Bowls
- DC Sniper Incident
- DOJ/ODP – 50+ TRP-1000 Systems fielded
- MIMICS (Maryland Statewide System)
- Lakewood, Co-Interoperability System precursor to CO statewide
- VSP & Nevada HP Voter Systems
- MIEMSS Voter System
- PSWN (Public Safety Wireless Network - Justice/Treasury)
- AGILE (National Institute of Justice – OST)
- CAAC (Asia Air Traffic)
- ONDCP/CTAC (Drug Enforcement)
- MIRS (Metropolitan Interoperability Radio System; DC)

Confidential

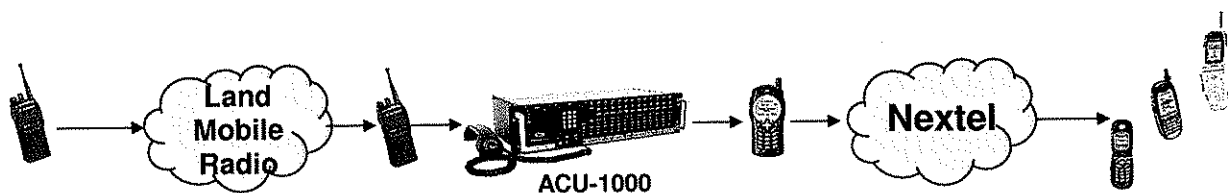
Why Raytheon JPS? Why Nextel?

Nextel and Raytheon JPS Communications together provide your best options for enhancing your existing LMR systems

- For cost of just a few LMR radios, customers can procure an ACU system and Nextel radios to:
 - Extend the effective range of private radio system
 - Access disparate radio systems
 - Access Public Switched Telephone Network
 - Access Nextel's 13 million Push to Talk (PTT) users
- Nextel is the only commercial wireless carrier to offer acceptable Push-To-Talk solution for interoperability with Land Mobile Radios
- With Nextel phones your personnel can get cellular, messaging, and wireless data application functionality all in the same radio

LMR Radio to Nextel Interoperability

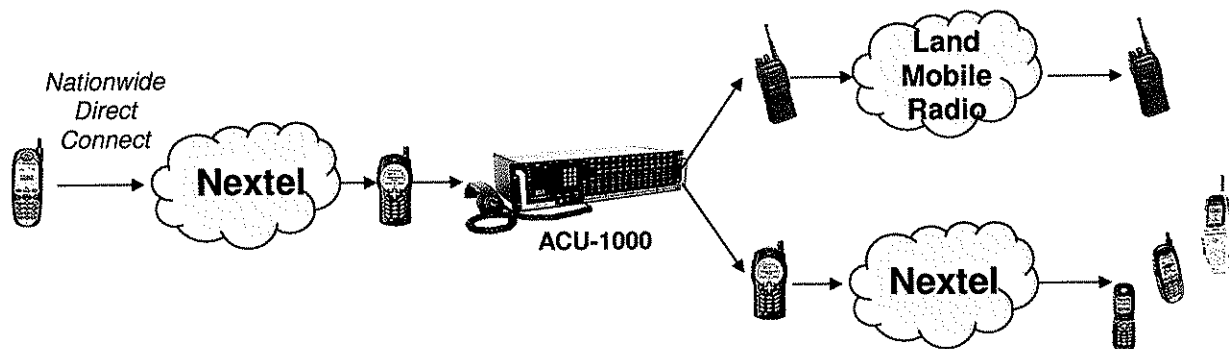
- ACU technology translates audio signals between disparate radio systems. Nextel radios and LMR radios are plugged into ACU via “interface cables.” For Nextel-to-ACU interface, must use “Falcon” series phone (i205, i305, i530...).



- Customer Options:
 - LMR access to Nextel subscribers and talk groups
 - Access to radios on disparate LMR systems
 - Fixed interconnection paths or dispatcher-managed set up and tear down of cross connections through ACU

Nextel to LMR Radio Interoperability

- Nextel user Direct Connects Nextel radio plugged into ACU, then is able to access any radio system also connected to ACU.



- Customer Options:
 - Nextel access to LMR users & talk groups (UHF, VHF, 800 MHz...)
 - Effectively create nationwide Nextel talk groups by using Nationwide Direct Connect to access local Nextel talk groups
 - Nextel over-the-air links to console systems at Emergency Operations Centers (EOC) for expanded talk group access

Sample Raytheon JPS/Nextel Bundles

Every customer will have different requirements, but consider the following small, medium, and large standard packages of Nextel and Raytheon JPS joint solutions:

1. Small-Scale Tactical Incident Response
2. Full-Scale Tactical Incident Response
3. Fixed Interoperability Deployment

Sample Raytheon JPS/Nextel Bundles *

- Small-Scale Tactical Incident Response: ~\$25,000
 - ACU-T + 10 Nextel phones and service
- Full-Scale Incident Response: ~\$50,000
 - ACU-1000 + 25 Nextel phones and service
- Full-Scale Fixed Interoperability Deployment: ~\$75,000
 - ACU-1000 + 50 Nextel phones and service

** Pricing, pertaining specifically to the Raytheon JPS Communications component, is designed for planning and budgetary purposes only. Due to the modular design of the ACU technology, paired with optional value added services, standardized pricing is not available without customer specifications. To obtain a formalized price quotation, please coordinate with Raytheon JPS Communications through your regional Nextel alliance sales manager.*

Today's Agenda

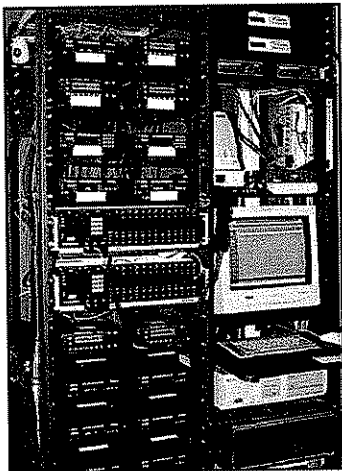
Need for Radio Interoperability

Nextel/Raytheon JPS Joint Solutions

Benefits of LMR/ACU/Nextel Integration

Benefits of LMR/ACU/Nextel Integration

- More accessible communications offsite (at home or traveling)
- Interagency interoperability
- High degree of control over interconnections between systems
- Cost effective enhancement to existing LMR investments



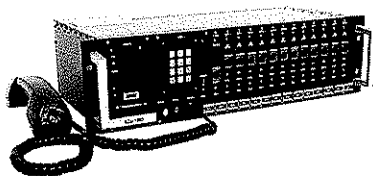
Fixed Installation located in Alexandria, Virginia
(Interconnects the following agencies)

- | | |
|-------------------------------------|------------------------------|
| • Virginia State Police | • Reagan National Airport PD |
| • Maryland State Police | • U.S. Park Police |
| • Virginia Dept of Transportation | • Metro Transit Police |
| • Federal Protective Service | • U.S. Marshals Service |
| • Metropolitan DC Police Department | • U.S. Capitol Police |
| • Prince George Co PD/FD | • U.S. Customs Service |
| • Alexandria PD/FD | • FBI |
| • Fairfax Co PD/FD | • US Secret Service |

Confidential

Let Nextel & Raytheon JPS Propose A Solution

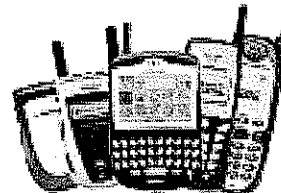
- Provide us your requirements, and Nextel and Raytheon JPS will propose a solution and quote for you!



ACU-1000™



ACU-T™



Nextel Radios

Appendix

Components for Basic Incident Response

Procure portable ACU-T switch plus a few Nextel radios and interface cables as part of incident response infrastructure to have on hand

Raytheon JPS-Billed Solution: ~\$15,000
(ACU-T chassis, interface modules, software & interface cables)

Nextel-Billed Solution (Equipment): ~\$1,400
(10 i305 devices: 3 for ACU installation, 7 for field use)

Nextel-Billed Solution (Service-1st Year): ~\$7,400
(10 devices * 12 months, with VPL discounts)
(National Shared 100 Minute plan + Unlimited Group Connect)

TOTAL CUSTOMER COST (1ST Year): ~\$24,000 (+ tax)

* Pricing, pertaining specifically to the Raytheon JPS Communications component, is designed for planning and budgetary purposes only. Due to the modular design of the ACU technology, paired with optional value added services, standardized pricing is not available without customer specifications. To obtain a formalized price quotation, please coordinate with Raytheon JPS Communications through your regional Nextel alliance sales manager.

Components for Full-Scale Incident Response

Install ACU-1000 switch for additional interfaces between private radio system and other networks, and deploy larger number of Nextel radios with Priority Connect service

Raytheon JPS-Billed Solution: ~\$24,000
(ACU-1000 chassis, interface modules, software & interface cables)

Nextel-Billed Solution (Equipment): ~\$4,000
(25 i305 devices: 6 for ACU installation, 19 for field use)
(6 Hard Install Kits for mounting Nextel radios on ACU)

Nextel-Billed Solution (Service-1st Year): ~\$22,500
(25 devices * 12 months, with VPL discounts)
(National Shared voice plans: 100 Minutes/mo. for ACU-connected phones,
500 Minutes/mo. for field phones,+ Unlimited Group Connect + Priority
Connect)

TOTAL CUSTOMER COST (1ST Year): ~\$50,500 (+ tax)

* Pricing, pertaining specifically to the Raytheon JPS Communications component, is designed for planning and budgetary purposes only. Due to the modular design of the ACU technology, paired with optional value added services, standardized pricing is not available without customer specifications. To obtain a formalized price quotation, please coordinate with Raytheon JPS Communications through your regional Nextel alliance sales manager.

Components for Fixed Interoperability Deployment

Program permanent interconnections between disparate talk groups and expand system capacity and LMR interoperability through wide distribution of Nextel radios

Raytheon JPS-Billed Solution: ~\$24,000
(ACU-1000 chassis, interface modules, software & interface cables)

Nextel-Billed Solution (Equipment): ~\$8,000
(50 i305 radios: 6 for ACU installation, 44 for field use)
(6 Hard Install Kits for mounting Nextel radios on ACU)

Nextel-Billed Solution (Service-1st Year): ~\$42,500
(50 radios * 12 months, with VPL discounts)
(National Shared voice plans: 100 Minutes/mo. for ACU-connected phones,
500 Minutes/mo. for field phones,+ Unlimited Group Connect + Priority
Connect)

TOTAL CUSTOMER COST (1ST Year): ~\$74,500 (+ tax)

* Pricing, pertaining specifically to the Raytheon JPS Communications component, is designed for planning and budgetary purposes only. Due to the modular design of the ACU technology, paired with optional value added services, standardized pricing is not available without customer specifications. To obtain a formalized price quotation, please coordinate with Raytheon JPS Communications through your regional Nextel alliance sales manager.

Sprint Interoperability Directory

For first responders, law enforcement officers and public utilities Sprint together with Nextel provides the Interoperability Directory so you can quickly find the person you need to reach. With Nextel's Interoperability Directory, you can use your iDEN phone, under any conditions, routine or emergency, to enable and simplify interoperable communications between public safety organizations. You decide who can view entries listed in your directory. So you stay in control of your agency's communications.

Only Sprint offers the Nextel Interoperability Directory and its benefits of effective communication and coordination within and among federal law enforcement, state and local police, fire and rescue, EMS, military forces, security services, utilities and education districts.

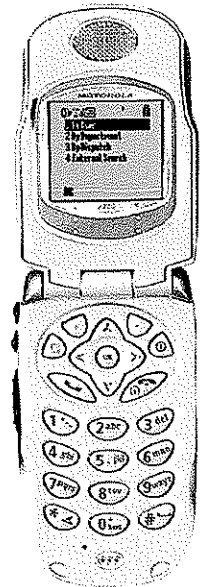
The Interoperability Directory will:

- › Improve communication.
- › Improve response times.
- › Eliminate inefficiencies associated with finding key contacts.
- › Reduce costs associated with paper-based directories and decentralized databases

Key Features:

- › Easy to use.
- › Secure information.
- › Central database assures accurate information.
- › Directory searchable by first name, last name, title, agency, phone number.

Now there is a way to find the public safety officials you need to reach, when you need to reach them.



Xora GPS TimeTrack

Track Every Job. Every Worker. Every Minute.

Track The Improvements Straight To Your Bottom Line.

- > Increase timesheet accuracy
- > Slash overtime costs
- > Reduce payroll and billing errors
- > Shorten response time
- > Eliminate unnecessary miles
- > Decrease asset theft and loss
- > Deliver superior customer service

Simple. Automatic. Tracking.

With Xora GPS TimeTrack, you get real-time tracking of employees and assets. Nextel Java- and GPS-enabled devices and a PC with Internet access are all you need to:

- > Capture start, stop and break times for shifts and status of jobs and work orders. Even capture pictures. In one click.
- > View employee locations on real-time maps. Download timesheet and job reports.
- > Monitor job sites, routes and customized geographic zones.
- > Dispatch new jobs in real-time to field employees nearest the job site.
- > Scan barcodes to reduce data entry errors, track inventory and increase efficiency.
- > Communicate with field employees using Two-Way Messaging.

XORA GPS Timetrack Pays For Itself In As Little As One Month.

All prices below are per user:

One-Time Setup Fee	\$ 24.99
GPS TimeTrack Application Fee*	\$ 11.99/month
Barcode Scanning Module (optional)	\$ 1.99/month
Business Plus Module (optional)	\$ 3.99/month
includes dispatch, geofencing, routes and driving directions, job flex fields	
DOT logs (optional)	\$ 21.99/month
hours of service/ driver logs	

For more information, contact your Sprint Sales Consultant or visit sprint.com/xora.

"We're projecting a savings of more than \$350,000 in 2004 from implementing Nextel and Xora."

John Rucker, CIO
Del-Air

"The bottom line is, if we didn't have Xora GPS Timetrack, we'd be falling behind our competition."

John Schuller, VP Operations
Cleveland Express Trucking



CALL 800-Sprint-1 CLICK Sprint.com GO to the nearest Sprint or Nextel Store

* Five units minimum per account. Requires Java- and GPS-enabled phones such as the i58sr, i355, i605 or i730, plus a Nextel Data Access plan.

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Lost Is Not An Option.

Sign up now for TeleNav.[™] A GPS navigation service that delivers audible turn-by-turn driving directions to select GPS-enabled Sprint PCS phones, Nextel GPS-enabled phone, BlackBerry 7520 or BlackBerry 7100i.

Only Sprint Gets You There Like This.

- > **Continuous automatic GPS tracking.** You never have to enter your own location while on the Nationwide Sprint PCS or Nextel National Networks.
- > **Audible directions.** TeleNav announces directions as you need them. Through your speakerphone or earpiece.
- > **Re-routing.** TeleNav knows if you miss a turn. And automatically re-routes you.
- > **Business Finder.** Find the nearest restaurant, hotel, pharmacy or other business. Or the lowest priced gas. Anywhere in the U.S.
- > **Full color maps.** See your current location and nearby streets.¹
- > **Multiple ways to enter a destination:**
 - Speak an address and go. No typing necessary.²
 - Key in the address.
 - Select a location from the BlackBerry[®] address book.
 - Visit TeleNav.com to pre-enter destination and plan routes.
- > **Multilingual audio.** TeleNav speaks to you in your choice of English, Spanish, Russian, Mandarin, Portuguese, French, Cantonese or Vietnamese.
- > **Location Messaging.** Send your location to a friend who also has TeleNav services and they can get directions to reach you.³



Nextel i860 phone by Motorola.

TeleNav 10	10 routes: \$10.00 per month ⁴
Telenav Unlimited	Unlimited routes: \$10.00 per month (requires Nextel data access plan/Sprint PCS or Power Vision. ⁵)

CALL 800-Sprint-1. CLICK Sprint.com GO to the nearest Sprint or Nextel Store

Sprint 
Together with NEXTEL

TeleNav is available on: Nextel GPS, Java-enabled phones, BlackBerry 7520, BlackBerry 7100i, Sprint PCS LG535, Sprint PCS Sanyo 5600, 7400 and 8300.

1 Color maps only available on color GPS, Java-enabled phones and the BlackBerry 7520 and BlackBerry 7100i.

2 Only available with TeleNav Unlimited.

3 Location Messaging not available on the BlackBerry 7520.

4 TeleNav 10 Plan not available on BlackBerry or for customers who currently have data access or a Sprint Vision plan. Customers who already have Nextel data access, BlackBerry 7520 or a BlackBerry 7100i must sign up for TeleNav Unlimited. A route is defined as a set of complete driving directions to get from Point A to Point B including 3 route re-calculations if the driver departs from planned route within a 24-hour period. Overage charge of \$0.10 per KB will apply after .5MB of usage per month for TeleNav 10 Plan. Average phone route is 30KB.

5 Separate data usage TeleNav usage is subtracted from BlackBerry Data Plan or Data Access Plan. Average BlackBerry route is 40KB.

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For details
on the Sprint
Equipment Service and
Repair Program and the
Sprint PCS Equipment Replacement
Program, check out these brochures.



SATISFACTION GUARANTEE:

Try Sprint PCS risk free for 34 days*. If you're not completely satisfied with the Nationwide Sprint PCS Network, your Service or iPhone, simply return your phone. We'll refund your activation fee. Waive your early termination fee and only charge you for actual usage. See in-store materials for details.

*May vary by state.

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Sprint 

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Sprint 

Sprint PCS Choices
**SPRINT PCS TOTAL
EQUIPMENT PROTECTION**

**Protect
your phone.**



Protect your investment.

One of the many ways Sprint is making wireless better for you is by making it worry-free. You have enough on your mind without concerning yourself about the well-being of your phone.

That's why we offer Sprint PCS Total Equipment Protection. Think of it as complete protection for your phone. And peace of mind for you.

We're there for you.

Sprint PCS Total Equipment Protection gives you all the coverage of the Sprint PCS Equipment Replacement Program and the Sprint Equipment Service and Repair Program in one package. Refer to the enclosed brochures for details.

If your Sprint PCS phone or smart device develops a mechanical or electrical problem, the Sprint Equipment Service and Repair Program kicks in and replaces or repairs your equipment.

If your Sprint PCS phone or smart device gets stolen, lost or accidentally damaged, the Sprint PCS Equipment Replacement Program is ready to save the day.

Great coverage. Great value.

Sprint PCS Total Equipment Protection is the best value in equipment protection from Sprint. Pay only \$6 a month, and your Sprint PCS phone or smart device is covered while you're put at ease.

If you'd like, you can sign up for the Sprint Equipment Service and Repair Program for \$3 per month or the Sprint PCS Equipment Replacement Program for \$4 per month individually.

How you enroll.

To have immediate protection, enroll in Sprint PCS Total Equipment Protection when you activate your new Sprint PCS phone or smart device. It couldn't be simpler.

To enroll after you've activated, call 1-800-584-3666 within 30 days of activation and have your Sprint PCS phone or smart device ready for a test call. Coverage will begin 20 days after enrollment.

Sprint PCS Connection Cards™ are only eligible for enrollment at time of activation.

The Sprint PCS Equipment Replacement Program is administered by lockline®, a leader in the wireless insurance industry, and is underwritten by Continental Casualty Company, a CNA company. With our advanced software system and state-of-the-art call center, we can respond to your replacement requests quickly so you can be back in touch with the people you need to reach. lockline® LLC is a licensed agent of CNA.

Program enrollment and repair or replacement authorization shall be in the sole discretion of CNA, the program administrator or any other authorized representative of CNA, in accordance with the terms of the insurance contract and applicable law.

The Included Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate for complete terms and conditions of the program. For questions or to obtain a full copy of the Insurance Coverage Certificate, please contact lockline®.

lockline®
lockline Insurance Agency, LLC
Customer Care
P.O. Box 431605
Kansas City, MO 64143-1605
CA License #0D63161
1-800-584-3666
www.lockline.com



SATISFACTION GUARANTEE

By Sprint PCS risk-free for 14 days! If you're not completely satisfied with the nationwide Sprint PCS Network, your service or phone, simply return your phone. We'll refund your activation fee, waive your early termination fee and any charge you for activation days. See in-store materials for details.

www.sprint.com

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CNA



Sprint

5795

Sprint

Sprint PCS® Equipment Replacement Program

Insure your Sprint PCS phone or smart device against loss, theft or accidental damage.

Protect your Sprint PCS phone or smart device from loss, theft or accidental damage.

The Sprint PCS Equipment Replacement Program covers the replacement of equipment should your Sprint PCS phone or smart device be lost, stolen or accidentally damaged.

Broad coverage

The Sprint PCS Equipment Replacement Program is insurance underwritten by Continental Casualty Company, a CNA Company (CNA), and administered by lockline®.

Incidents covered:

- Loss, theft or accidental damage
- Water (or liquid) damage and resulting corrosion

Limits:

- A maximum of two replacement requests will be allowed within a consecutive 12-month period
- Replacement value not to exceed \$1,000 per occurrence

Equipment covered:

- Sprint PCS phone or smart device, standard battery and standard battery charger**
- Sprint PCS Connection Card™

Premium: \$4.00/month*** per line of service
Deductible: \$50.00/occurrence

*CNA Area phone

**Replacement value is \$100 for a covered Sprint PCS phone

***Lock, theft and theft by mail are not covered.



Program is underwritten by Continental Casualty Company. A service provided by lockline® for customers of Sprint.

To enroll:

To have immediate protection, enroll in the Sprint PCS Equipment Replacement Program when you activate your new Sprint PCS phone or smart device.

To enroll after you've activated, call 1-800-584-3666 within 30 days of activation and have your Sprint PCS phone or smart device ready for a test call. Coverage will begin 20 days after enrollment.

Sprint PCS Connection Cards™ are only eligible for enrollment at time of activation.

To file a replacement request:

- Call lockline® Customer Care at 1-800-584-3666.
- File your replacement request within 60 days of the loss.
- If your Sprint PCS phone or smart device is lost or stolen, you should contact Sprint immediately at 1-888-211-4PCS (4727) to suspend your Sprint PCS service.
- Pay a \$50 nonrefundable deductible per approved replacement request.
- If your Sprint PCS phone or smart device has been accidentally damaged, it must be returned. We will mail you the necessary shipping materials to return the damaged phone.

Once a replacement request is approved by lockline®, your Sprint PCS phone or smart device will be replaced quickly and easily. You will be shipped the same or comparable equipment of like kind and quality with similar features and functions as your original equipment as available from the authorized service center. Replacement devices may be reconditioned.

Duplication of coverage

The coverage certificate may provide a duplication of coverage already provided by a consumer's personal auto insurance policy, homeowners' insurance policy, personal liability insurance policy or other source of coverage.

THE COVERAGE CERTIFICATE CONTAINS A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN SECTION VIII OF THE COVERAGE CERTIFICATE.

Optional

The Sprint PCS Equipment Replacement Program is an optional insurance coverage that you are not required to purchase in order to purchase services or equipment.

Our qualifications

Unless otherwise licensed, Sprint associates are not qualified or authorized to evaluate the adequacy of your existing insurance coverages. Questions regarding this program should be directed to CNA's licensed agent, lockline® LLC.

Cancellation

You may cancel your Sprint PCS Equipment Replacement Program coverage at any time and may receive a refund of any unearned premium due in accordance with applicable law. Program may not be available in all states.

lockline® and CNA strive to satisfy every customer and ask that you allow us the opportunity to resolve any question, concern or complaint you may have by calling us at 1-800-584-3666. California residents should know that the California Department of Insurance operates a toll-free consumer hotline at 1-800-927-HELP (4357).

NOTE: Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree.

Sprint

Sprint Equipment Service and Repair Program

A service and repair program for your phone or smart device.



SATISFACTION GUARANTEE:

Try Sprint PCS risk free for 14 days.* If you're not completely satisfied with the Nationwide Sprint PCS Network, your Service or Phone, simply return your phone. We'll refund your activation fee, waive your early termination fee and only charge you for actual usage. See in-store materials for details.

* May vary by state.

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Sprint

SEP05

If your phone or device needs service or repair.

The Sprint Equipment Service and Repair Program is a service contract program for your wireless phone or device that provides coverage for mechanical or electrical failure due to defects, normal wear and tear, and power surges. Refer to the enclosed service contract for complete terms and conditions governing this program.

If your phone or smart device needs service or repair:

- > Visit the Sprint Store.
- > We'll repair the malfunctioning Sprint PCS phone or smart device — or replace it with the same or a comparable model.
- > Replacement equipment may be reconditioned.
- > If you receive a replacement device, you'll be required to return your malfunctioning device.

Covered equipment includes:

- > Sprint PCS phone or smart device, standard battery and standard battery charger* or
- > Sprint PCS Connection Card™

Monthly charge: \$3.00/month per line of service.

* If they're part of a covered repair/replacement.

THE ENCLOSED SERVICE CONTRACT CONTAINS A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE DISPUTE RESOLUTION SECTION.

To enroll:

To have immediate protection, enroll in the Sprint Equipment Service and Repair Program when you activate your new Sprint PCS phone or smart device. It couldn't be simpler.

To enroll after you've activated, visit a Sprint Store or call 1-800-584-3666 within 30 days of activation. Coverage will begin 20 days after enrollment.

Sprint PCS Connection Cards™ are only eligible for the Sprint Equipment Service and Repair Program at time of activation.

Sprint Equipment Service and Repair Program Contract

Sprint Nextel
For service, visit a Sprint Store
or call 1-800-251-4577 (4577)
Contract price: \$3.00/mo.
lockline Warranty Services, LLC
lockline Warranty Services of Florida, LLC
Program Administration and Service Companies
Post Office Box 411801
Knoxville, TN 37901-1801

As used in this Contract, "We," "Us," and "Our" means the company obligated under this Contract, as follows: if this Contract is purchased in Alabama, Georgia, Hawaii, Kentucky, Nevada, New Hampshire, New Mexico, New York, Oregon, South Carolina, Texas, Vermont, Washington, Wisconsin, or Wyoming lockline Warranty Services, LLC; if purchased in Florida, lockline Warranty Services of Florida, LLC; and if purchased in any other jurisdiction, Sprint. "You" and "Your" means the person who purchased this Contract. If purchased by phone, internet or other electronic means, this Contract is purchased in the state identified in your billing address in the records of Sprint at the time of purchase.

TERMS & CONDITIONS
Sprint Equipment Service and Repair Program.
These Contract terms and conditions together with your monthly bill ("Bill") from Sprint (the "Contract") govern the Program, so You should keep this Contract for future reference. Your Sprint mobile telephone number for the Covered Equipment is Your Contract number. lockline is the Program Administrator.

Agreement.
You agree to all the provisions of this Contract when You order the Program and/or pay for it. We may change the monthly charge for the Program, the administration of the Program, or these terms and conditions from time to time upon at least 30 days written notice. You may be notified by a Bill insert, or a message printed on your "wireless mailing," or by any other reasonable method, at Our discretion. You agree to the Program and payment of the charges, after such notice, constitutes acceptance of the changes. The Program is available only to individual customers. A separate service agreement applies to commercial and small business customers. Contact lockline at 1-800-544-3666. Your participation in the Program is optional and You may cancel the Program at any time. Please refer to the section below regarding cancellation.

Definitions.
(1) "Sprint" means Sprint Spectrum, LP and any successors; (2) "lockline" means lockline Warranty Services of Florida, LLC in Florida, and lockline Warranty Services, LLC in all other jurisdictions; lockline is located at Post Office Box 411801, Knoxville, TN 37901-1801; (3) "Covered Equipment" means one Designated Wireless Device and, if failure occurs in any one or more of these accessories in conjunction with the Operational Failure of the Designated Wireless Device, one standard battery and/or one standard charger, as applicable; (4) "Designated Wireless Device" means the Eligible Wireless Product which is activated for wireless telecommunications service for the enrolled Mobile Data Number on Your account with Sprint on the date the Operational Failure of the Eligible Wireless Product occurs and for which at the time has been tagged by Sprint with Electronic Serial Number (ESN); (5) "Eligible Wireless Product" means a wireless product that We have designated as eligible for coverage under the Program; (6) "Operational Failure" means operational or structural failure of the Designated Wireless Device to operate due to defects in materials or workmanship, normal wear and tear, or power surge; (7) "Replacement Equipment" means the wireless device of comparable kind and quality to the Designated Wireless Device which We provide to You in the event of a covered Operational Failure of the Designated Wireless Device; (8) "Date Issued" means the date Your request for enrollment is received by Us or Our authorized representative; (9) "Effective Date" means the Date Issued if You request enrollment at the time of initial activation of Your Sprint wireless service for the Covered Equipment. If Your request for enrollment is submitted after the time of initial activation of Your Sprint service for the Covered Equipment, "Effective Date" means the 21st day following the Date Issued unless We or our authorized representative notify You prior to the 21st day that Your request is not approved. Enrollment after the time of initial activation of Your Sprint service for the Covered Equipment is contingent upon successful completion of a test call to the Covered Equipment; (10) The "Program" means the wireless telecommunications equipment service warranty program described in this Contract; (11) "Designated Retail Location" means a retail store location designated by Us as authorized to provide Replacement Equipment or repairs.

What is Covered.
If the Designated Wireless Device fails due to an Operational Failure, We will repair it, or, at our sole option, replace it with a device of comparable kind and quality and, if failure occurs in any one or more of these accessories in conjunction with the Operational Failure of the Designated Wireless Device, one standard battery and/or one standard charger, as applicable. THERE IS NO ASSURANCE, REPRESENTATION, OR WARRANTY THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR COVER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. Replacement Equipment will be new or refurbished, in Our sole discretion. The wireless device included with the Replacement Equipment immediately becomes the Designated Wireless Device. You hereby assign to Us all rights and benefits of any manufacturer's warranty or other ancillary coverage relating to any Covered Equipment that We replace.

Contract Period.
Your coverage begins on the Effective Date and continues from month to month until terminated by You or by Us. We may elect not to renew the Program upon 30 days written notice to You.

Cancellation.
You will be billed once each month on Your Bill from Sprint. Applicable salvage charges, not covered claim charges, shipping and restocking charges, taxes, and regulatory surcharges and assessments, if any, may be added to Your Bill for, at Our discretion, collected from You prior to providing Replacement Equipment. If We do not receive full payment on the due date shown on the Bill, a late payment fee of 1.5% per month or the highest amount allowed by law, whichever is less, may be charged. A charge may also be assessed for returned checks.

What is Not Covered.
The Program does not cover:
(1) incidental or consequential damages; (2) failures caused by acts of God, fire, flood, explosion, war, terrorism, strike, embargo, acts of the government, military superiority, or the elements; (3) loss, theft, abuse, misuse, improper installation, water damage, or customer negligence; (4) pre-existing Operational Failure of the Covered Equipment occurring before the time it was established as the Covered Equipment; (5) cracked displays unless resulting from normal wear and tear or defect in parts or manufacturing; and (6) changes or enhancements in color, material, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and markings that do not affect the mechanical or electrical function of the Designated Wireless Device.

Further, Covered Equipment does not include and the Program does not cover:
(1) contents or property in the course of illegal transportation or trade; (2) property to be taken to You from a source other than Us; (3) routine maintenance and consumable items, such as batteries (one standard battery will be provided with Replacement Equipment on approved claims for replacement of the Designated Wireless Device if the battery has also failed); (4) batteries (one standard battery will be provided with Replacement Equipment on approved claims for replacement of the Designated Wireless Device if the battery has also failed); (5) antennas, unless there is also an Operational Failure of the Designated Wireless Device; or (6) any accessories, except as otherwise provided with respect to batteries and battery chargers, including but not limited to color face plates, personalized data, or customized software, such as personal information manager (PIM), ring tones, games, or screen savers.

To Be a Service.
In the event of an Operational Failure of a Designated Wireless Device, we will provide for claim fulfillment, at our sole discretion, by phone or at designated retail locations. Designated retail locations may not be available in Your area and may not be used by the Program at all times. You must file the claim within 60 days of the Operational Failure. If Your claim is approved by phone, We will provide the Replacement Equipment by mail within 10 business days, or We may require You to pick up the Replacement Equipment at a retail location in Your area. We reserve the right to provide a government issued photo ID.

Return of Replaced Equipment/Salvage Charge.
Covered Equipment approved for replacement must be returned to Us at Our shipping expense in the return mailer included with Your Replacement Equipment or, if Your Replacement Equipment is purchased at Designated Retail Location, You will be required to return the Replaced Covered Equipment at the Designated Retail Location. If You fail to return the Covered Equipment as directed by Us, Your claim may be declined or the then current suggested retail price of the Replacement Equipment, exclusive of any taxes, may be included on Your Bill as a salvage charge.

Charge for Non-Covered Claims.
We will notify You in writing within thirty (30) days of the return of replaced Covered Equipment. If We determine the returned Designated Wireless Device did not suffer an Operational Failure covered by the Program, a non-covered claim charge equal to the then current suggested retail price of the Replacement Equipment, exclusive of any taxes, will be applied to Your Bill unless You return the Replacement Equipment in good working order at Your cost of shipping within fifteen (15) days of Our notification. If You return the Replacement Equipment as provided above, We will return to You Your original Covered Equipment and a \$15 shipping and restocking charge will be included on Your Bill.

Cancellation.
You may cancel this Contract within 90 days from Your receipt of this Contract (the First 30 days), by returning it to Us or providing written notice to Us at the address listed in this Contract. You will then receive a refund or credit on Your Bill for the Full Contract price, plus sales tax, less a covered claim during the First 30 days. In the event You had a covered claim during the First 30 days, your refund will be the greater of the Full Contract Price paid less the cost of any covered claim or 100% of the pre-claim amount of the uninsured portion of the Contract price paid, if any, based upon a 14-day time. You may also cancel this Contract at any other time by surrendering it or providing written notice to Us at the address listed in this Contract. This Contract may be canceled by You in any case for any reason at any time. If You or We cancel this Contract, We will refund You 100% of the pre-claim amount of the uninsured portion of the Contract price paid, if any, based upon a 14-day time. For residents of Alabama, California, Florida, Hawaii, Maryland, Nevada, New Mexico, New York, South Carolina, Texas, Washington, and Wyoming, any refund owed and not paid or credited within 30 days of return of the Contract to Us shall include a 10% penalty per month. If You fail to make any monthly payment for this Contract or any charge provided for in this Contract, coverage will cease on the date the payment was due. In the event We cancel this Contract, We shall provide You with a written notice at least thirty (30) days prior to the effective date of cancellation, which notice shall state the effective date and grounds for cancellation. Any termination, cancellation, suspension, interruption, or discontinuation of Your wireless product service with Sprint for any reason constitutes cancellation of the Program by You, subject to the terms and conditions of this Contract.

Limitation of Liability.
In the event of any error, omission or failure by lockline or Sprint with respect to the Program or the services provided by lockline or Sprint hereunder, lockline and Sprint shall not be liable for any damages, including consequential damages, arising from the use of the Program (BUT NOT MORE THAN THE LAST 2 MONTHLY CHARGES YOU PAID FOR THE PROGRAM). THIS IS YOUR SOLE REMEDY FOR ANY ERRORS, OMISSIONS OR FAILURE OF lockline OR Sprint PERFORMANCE. FURTHER, UNDER NO CIRCUMSTANCES SHALL lockline OR Sprint BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES (EVEN IF lockline OR Sprint HAVE BEEN ADVISED OR HAVE FORSEEN THE POSSIBILITY OF SUCH DAMAGES), ARISING FROM THE PROGRAM OR lockline OR Sprint PERFORMANCE UNDER THE PROGRAM OR UNDER ANY PROVISION OF THIS CONTRACT, SUCH AS, BUT NOT LIMITED TO, LOSS OF REVENUE OR ANTICIPATED PROFITS OR LOST BUSINESS, EXCEPT AS OTHERWISE EXPRESSLY STATED IN THIS CONTRACT. WE HEREBY SPECIFICALLY DISCLAIM ANY AND ALL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PROGRAM AND SERVICES TO BE PROVIDED HEREUNDER BY lockline AND/OR SPRINT, INCLUDING ANY IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND UNDISCLOSED WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE.

Dispute Resolution.
All disagreements and disputes between You and lockline or Sprint, of every kind, if not resolved by negotiation, shall be resolved by arbitration under the then current consumer arbitration rules of the American Arbitration Association. Any arbitration will be held at a place at a location within the federal judicial district that includes Your billing address. A single arbitrator engaged in the practice of law shall conduct the arbitration and the arbitrator's decision and award shall be final and binding, and judgment upon the award may be entered in any court having jurisdiction. All claims must be arbitrated individually and not as one consolidation or class action of any claims.

Force Majeure.
We have no responsibility for delays or failures due to acts of God, fire, flood, explosion, war, strike, embargo, acts of the government, military authority, or the elements, or other causes beyond Our control, and in such event, We may cancel this Contract and the Program immediately.

Prohibition on Transfer and Abuse of the Program.
The Program is for Your use only and is not transferable by You to any other person, and may not be assigned by You. Wireless devices owned or leased by anyone other than You may not be made a Designated Wireless Device. Any abuse of the Program by You, including but not limited to seeking replacement of a wireless device not belonging to You, may result in termination of the Program upon notice.

Insurance.
This Contract is not an insurance policy. However, Our obligation under this Contract are insured under an insurance policy issued by The Continental Insurance Company, CNA Plaza, Chicago, Illinois 60685. If We fail to act on Your claim within 60 days, You may contact The Continental Insurance Company directly at 1-800-693-4262.

Terms and conditions vary for Sprint customers enrolling in some jurisdictions as set forth in this Contract. This Program may not be available in all states.

State specific provisions.
In California: The requirements of the Dispute Resolution provision above do not prohibit a California resident from following the process to resolve complaints as outlined by the California Bureau of Electronic and Appliance Repair (BERAP). To learn more about this process,

you may contact BERAP at 1-800-952-5210, or you may write to Department of Consumer Affairs, 3448 Orange Grove Avenue, North Highlands, California 95660, or you may visit their website at www.berap.ca.gov.

In Connecticut: The terms of this Contract will be automatically extended for the period during which the Covered Equipment is in the custody of a service center for repair.

In Florida: With respect to Florida residents, the Dispute Resolution provisions of this Contract is amended to provide that the Arbitrator's decision and award shall be non-binding on You and on Us. No suit shall be commenced in federal, state, or local court until such time as both You and We first address our disagreement in an arbitration proceeding pursuant to the Dispute Resolution provision in this Contract. Subsection (4) of the What is Not Covered provision above is replaced with the following: pre-existing Operational Failure known to You or the Covered Equipment occurring before the time it was established as the Covered Equipment.

In New Mexico: If performance under this Contract is interrupted because of a strike or work stoppage at Our place of business, the effective period of the Contract shall be extended for the period of the strike or work stoppage.

In Nevada: If this Contract has been in force for a period of seventy (70) days, We may not cancel before the expiration of the monthly Contract term, unless: (1) You fail to pay any amount due; (2) You are convicted of a crime which results in an increase in the service required under the Contract; (3) You engage in fraud or material misrepresentation in obtaining this Contract; (4) You commit any act, omission, or violation of any terms of this Contract after the effective date of this contract which substantially and materially increases the service required under this Contract; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Contract and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time You purchased this Contract. Your right to void this Contract during the first 30 days following receipt is not transferable and applies only to the original Contract purchaser.

In New Hampshire: Contact Us at 1-800-544-3666 with questions, comments or complaints about the Program. In the event You do not receive satisfaction under this Contract, You may contact the State of New Hampshire Insurance Department, 22 South Street, Suite 14, Concord, New Hampshire 03301, telephone number: 603-271-2281.

In New Mexico: If this Contract has been in force for a period of seventy (70) days, We may not cancel before the expiration of the monthly Contract term, unless: (1) You fail to pay any amount due; (2) You are convicted of a crime which results in an increase in the service required under the Contract; (3) You engage in fraud or material misrepresentation in obtaining this Contract; (4) You commit any act, omission, or violation of any terms of this Contract after the effective date of this contract which substantially and materially increases the service required under this Contract; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Contract and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time You purchased this Contract.

In North Carolina: You understand that the purchase of this Contract is not required to purchase or obtain financing for the Covered Equipment. We may not renew, but may not cancel this Contract prior to the expiration of the monthly term except for non-payment by You or violation of any of the terms and conditions of this Contract.

In South Carolina: Complaints or questions about this Program may be directed to the South Carolina Department of Insurance, P.O. Box 10161, Columbia, South Carolina 29202-3105, telephone number: 1-800-767-3467.

In Tennessee: This Contract is automatically extended while a Designated Wireless Device is being repaired.

In Texas: If You purchased this Contract in Texas, an unresolved complaint concerning a provider or questions concerning the registration of a service contract provider may be addressed to the Texas Department of Insurance and Regulation, P.O. Box 13157, Austin, Texas 78713.

In Washington: If we fail to act on your claim, You may contact The Continental Insurance Company directly at any time, at 1-800-693-4262. You are not required to wait thirty (30) days before filing a claim directly with Continental Insurance Company.

In Wisconsin: This Contract is subject to linked regulation by the Office of the Commissioner of Insurance of the State of Wisconsin. We will provide at least 60 days written notice to You if We change the monthly charge for the Plan, the administration of the Plan, or these terms and conditions. We will not deny You claim solely because You did not obtain pre-authorization if You are not prejudiced by Your failure to notify Us.

In Wyoming: The Dispute Resolution provision above is replaced with the following: All disagreements and disputes between You and lockline or Sprint, of every kind, if not resolved by negotiation, shall be resolved by individual arbitration pursuant to the Wyoming Uniform Arbitration Act.

NEXTEL

NextMailSM

Created by the CURRICULUM DESIGN CENTER

What is NextMailSM?



Action Accessory. Documentation Needed.

NextMailSM is an easy-to-use, mobile communications tool that allows you to send voice email messages worldwide using Direct Connect®. With NextMail, you can:

- Communicate with business and personal contacts worldwide
- Send messages to groups
- Record self-reminders directly to your own email inbox
- Send a NextMail Text Message from your PC to contacts' mobile phone(s), and have them respond with voice instead of typing

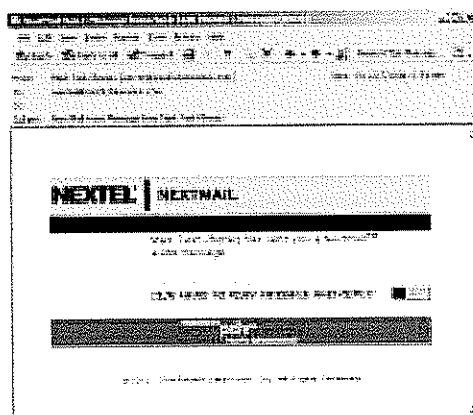


How Does It Work?

NEXTMAIL

- PUSH.** Use your Nextel phone to select individual or group recipients from a list you create at Nextel.com and push the Direct Connect® button.
- SPEAK.** Record your voice message (up to 5 minutes).
- SEND.** Releasing the button will send your message to your recipient(s) and generate a time/date stamped copy to your online NextMail account.

Your NextMailSM message recipient(s) will receive an email prompting the user to click on a link that will play the recorded audio file. They can also send an SMS reply by typing into a text box and typing SEND.



NEXTMAIL TEXT MESSAGING

Click an icon that you add to your desktop to access your NextMail Text Messaging contact list (similar to a Buddy List). Select those from the list who you want to send a text (SMS) message to. Type the message and press SEND.

Your message recipients can read their message and respond by pressing the Direct Connect® button and speaking – with no typing or other key strokes.

Positioning

NextMail Audio Messages are great when you are mobile and you:

- Communicate routinely with support staff or team members in the office, vendors, etc...
- Are in places or situations where typing is not convenient
- Need to document a message vs. just leaving a voicemail
- Have overseas contacts
- Need to record action items or observations

NextMail Text Messages are great when you're at your PC and you:

- Need quick answers from mobile team members
- Have an important notification for a group and don't have time to call them individually
- Don't want to interrupt your recipient(s) with a voice call
- Have a message for recipients who are in transit, carry equipment, or are in environments where typing a text response is difficult

Additional information on reverse side



NEXTEL**NextMailSM**

Created by the CURRICULUM DESIGN CENTER

Helping a Customer See the Benefits of NextMailSM

NextMailSM Feature	Advantage	How Customers Benefit
Voice-to-email and back communication (from phone)	Reach an email account without a PC. Reply to a SMS text message.	Get your message across via email, even when you cannot get to a PC.
PC-to-Handset and back communication	Reach a handset without intruding. Reply by touching the Direct Connect button to leave a voice email.	Easily dispatch a non-intrusive communication that can be answered with voice; Time and attention needed for a text reply is eliminated
Communicate to up to 30 individual or groups recipients at one time (Group max is 50)	Distribute a consistent message to multiple recipients. Capture replies individually on your phone and web.	Communicate to the entire team—members will get the message even if they are not available when it is sent
Walkie-talkie style communication	Simple one-touch operation to send a message to an email account	Easily communicate your message while on the go
Local-to-global reach	Communication can be delivered anywhere the recipient has internet access	Send a voice message from the Nextel network to virtually any location in the world.
Personal recorder/dictation application	Messages sent to self can be transcribed	Record meeting notes, moments of inspiration, and action items
Voicemail with the versatility of email	Simultaneously send a voice message to recipients in any office	Send a voice message to individuals on and off your voicemail system in a single effort

NextMailSM Qualifying Questions

- Do you or your team members spend a significant amount of time out of the office and away from your computer?
- Do you need a system for recording action items for yourself or an assistant?
- Do you need to send / reply to emails while in your car?
- Do you require a system that allows you to send action-based communications, such as directives to assistants, teams, or business partners?
- Do you need a reliable way to send the same message to multiple people?
- Do you have friends or family overseas who use email and would like to hear from you more?

Frequently Asked Questions**Q. How long will it take for NextMailSM to become active on my handset?**

A. The provisioning process will take approximately 2 business days. Once the service is active the customer will receive an SMS message on the handset with the web address, temporary log-in, and password.

Q. What is covered under the NextMailSM subscription?

A. NextMailSM includes unlimited NextMail messages to a maximum of 30 individual or group recipients. Groups can include up to 50 recipients. Direct Connect usage applies while recording NextMail messages -- depending on the user's rate plan, he/she may incur Direct Connect airtime charges. NextMail Text Messaging is included at no extra charge.

Q. If I send a NextMailSM message to a group of recipients will I be charged for Group ConnectTM use?

A. No. NextMail messages are PTTTM calls sent to a single Direct Connect number, then the NextMail system will send copies of your message to each recipient in the group.

Q. If a customer does not have Two-Way Messaging or SMS messaging on the handset, will he/she still receive replies to NextMailSM messages?

A. Yes. The customer will receive replies even if the handset is not provisioned for Two-Way Messaging or SMS. The message will be delivered as an SMS text message and the customer will not be charged for messages received.

Q. Are the messages I send using NextMailSM as secure as a Direct Connect call?

A. The messages you send eventually travel over the public internet and should be considered no more or less secure than any material sent that way.

**NextMailSM – offered exclusively by Nextel -
powered by Pacific DataVision, Inc.**



TeleNavTrack LITE

CONTROL COSTS 24X7

KNOW WHERE YOUR RESOURCES ARE

TeleNavTrack LITE provides an effective and inexpensive way for you to track your mobile assets and employees using GPS enabled Nextel® phones and BlackBerry 7520™. If your bottom line doesn't stop at 5:00PM and demands you be everywhere at once, TeleNavTrack LITE can help.

By using your internet connected PC, you can log into a password protected website and view the GPS location of your employees and mobile assets. TeleNavTrack LITE provides these capabilities and more for only \$19.99 per month. Location knowledge at your fingertips, from anytime, anywhere while on Nextel's National Network, allows you to manage your business effectively.

Features and Benefits:

- **Always on*, always aware** - Find mobile resources when you need them
- **View all your workers on a detailed map** - Maximize productivity by coordinating your mobile resources
- **See a worker's daily route** - Know what is happening in the field today across your fleet
- **Real-time reports** - Ensure customer visits and review employee productivity
- **Mark the locations of customers using Landmarks** - See who is closest to a customer
- **View reports of when a worker was speeding** - Enforce safety policies and reduce your insurance premiums
- **View where a worker stopped and for how long** - Enforce stop policies by viewing unauthorized stops
- **Get alerts when workers are out of coverage** - Proof positive that workers are staying on task

*You can customize the hours of tracking.

Requirements

- Nextel® GPS phone or BlackBerry 7520™
- Internet connected PC

Pricing

- Per Month: \$19.99/handset
- One-time setup: \$19.99/handset

Sign Up Today

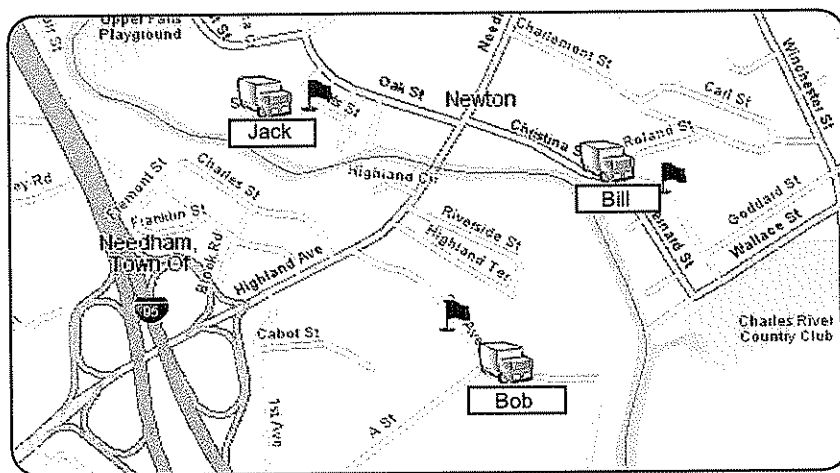
- To signup for TeleNavTrack LITE, contact:
Your Nextel® sales representative.

Or 1.88.TELENV.2, sales@telenav.com.



Nextel and the Nextel Compatible Solution Logo are trademarks or registered trademarks of Nextel Communications, Inc. in the United States and other countries.

The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks or registered trademarks of Research In Motion Limited, used by permission.



Web Interface

- Easy to use, point & click
- No software needed
- FREE mapping updates

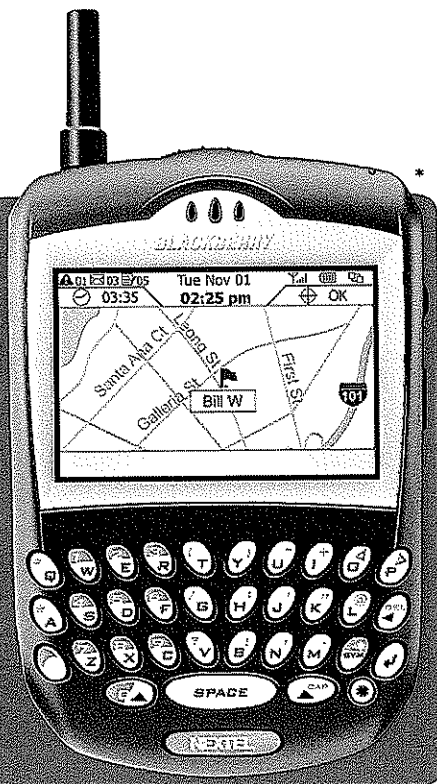
TeleNavtrack LITE™

GPS Everything. Maximize Productivity.

Use TeleNavTrack on your GPS enabled BlackBerry® or mobile handset to provide your business with:

- GPS tracking and dispatching
- Wireless forms
- Wireless barcode scanning
- GPS navigation
- ...and much more

Location knowledge at your fingertips. Maximize the productivity of your business anytime from anywhere.**



GPS Tracking

Track the GPS location of your mobile resources such as delivery trucks, work crews and service technicians. View the current location of your resources on a color map. Run reports on where they've been and what they've been doing.

Wireless Forms

Create and deploy customized wireless forms for timesheets, invoices, parts ordering and more. Your employees in the field complete the forms and electronically send them back to the office. Managers can download the data into Excel for further analysis.

Barcode Scanning

Scan barcodes using wireless Bluetooth technology. Monitor and catalog parts, inventory and supplies. Quickly, accurately and efficiently capture information about:

- Proof of Delivery
- Inventory Tracking
- Asset Location

GPS Navigation

Receive audible turn-by-turn GPS directions similar to an in-car navigation system. TeleNavTrack announces directions as you need them through your speakerphone so your employees can watch the road. TeleNavTrack automatically re-routes the driver in case of a wrong turn.

Sign Up Today

To signup for TeleNavTrack, contact:

Rep Name:

Phone Number:

Email Address:

www.telenavtrack.com

Pricing

- Starting at: \$9.99/handset/month***
- One-time setup: \$19.99/handset

Requirements

- Nextel GPS phone or BlackBerry 7520®
- Data Service Plan
- Internet connected PC
- Barcode Scanner where applicable

Customer Support:

1-888-TELENAV-2 (1-888-353-6282)

telcare@telenav.net

NEXTEL |

Swipe the Card. Track the Sale.

The Creditel PowerSwipe™ reader attaches to your Internet-ready Nextel i58sr phone by Motorola. So you can accept fast and secure credit card payments for sales in the field. And see where your business is coming from using GPS location tracking of both transactions and employees.

EVERYTHING YOU NEED FOR FAST, WIRELESS, PAYMENT.

- **Swipe any major credit card.** Wherever you provide service. Anywhere on the Nextel network.
- **Increase sales and tips.** Because customers spend more when using their credit card.
- **Save 1/2 to 1 percentage point in merchant bank fees.**
- **Save time.** No phoning or waiting for authorization.
- **Speed cash flow.** No waiting for invoices to be sent or checks to clear.

AND EVERYTHING YOU NEED FOR MOBILE TRANSACTIONS.

- **Compact.** Incorporates a magnetic stripe reader, infrared data/printing port and phone-charging pass-through connector in a lightweight, ergonomic design.
- **Easy to use.** Snaps onto a Nextel i58sr handset; connects to a printer via infrared interface.
- **Secure.** Uses the most advanced secure-at-the-read encryption technology available in any mobile POS device today.
- **Fast.** Acknowledges transactions in six to eight seconds.
- **Interactive.** Tracks both transactions and employee locations online using GPS technology.

AN AFFORDABLE WIRELESS POINT OF SALE SOLUTION.

PowerSwipe Device

PowerPrice: 1-3 units	\$150/unit
PowerPrice: 4+ units	FREE
PowerRetail Service	\$12.99/unit/month
Nextel Data Access	Starting at just \$10.00/month for unlimited use

Creditel charges an additional one-time activation fee, and a fee for each credit card transaction.



CALL 800-Sprint-1. CLICK Sprint.com GO to the nearest Sprint or Nextel Store

Offers expire December 31, 2005. Sprint reserves the right to cancel/extend offers without notice. Offers may not be available in all markets. Sprint reserves the right to terminate any data subscription if usage adversely affects Network performance. Other conditions may apply. Read service agreement for details. **The Nextel National Network Reaches 263 million people.** ©2005 Sprint Nextel. SPRINT, the "Going Forward" logo, the NEXTEL name and logo, and other trademarks are trademarks of Sprint Nextel. MOTOROLA and the Stylized M Logo are registered in the U.S. Patent and Trademark Office. The Creditel logo and all other Creditel products and services referenced are either a trademark, service mark or registered trademark of Virtual Fonlink, Inc. All other product or service names are the property of their respective owners. All rights reserved.

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Mobile Locator.™

Know where your people are.

Improve customer service and productivity with Mobile Locator.™

With Mobile Locator, managers and dispatchers can increase pickup and delivery efficiency, avoid delays, know when employees need help and handle more jobs in less time.

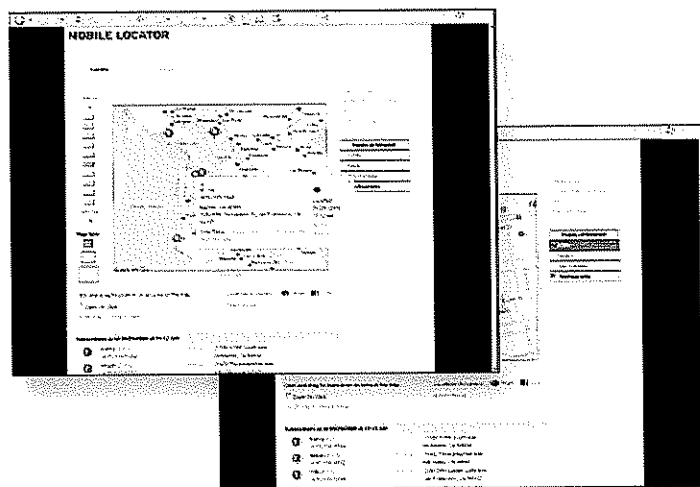
- > **See where people are.** In real time. Either by address or on a Web-based map. Through your MyNextel page.
- > **Send driving directions.** To your workers based on their current location. To get to the next job. Or back to the office. In English or Spanish.
- > **PC-to-phone messaging.** Point and click to send messages to any located phone or handheld.
- > **Find points of interest.** Based on worker's current location. Find the nearest gas station, ATM, bank or restaurant.
- > **Easy to use and get started.** All you need is a GPS enabled Nextel phone or BlackBerry 7520,™ a PC with Internet access and a MyNextel user i.d. and password.

Now You Can Afford to Compete.

With Mobile Locator, there is no special equipment or data plan needed, no application required on the phone, and no setup or integration necessary. Just one low monthly rate. All of which makes it a cost-effective solution that lets small and medium businesses compete with larger enterprises in quality and efficiency of service.

Requires No Separate Data Plan.

Mobile Locator service includes the necessary packet data service.



Price Per Month:

With Pay-As-You-Go Messaging \$15.00

(Phones — \$0.10 per sent/received text message, per handset.
BlackBerry — only receives SMS text messages. Refer to Terms and Conditions of the Data Plan for these charges.)

With Text Messaging 500 Plan \$20.00

(per handset)



Together with NEXTEL

CALL 800-Sprint-1 CLICK Sprint.com GO to the nearest Sprint or Nextel Store

Availability and accuracy of location information will vary depending on the environment in which GPS feature is being used. Whenever a GPS signal is not available, Mobile Locator provides cell-site location accuracy. Nextel GPS phones or BlackBerry 7520 required for longitude and latitude accuracy. Nextel National Network reaches over 263 million people. © 2005 Sprint Nextel. All rights reserved. SPRINT, the Going Forward logo, the NEXTEL name and logo, and other trademarks are trademarks of Sprint Nextel. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks or registered trademarks of Research In Motion Limited — used by permission. All third party product or service names are property of their respective owners.

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LADS NETWORK SOLUTIONS, INC.

FINALLY... AN AFFORDABLE GPS TRACKING SOLUTION!



GPStrac

Master Your Mobile World

GPS TRACK RESOURCES IN REAL-TIME AND TRACK VEHICLE ROUTES FOR COMPLETE CONTROL

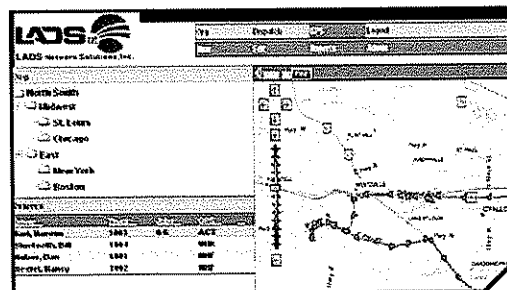
With mobile resources, effective control depends on knowing where they are and what they are doing. **GPStrac** puts complete, up-to-the-minute location information right on your screen. **GPStrac** allows you to:

- Affordably track the location of a variety of equipment... mobile phones, wireless modems, and GPS devices.
- Pinpoint the current location of your mobile resources on a detailed web-based map.
- Identify drivers, jobs, assets and landmarks with custom icons on the map. Quickly identify a qualified worker closest to the job.
- Be alerted automatically when a mobile resource enters or leaves a user-defined area (GeoFencing).
- Know when mobile workers have turned off their cell phones.
- Play back a history of where resources have been for any day or time.
- Receive alerts by e-mail, text messaging, and voice.

Benefits include:

- Right resources, right place, right now.
- Increase productivity due to better real-time and historical oversight.
- Eliminate unauthorized vehicle use.
- Verify time sheets and mileage for abuse.
- Locate misplaced or stolen assets.
- Reduce traffic offenses by tracking location and speed.
- Quicker emergency access.

LOCATE AND TRACK USING OUR WEB-BASED PORTAL



LADS net
LADS Network Solutions, Inc.

314.968.3363

(place contact info here)

www.ladsnet.com

NEXTEL
COMPATIBLE SOLUTION

Gearworks

Deliver Better Service. Faster.

Get More Done In The Field With Gearworks etrace.

Gearworks etrace mobile workforce management software keeps you constantly connected. To make your workers more productive, your processes more efficient, and your customers more satisfied.

Real-time Visibility. For Greater Control.

Etrace runs on workers' GPS-enabled Nextel devices, Web-Based Mission Control runs on your PC and the optional QuickConnect™ communications module links etrace to your back-office systems. All of these work together to help you:

- > **See where workers are.** Then dispatch jobs and allocate resources.
- > **Reduce overtime expenses.** Location-aware timesheets speed processing.
- > **Cut travel time and mileage.** With GPS-enabled driving directions.
- > **Measure worker productivity.** WorkZone™ reports identify areas for improvement.
- > **Enhance communication between the office and the field.** With integrated messaging and information.
- > **Get paid faster.** By printing invoices in the field. Accepting credit card payments at the point of service. And wirelessly collecting the information to close and bill jobs. In real-time.

Choose The Solution That Suits You Best.

- > **etrace:worksight-lite** – visibility.
- > **etrace:worksight** – track and trace.
- > **etrace:workflow** – dispatch.
- > **etrace:worksmart** – wireless remote transactions.

Plus, etrace is easily configured to the way you work. So you can quickly get the results you're after.

"... etrace is a necessity for service organizations."

Steve Poppe, CIO
Roto-Rooter

"Dollar for dollar, etrace delivers more value than any software solution I've seen in recent years."

Scott Carey, Sales Operations Manager
Pepsi Bottling Group

"I can't believe we operated as long as we did without etrace."

Phil Moore, Dispatch Manager
Central SOD Farms



Nextel i605 phone by Motorola.



Together with NEXTEL

CALL 800-Sprint 1. CLICK Sprint.com. GO to the nearest Sprint or Nextel Store

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CorrigoConnectPlus™

Extend the power of your CorrigoConnect system by adding functional modules that bring more value to your business.

Corrigo offers seven add-on functional modules that integrate seamlessly with your CorrigoConnect system, creating a more powerful service management tool. These modules enable you to have even more control over your field service organization and insight into business operations.

Scheduled Work

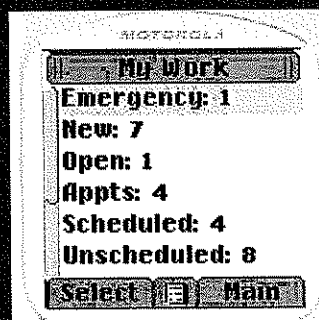
The CorrigoConnect Scheduled Work module automates the creation of recurring preventive or routine work orders from user-defined intervals of any kind, including seasonal work. When an appointed date arrives, a work order is automatically generated and distributed to the appropriate staff member, either via their desktop PC or directly to their Nextel® Internet-ready or Java-enabled phone or BlackBerry™ device running over the Nextel all-digital wireless network. The process can be extended using the CorrigoConnect Punch List module to include detailed inspection checklists and/or complex tasking information to provide accountability down to the line-item level. The Scheduled Work module helps automate recurring tasks in the field by delivering scheduled work directly to the handset of the team member tasked to do the work, saving time, providing improved tracking and accountability, and ensuring consistent service.

Punch List

CorrigoConnect's Punch List module enables you to create a library of punch list templates to attach to work orders (individually or in combination) that can be accessed and processed in the field via Nextel Internet-ready or Java-enabled phones or BlackBerry devices. Punch lists aid the process of inspections, inspection reporting, and complex, multi-step job tasks for organizations doing maintenance, installation and repair. As line items are completed and marked with notes, the results are visible instantly back in the office, optimizing communication and improving efficiency.

Time Card

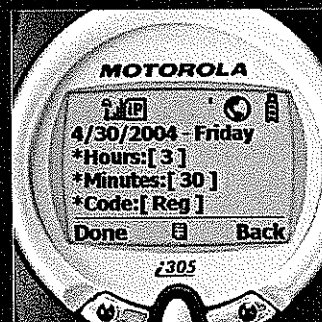
CorrigoConnect's Time Card module enables the around-the-clock collection and approval of time sheet information from the field. The Time Card module allows an unlimited number of labor and project codes so that staff in the field can update their timesheet information directly from their Nextel Internet-ready phone or BlackBerry device, either independent of, or in conjunction with their work order time. In the office, an authorized user can monitor staff utilization in real-time, review time sheet entries including underlying work order details, and approve time sheets for payroll.



The Scheduled Work module allows mobile workers to automatically receive recurring preventive or routine work orders when the appointed date arrives.



The Punch List module enables mobile workers to access punch lists and task checklists from their Nextel Internet-ready phones.

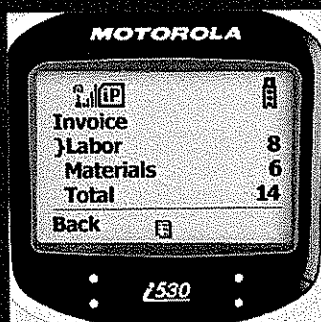


The Time Card module enables the wireless tracking, submission and approval of time card data, twenty four hours a day, seven days a week.

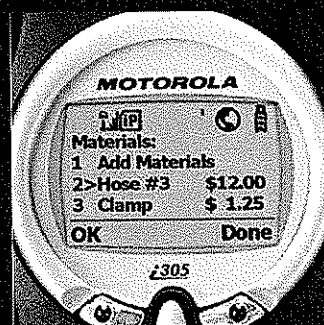
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The Cost Allocation and Parts Catalog module enables field technicians to capture labor time, cost codes and parts used while in the field.



The Invoicing module enables field service providers to create billing invoices and show customers an invoice summary at the point of service.



The Inventory module tracks product inventory location and transaction history from the field, automatically decrementing stock for re-order reporting.

Locate your local Nextel Representative for more information and ordering.
Call 1-800-NEXTEL9.

Insert Contact Information Here

Cost Allocation & Parts Catalog

CorrigoConnect's Cost Allocation and Parts Catalog module helps improve work order cost accounting by capturing cost information at the point of service. This module enables field staff to capture labor times and cost codes along with parts used and their costs via their Nextel Internet-ready or Java-enabled phone or BlackBerry device. Field staff can track work order time automatically and associate the appropriate labor code or codes to that time. In addition, field technicians can wirelessly associate parts used to a work order by pulling it from the corporate materials catalog, ensuring up to the minute price accuracy. The Cost Allocation and Parts Catalog module improves job costing, eliminates double entry of cost information and reduces transcription errors.

Invoicing*

CorrigoConnect's Invoicing module works in conjunction with the Cost Allocation and Parts Catalog module to create billing invoices from work orders at the point of service. This module enables field technicians to capture work costs and automatically apply adjustments to generate customer invoices while in the field. This real-time visibility improves billing accuracy and significantly reduces invoice turn-around time. The Invoicing module allows office staff to set default labor charge rates, parts mark-ups, trip charges, and tax rates so that billable work orders are automatically converted to invoices. These changes can be displayed in the field on Nextel Internet-ready or Java-enabled phones or BlackBerry devices, or printed in the office for faxing, email distribution, or mail.

Inventory*

CorrigoConnect's Inventory Management module works in conjunction with CorrigoConnect's Cost Allocation and Parts Catalog module. It tracks product location and transaction history in flexible storage configurations to any level of detail required. In the field, staff can search for the location of a given part via their Nextel Internet-ready or Java-enabled phones or BlackBerry devices. As parts are used and attached to corresponding work orders, inventory counts are automatically decremented in real-time. In the office, staff can run re-order reports based on user-defined inventory thresholds, as well as track vendor and supplier transactions and purchasing histories. Benefits include reduced shrinkage, reduction in costly spot purchases due to part outages and reduced administrative overhead managing inventory.

GPS and Mapping**

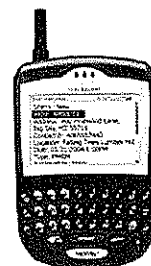
CorrigoConnect's GPS and Mapping module offers control and insight into field operations by displaying real-time staff locations on a map. Nextel's Java and GPS-enabled phones transmit position, direction, and speed information at defined intervals or when a mobile worker updates a job. In the office, the mobile workers' positions are recorded and the current or historical positions can be plotted on a map, enabling dispatchers to better manage their fleet and the overall service delivery process.

CorrigoConnect works on Nextel® Java Phones and BlackBerry™ devices.

* These modules require a Cost Allocation and Parts Catalog module subscription

** Currently available for use on i730 and i733 Java-enabled phones only

For Control and Insight into Your Field Service Business.



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Error free data capture with bar code scanning

xora GPS TimeTrack

Bar Code Scanning

Bar Code Scanning Module

Xora GPS TimeTrack supports an attachable scanner for use with Nextel Java phones. Companies are able to integrate scanning functionality into the regular management of their day-to-day projects. Applications include package scanning for delivery companies and parts scanning for construction, field service and security companies. Bar code scanning improves field productivity and increases speed and accuracy of data collection. The scanner supports UPC/EAN/JAN, code 39, code 128, and ITF codes.

TimeTrack Scanning Functionality

- Employees can scan jobs, parts or other task information by simply switching on the scanning functionality and pressing a single button
- Barcode scans are captured along with the time and location that the scan was taken
- These scans are sent back to the Xora GPS TimeTrack servers where they are stored for company retrieval
- Employers can see a running account of all scans displayed in reports, which can be viewed from a web browser
- Scanned information can be downloaded for use in payroll, inventory, job management and other systems

Pricing

Monthly recurring fees: \$1.99 per user per month in addition to the standard Xora GPS TimeTrack monthly per user rate. (Xora GPS TimeTrack Basic Plan required. Phone and voice service not included.)

Signing Up

To get Xora GPS TimeTrack for your company, contact your Nextel sales representative. If you would like to have a Xora sales representative contact you, please give us a call at 1-866-MAP-XORA (1-866-627-9672) or email us at info@xora.com. To order the attachable scanner for your phones, contact your Nextel representative regarding pricing and availability.



Job Order Report

Select a User:	<input type="text" value="Darden, Joe"/>	Start Date:	<input type="text" value="27"/>		
Job Number:	<input type="text" value=""/>	End Date:	<input type="text" value="27"/>		
Job Details for 'Darden, Joe'					
Day	User Name	Employee Number	Job Number	Job Start	Job End
27-JUN-03	Darden, Joe		076652010304	03:30 PM	
27-JUN-03	Darden, Joe		02255902	03:31 PM	

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Advanced functionality for Xora GPS TimeTrack

Xora GPS TimeTrack

Business Plus

Business Plus Module

The Business Plus module is an affordably priced addition (\$3.99 per user per month) to the Xora GPS TimeTrack basic service. Business Plus provides advanced functionality to enable job customization specific to industries, work site (point-and-circle, polygon) and Route monitoring using Geofencing, dispatching and scheduling jobs, including finding the nearest worker and providing text driving directions to work sites. Job customization allows a repair service company to scan or enter in the part number and serial number of parts that have been used in the repair process. Dispatching allows mobile workers to be automatically alerted on their phones as they receive new jobs. As they accept and close out new jobs, their status is automatically recorded. Text driving directions reduce unnecessary phone tag with dispatchers. Business Plus is composed of:

Dispatching

Xora's Dispatching Module improves dispatch and field productivity and eliminates phone tag by finding the nearest field employee for a job and then scheduling jobs directly from a web browser. The job records can then be downloaded for use in payroll, job management and other systems.

Dispatch Job

Job Number:

Company:

Job Address:

Address 1:

Address 2:

City, State or ZIP:

Assigned To:

Y-mail Job Start

03-27-2004 01:19:07

Select a Job:

☒ 8876: Fix Motor

Enter Job No

BACK

Routes and Driving Directions

Routes and driving directions improve field operation efficiency by enabling dispatchers to create routes, save them for display on maps and then dispatch turn-by-turn text driving direction to the phone application. Routes can be created using the field employee's latest GPS location as a starting address.

Job Address:

Address 1:

Address 2:

City, State or ZIP:

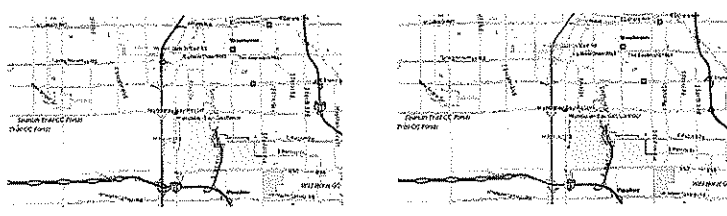
Y-mail Direction

21. Turn left onto N Clark St (.18 miles 1.15 mins) 20. W Fullerton Ave

BACK

Geofencing

Geofencing enforces safety by alerting managers when users enter or leave designated areas. This is extremely useful for off-route vehicle alerts, unauthorized vehicle movement and work site management. Areas on maps can be designated as both circles (shown left) and polygons around a location, as well as corridors along a route (shown right).



Job Flex Fields

Job flex fields enable customers to tailor the job events (job start, job end) and set up additional fields where data can be captured on the phone application either by manual entry, by selecting from a drop-down list or using bar code scanning. Jobs can now be customized for specific industries.

Add Flex Fields

Field Name	Field Values	Field for
Project Name	P1, P2, P3, P4	<input type="radio"/> Job Start
Hours Worked		<input type="radio"/> Job Start
Cost Code	Framing, Sheet Rock, T	<input type="radio"/> Job Start
Fault Code	A, R, S, T	<input type="radio"/> Job Start

Y-mail Job Start

Fault Code:

☒ A

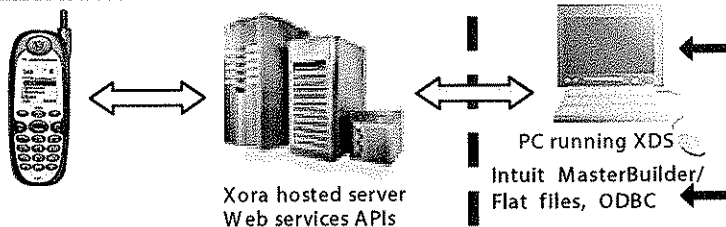
OR

☐ S

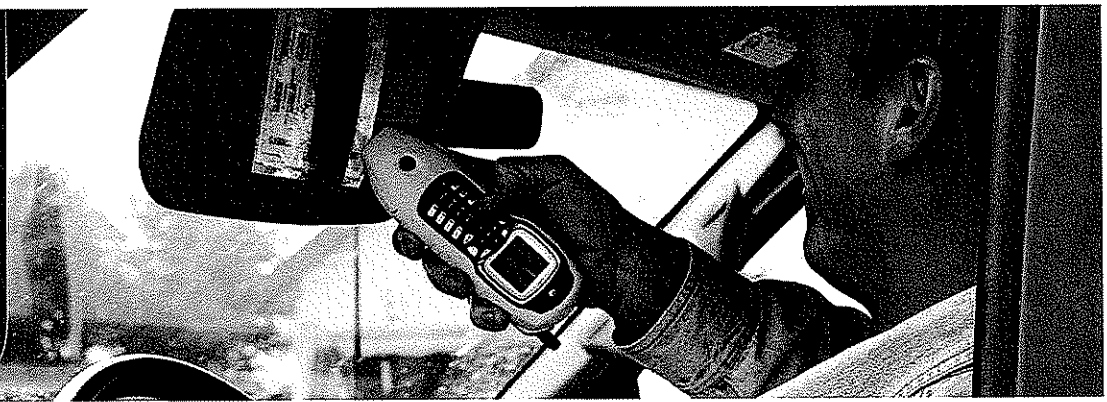
BACK

Xora Data Shuttle

The Xora Data Shuttle (XDS) facilitates 2-way data integration with existing customer applications. XDS is installed on a PC at the customer location and provides periodic transfer of Job, Time and GPS Location information between customer databases and the Xora GPS TimeTrack hosted server.



►► The smart way
to put wireless
to work™



►► AirClic

AirClic is a risk-free option

AirClic is the most elegant, streamlined mobile process automation solution available. There's no bulky, expensive proprietary equipment. No rigid, pre-defined process models. No investment in IT infrastructure.

Ten great reasons to consider AirClic

- Complete mobile operations visibility
- Comprehensive GPS functionality
- Easy and accurate data capture
- Deploy in as little as two weeks
- Faster, wider user adoption
- Easily extends to sub-contractors
- More cost effective than other options
- No IT support or resources required
- ONLY certified, mobile phone scanner
- Hundreds of satisfied customers

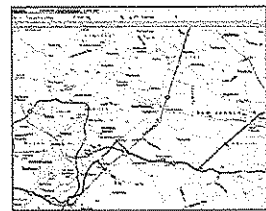
Managing mobile operations—every day work like delivery of goods, inventory management, staff deployment and management—has long presented challenges to organizations. How can you manage what you cannot see? How do you make timely, business-critical decisions when the systems are inherently delayed by paperwork?

With complete solutions from AirClic, you instantly capture, monitor, and understand the movement and interaction of your people and assets.

Here's how AirClic works:



Delivery Completed



1 Use mobile phones (or alternatively PDAs or Blackberry™ devices) equipped with AirClic software and a small scanning device.

2 Enter information or scan bar codes that represent actions, items, locations, events—virtually any kind of information.

3 View and access the events and needs that affect your customers to guide decisions in real-time using AirClic MP Reporter.

AirClic delivers visibility, accuracy, and accountability

With AirClic you replace fragmented, error-prone processes and capture the information you need when you need it—and trust that it's accurate. Processes like:

- Package tracking and delivery confirmation
- Time, mileage tracking and timecard processing
- Field services and repair
- Parts and inventory tracking
- Equipment usage, status and location
- Project management and employee deployment, tracking
- Guard activity and safety assurance

continued



Who trusts AirClic to mobilize their processes?

- ▶ AC Nielsen
- ▶ Alaska Airlines
- ▶ ADP
- ▶ CD&L
- ▶ City of St. Louis
- ▶ Johnson & Johnson
- ▶ Océ
- ▶ OmniSource
- ▶ Pella Windows & Doors
- ▶ Priority Dispatch
- ▶ Spring Independent School District
- ▶ Triangle Worldwide
- ▶ Vanguard Security

Product Comparison:

Your options	Estimated cost	Monthly charges	Capabilities
AirClic	\$350. Phone and attached scanner (ruggedized).	\$30/\$40/\$50 all inclusive	Track it all. Deployment in as little as two weeks.
GPS solutions	\$600. Phone and separate scanner (not-ruggedized).	\$15-\$30 base \$20.00 scanner fee \$40.00 supervisor module \$35-\$90 plus set-up fees	Can't track activities, inventory or assets. Only location.
Specialized hand-held	\$3,000. Device without phone.	Thousands for private wireless network and ongoing maintenance. Phone device costs additional.	Long, complex, costly deployments. Need separate phone device.

Better information drives better decisions—today and tomorrow

The real value of the AirClic solution comes from using the information you collect to drive other business systems such as time and asset management, billing, HR, CRM, and reporting and analysis.

And once you drive the inefficiencies out of your systems, managers responsible for mobile operations can go beyond process improvement to truly understand the who, what, where, when, and why of field activities. They can analyze collected data for short- and long-term trends, establish realistic performance benchmarks, and set alerts for problems and exceptions.

Let AirClic show you how we can help you gain immediate cost savings and improvements in mobile process efficiency, and enable mobile processes focused on competitive advantage and customer satisfaction. *That's the smart way to put wireless to work.*

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Newtown, PA 18940

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fax +1 215 504 0565
information@airclic.com

▶ **AirClic**



Industry Solutions Brief: Government Agencies

xora

Xora GPS TimeTrack affordably increases the productivity of field staff and simplifies mobile operations

Overview

The United States government is estimated to have spent more than \$50 billion on IT products and services in 2003, or five times the combined total of all technology hardware, software and support expenses of Fortune 1000 companies during the same time period.* Certainly fighting the war on terrorism accounted for a significant portion of these costs, a trend that is not likely to change any time soon. Recently the Bush administration requested \$10.31 billion for homeland-security IT initiatives in 2005, an increase of more than five percent from what was requested for 2004.**

While policy and priority decisions are the domain of senior government officials, issues such as which technology solutions fit best in a particular agency or department are resolved by program managers and CIOs, whose primary concern is the day-to-day operations of their business units. That's why technology vendors are developing systems to automate and expedite administrative processes, such as inter-, intra- and extra-office communications, that help to reduce paper work, lower operating costs and improve operational efficiency.

Challenges

Though it may seem that government agencies have an endless supply of capital available for new technology systems, these organizations are challenged continually to do more with less, and to maximize existing investments. Furthermore, agency personnel are being asked to measure the results of technology-driven programs, much in the same way as their industry counterparts.

"Agencies' use of enterprise architecture is at a crossroads," said Randy Hite, the General Accounting Office's director for IT architecture and systems. "A lot of money and resources have been spent on these architectures. Agencies are at the point where the architectures should start producing results."

Specifically, government agencies are charged with ensuring security for its citizens and landmarks, a challenge complicated by the immense scope of the assignment. Due to the critical nature of this task, the ability to locate and deploy field staff quickly is an increasingly important need for federal, state and city agencies.

At the administrative level, government agencies are challenged to perform their jobs more efficiently and accurately. This is particularly problematic given the amount of data that is passed between and among staff and agencies, not to mention the need to ensure information privacy. As a result, government agencies are requiring technology solutions that link systems together, reduce paper-based communications, and address specific business problems.

Xora GPS TimeTrack

To meet the needs of the country's government agencies, Xora has introduced its GPS TimeTrack solution. An easy to use and cost-effective

service, Xora GPS TimeTrack leverages GPS-enabled mobile phones from Nextel Communications® to help government agencies quickly and easily locate and manage mobile workers.

For example, the Department of Buildings at one U.S.-based City government office is leveraging the "work module" available with Xora GPS TimeTrack. The application enables the City's building inspectors to record and transmit time and date stamped information, including property address and inspection status information, to the Xora data center, where it is available immediately for viewing over the Internet by the Department's supervisors and bureau chiefs.

Previously the agency's field staff would record inspection data manually and deliver it to the office as a paper report, a process fraught with potential for error and omissions. By utilizing the Xora GPS TimeTrack work module, recording the field data is easier and supervisors receive time stamped information in near real-time. What's more, it has eliminated a significant amount of paper-based reporting, and the information can be synchronized with other back-office accounting and project-specific systems.

Xora GPS TimeTrack also helps government agencies to determine the location of field staff at any given time. Because the "location module" in Xora GPS TimeTrack works with GPS-enabled phones from Nextel®, office workers can view maps showing the location of mobile staff throughout the day. This feature is particularly useful for responding to emergency situations involving medical, police and fire personnel.

The location module also helps to improve service to customers. For instance, a City's water department can respond quickly to a problem at a customer site by accessing Xora-generated maps to find the field technician that is nearest to the customer. The department's office manager can then contact the customer to let them know when to expect the repair person. In this way Xora GPS TimeTrack is helping the City to deliver superior service to customers, while maintaining a higher level of accountability.

Government agencies leveraging the "time module" in Xora GPS TimeTrack can reduce unnecessary travel time for mobile workers. By allowing mobile workers to clock in and out from the field, rather than insisting they visit the office to do so, valuable time and money is saved, field staff can do more jobs in a given day, and agencies pay only for actual billable time.

Xora Customers

Xora GPS TimeTrack customers in the city government sector include the City of Chicago's Department of Buildings and City of Los Angeles.

* Source: Government Computer News

** Source: InformationWeek

NEXTEL | Get Instant Productivity. With AirClic® MP XPress.™¹

Run Your Mobile Business Better.

Proof of Delivery

Real-time barcode- and GPS-based capture and tracking of customer, package, route, manifest and vehicle information. See any driver's current location and route driven. Reduce delivery times and errors. Increase productivity. Resolve delivery disputes, billing issues or other customer concerns.

Inventory Tracking

Capture inventory and customer job information where the work is done. AirClic AC25 barcode scanning device connects to users' Nextel Java-enabled phone for instant familiarity and increased use. Real-time information lets you continuously update parts inventories and job status, deploy workers and materials where needed, and improve customer service.

Asset Tracking

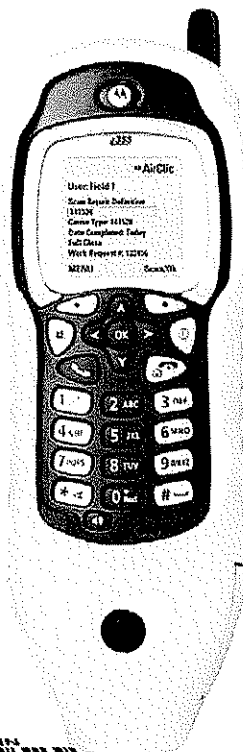
Optimize asset deployment and use, track location and reduce loss. Make more effective decisions with accurate, real-time, barcode-capture of asset, model and serial number information.

Security

Respond to emergencies, validate security procedures and protect your company against liability with accurate capture of worker check-in, location and route information. Instant visibility during critical events helps you reroute drivers to enhance safety or expedite delivery.

Time Tracking

Simple and accurate capture of employees' time and activities, including start and break times for shifts, jobs and work orders. Reduce paperwork errors. Monitor overtime. Provide more reliable completion estimates. Identify and reward worker efficiency. Supervisor override supports decision making in the field.



Now any size business can track mobile workers, processes, or assets. Throughout the day. Wherever they are. With the ready-to-run AirClic MP XPress pre-engineered solutions.

AirClic MP XPress gives you instant access to cost-effective solutions in time, inventory and asset tracking, proof of delivery, and security. So even smaller business can benefit from the best practices developed in hundreds of AirClic personalized solutions — in construction, manufacturing, wholesale and retail trade, transportation, leasing, field services, education and health care.

Use the template applications out-of-the-box. Or personalize the fields to suit your needs. Then use the AirClic AC25 barcode scanner and a GPS- and Java™-enabled Nextel phone to gain new visibility, make more effective decisions, improve productivity and increase customer satisfaction.

CALL 800-SPRINT-1. CLICK Sprint.com GO to the nearest Sprint or Nextel Store

Sprint

Together with NEXTEL

¹ Requires subscription to Nextel data access services.

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Table of Contents

EBILLING & ANALYSIS	1
SECURE MULTI-USER ACCESS	1
CONVENIENT DATA ANALYSIS	1
CUSTOMIZABLE REPORTS	1
SPRINT PCS EBILLING & ANALYSIS FEES	1

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eBilling & Analysis

Sprint PCS eBilling & Analysis is a value-added, Web-based management tool that allows you to easily analyze nationwide wireless usage and monitor your corporate-sponsored lines on a monthly basis. At eba.sprintpcs.com, you or your telecommunications manager can:

- ❖ Access billing information securely via user authentication and 128-bit encryption.
- ❖ Monitor both voice and data usage.
- ❖ View, edit, and report on invoicing data.

PCS eBilling & Analysis enables customers to access their most recent three months of detailed account information and their most recent 12 months of summary account information.

Secure Multi-user Access

A profiling and permission module within the Sprint PCS eBilling & Analysis application enables your telecommunications manager to delegate editing and reporting duties to multiple employees. Managers can allow employees of their choosing to view, edit, and report on invoicing data. This way, your telecommunications manager can focus less on invoicing activities and more on managing your company's wireless telecommunications.

Convenient Data Analysis

Sprint PCS eBilling & Analysis gives you the flexibility to generate a variety of reports that can be shared with employees and other key people within your company. Through a range of data fields, you can evaluate everything from spot usage trends to detailed information about a single call. Authorized users have access to three months of detail and 12 months of summary information. Furthermore, Sprint PCS eBilling & Analysis allows you to view only the most pertinent information about your wireless account, which helps you to more easily monitor your wireless budget and gain solid insight into your company's wireless spending. This information can be downloaded in either Tab or CSV format.

Customizable Reports

With the information you gather from Sprint PCS eBilling & Analysis, you can generate and maintain customizable reports to fit your company's business structure and reporting requirements. As your company evolves, this advanced application allows you to modify your reports to best suit your business needs. You also have access to free-form fields that can be used to identify subscribers by cost center, employee ID, business unit, etc. for reporting purposes.

Sprint PCS eBilling & Analysis Fees

Sprint PCS eBilling & Analysis eliminates the need for a detailed paper invoice and allows for electronic payment. If you select eBilling & Analysis as your standard bill, your detailed paper invoice will be suppressed. You will be charged \$200 to set up eBilling & Analysis and a \$35 monthly recurring charge will apply. Summary or remittance paper invoices are available for no charge. If you select Sprint PCS eBilling & Analysis but still require a detailed paper invoice, a monthly recurring charge will apply (\$100 for customers with fewer than 500 corporate-sponsored subscriptions, \$250 for customers with more than 500 corporate-sponsored subscriptions).



Sprint Business Solutions Wireless Data Service Level Agreement

1. Policy.

Sprint is committed to providing reliable, high-quality services on its wireless data network. As one indicator of Sprint's service commitment, Sprint provides this Service Level Agreement ("SLA") covering Wireless Data Service and performs ongoing measurement of its Wireless Data Service metrics on a nationwide basis. If Wireless Data Service performance, as measured on an aggregate monthly nationwide basis, does not meet the applicable metrics set forth in this SLA, then Eligible Customers may be eligible for a service credit. Capitalized terms not specifically defined within the text of this SLA are defined in Section 5 below.

2. Wireless Data Service Performance Commitments.

Wireless Data Service performance is the measure of how certain data information is made available on the Sprint Network, and is measured across specific Sprint Network elements. Sprint will calculate Wireless Data Service performance using the statistical information available to Sprint from Sprint's management reporting systems. Sprint will make available on a secure and password protected website, information regarding whether the Sprint Network attained the Wireless Data Service performance commitments set forth in this SLA during the prior month. Customer agrees that the Wireless Data Service performance metrics provided by Sprint pursuant to this SLA are Sprint proprietary and confidential information. Customer will not disclose such performance metrics to any third party, unless expressly permitted under the terms of the Customer's non-disclosure agreement with Sprint.

If Sprint fails to attain the Wireless Data Service performance commitments (except as excluded under Section 3 below), Eligible Customers may request a Service Credit to compensate for the performance shortfall.

The calculation of each of the Wireless Data Service performance commitments described in this Section 2 is based on the overall average performance of the Sprint Network. An Eligible Customer's individual experience may differ from the percentages posted by Sprint at the end of each calendar month due to specific conditions affecting such Eligible Customer.

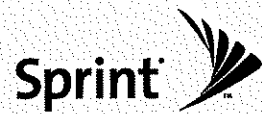
2.A. Wireless Data Session Block Rate.

2.A.1. Wireless Data Session Block Commitment.

The "Wireless Data Session Block Rate" is the percentage of Wireless Data Sessions that are blocked as compared to the total number of Wireless Data Sessions attempted on the Sprint Network over a calendar month. A Wireless Data Session is considered blocked if the user is unable to establish the Wireless Data Session while within the Coverage Area due to failure of the Sprint Network. The national average for the Wireless Data Session Block Rate will be less than 2.00% during each calendar month (the "Wireless Data Session Block Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will apply.

2.A.2. Wireless Data Session Block Validation.

Sprint will post each month's actual Wireless Data Session Block Rate on a password protected website on or about the 22nd day of the subsequent calendar month.



2.A.3. Wireless Data Session Block Service Credit.

If the posted Wireless Data Session Block Rate for a calendar month fails to meet the Wireless Data Session Block Commitment, any Eligible Customer may contact their Sprint representative in writing within 15 business days of the actual performance being posted to the website to request the applicable service credit. Upon Sprint's verification that the Wireless Data Session Block Rate during that calendar month failed to meet the Wireless Data Session Block Commitment, Sprint will issue a service credit to the Eligible Customer equal to 10% of the Eligible Customer's Monthly Recurring Charges for Wireless Data Service for that month. Credits issued will not exceed the limits specified in Section 4. Sprint will apply approved service credit(s) to the Eligible Customer's invoice during the next available bill cycle. Any decision made by Sprint regarding whether Sprint satisfies the Wireless Data Session Block Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.

2.B. Wireless Data Session Drop Rate.

2.B.1. Wireless Data Session Drop Commitment.

The "Wireless Data Session Drop Rate" is the percentage of Wireless Data Sessions that are dropped as compared to the total number of Wireless Data Sessions attempted on the Sprint Network over a calendar month. Sprint will not include any information related to customers' use of EV-DO services in its calculation of the Wireless Data Session Drop Rate. A Wireless Data Session is considered dropped if it is terminated while within the Coverage Area and such termination is not initiated by the user or the third party recipient of the user's Wireless Data Service usage. The national average for the Wireless Data Session Drop Rate will be less than 1.00% during each calendar month (the "Wireless Data Session Drop Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will apply.

2.B.2. Wireless Data Session Drop Validation.

Sprint will post each month's actual Wireless Data Session Drop Rate on a password protected website on or about the 22nd day of the subsequent calendar month.

2.B.3. Wireless Data Session Drop Service Credit.

If the posted Wireless Data Session Drop Rate fails to meet the Wireless Data Session Drop Commitment, any Eligible Customer may contact their Sprint representative in writing within 15 business days of the actual performance being posted on the website to request the applicable service credit. Upon Sprint's verification that the Wireless Data Session Drop Rate during that calendar month failed to meet the Wireless Data Session Drop Commitment, Sprint will issue a service credit to the Eligible Customer equal to 10% of the Eligible Customer's Monthly Recurring Charge for Wireless Data Service for that month. Credits issued will not exceed the limits in Section 4. Sprint will apply approved service credit(s) to an Eligible Customer's invoice during the next available bill cycle. Any decision made by Sprint regarding whether Sprint satisfies the Wireless Data Session Drop Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.

2.C. Wireless Data Session Availability Rate.

2.C.1. Wireless Data Session Availability Commitment.

The Wireless Data Session Availability Rate is the percentage of minutes that required Network Data Elements are operational as compared to the total number of minutes within a given calendar month. Network Data Elements are considered operational if they can perform any of their data processing functions. "Network Data Elements" means the Sprint Network elements used to support initiation of a Wireless Data Session, and includes the following elements:

- BTS (Base Transceiver Station),
- MM (Mobility Manager),
- MSC (Mobile Switching Center)
- WSCP (Wireless Service Control Point) mated pairs
- PDSN (Packed Data Serving Node)
- HA (High Availability)
- F5 (Frontend and Backend Processor for NGG)
- AAA (Authentication, Authorization and Accounting)
- LDAP (Lightweight Directory Access Protocol)
- NGG (Next Generation Gateway)
- OSSN (Operational System Support Network)
- FACN (Foreign Agent Control Node)
- PCF (Packet Control Function)
- DNS (Domain Name Server)

The national average Wireless Data Session Availability Rate will be 99.5% or greater during each calendar month (the "Wireless Data Session Availability Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will apply.

2.C.2. Wireless Data Session Availability Validation.

Sprint will post each month's actual Wireless Data Session Availability Rate on a password protected website on or about the 22nd day of the subsequent calendar month.

2.C.3. Wireless Data Session Availability Credit.

If the posted Wireless Data Session Availability Rate fails to meet the Wireless Data Session Availability Commitment, any Eligible Customer may contact their Sprint representative in writing within 15 business days of the actual performance results being posted to request the applicable service credit. Upon Sprint's verification that the Wireless Data Session Availability Rate during that calendar month failed to meet the Wireless Data Session Availability Commitment, Sprint will issue a service credit to the Eligible Customer equal to 10% of the Eligible Customer's Monthly Recurring Charge for Wireless Data Service for that month. Credits issued will not exceed the limits in Section 4. Sprint will apply approved service credit(s) to an Eligible Customer's invoice during the next available bill cycle. Any decision made by Sprint regarding whether Sprint satisfies the Wireless Data Session Availability Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.



3. Exclusions from Applicability of Sprint Wireless Data SLAs.

3.A. Exclusions. The Sprint Wireless Data Services SLAs will not apply to, or in the event of:

3.A.1. Circumstances caused by acts or omissions of the Eligible Customer, its agents or vendors.

3.A.2. Force majeure events, including, but not limited to: natural disasters (e.g. lightning, earthquakes, hurricanes, floods); power outages, mass calling events, spam attacks, virus attacks, or other events outside of Sprint's reasonable control; wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers; cable cuts by third parties; acts by local exchange carriers or other third parties; explosions and fires; embargoes, strikes and labor disputes; governmental decrees and any other cause beyond Sprint's reasonable control. If a force majeure event occurs, the performance metrics for the impacted Network Data Elements may be excluded from the calculation of the Sprint Network performance metrics for that month.

3.A.3. Eligible Customer's failure to materially comply with its obligations as defined in Eligible Customer's agreement with Sprint for the purchase of wireless services, including failure to pay valid past-due amounts; order suspensions due to Eligible Customer's credit worthiness.

3.A.4. Scheduled maintenance events.

3.A.5. Failure of any components outside the Sprint Network or outside of Sprint's reasonable control, including without limitation, failure of third-party websites or applications.

3.A.6. Failure of application specific platforms, including without limitation, Sprint Business Connection, Sprint PCS Ready Link services, and Picture Mail.

3.B. Applicability and Amendments. Sprint reserves the right to terminate the SLA at any time in its sole discretion, and to amend the SLA from time to time by posting the terms of the revised SLA to a secure, password protected website. Eligible Customer is subject to the then-current terms of the SLA, if any, that are posted at the time of the event(s) giving rise to Eligible Customer's request for a service credit pursuant to Section 2 above.

4. Maximum Service Credits.

4.A. Monthly Service Credit. In no event will any service credits issued under this SLA to an Eligible Customer for a single calendar month exceed 30% of such Eligible Customer's Monthly Recurring Charges for Wireless Data Service.

4.B. Yearly Service Credit. In no event will the cumulative total of service credits issued under this SLA to an Eligible Customer during a Contract Year exceed 20% of such Eligible Customer's total Monthly Recurring Charges for Wireless Data Service invoiced during the Contract Year.



5. Definitions.

In addition to definitions appearing within the text of this SLA, the following definitions are used in this SLA:

5.A. Contract Year. The 12-month billing period commencing on the first day of the month after Eligible Customer's agreement with Sprint that includes the purchase of Wireless Data Service becomes effective and each successive 12 month billing period thereafter.

5.B. Coverage Area. The user is considered within the Coverage Area of the Sprint Network for purposes of this SLA if the user is not in roaming mode and the user's device displays at least 1 highlighted bar on the device's screen. If none of the bars are highlighted, or if the user is in roaming mode, the user is outside the Coverage Area of the Sprint Network for purposes of this SLA.

5.C. Eligible Customer. Any customer that (i) purchases Wireless Data Service from Sprint under a service plan with a monthly recurring charge (or who renews an existing agreement with Sprint that includes the purchase of Wireless Data Service under a service plan with a monthly recurring charge) on or after March 15, 2005 with a minimum 1 year term commitment, (ii) is in full compliance with the terms of its agreement with Sprint for the purchase of Wireless Data Service, and (iii) is a customer whose charges for company-liable users are billed directly to such customer's account. An individually-liable user or Employee Line is not an Eligible Customer and is not eligible to receive the service credits described in this SLA.

5.D. Monthly Recurring Charge for Wireless Data Service. All monthly recurring charges associated with Wireless Data Services including monthly recurring charges for the primary plan and portions of combined plan charges applicable to Wireless Data Services, but excluding one time or nonrecurring charges.

5.E. Sprint Affiliates. Independent third parties that by contract offer telecommunications services under the Sprint brand name.

5.F. Sprint Network. The Sprint-owned CDMA wireless network located in the United States, excluding network owned by Sprint Affiliates or roaming providers.

5.G. Wireless Data Service. Wireless Data Service means Sprint's 3G 1xRTT and EV-DO wireless data communications offerings (where available) that are transmitted across the Sprint Network, except as specifically limited in Section 2.B.1 and Section 3. For purposes of reporting Wireless Data Service performance metrics pursuant to this SLA, Sprint's 3G 1xRTT performance metrics and Sprint's EV-DO performance metrics will be combined such that the Wireless Data Service performance metrics that Sprint reports each month will reflect blended performance statistics. The Wireless Data Service performance metrics that Sprint reports will not reflect, and this SLA does not apply to, performance metrics of Sprint's 3G 1xRTT or EV-DO service offerings on a separate, stand-alone basis.

5.H. Wireless Data Session. A Wireless Data Session is a Sprint Network connection attempt made by a user that utilizes Wireless Data Services and is based upon the assignment of a dedicated IP address to the requesting access terminal (e.g., the handset, aircard, or other device). A Wireless Data Session begins when the user initiates a Sprint Network connection by attempting to access the Sprint Network and ends when the connection is blocked or terminated.

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Sprint Business Solutions Wireless Service Level Agreement

1. Policy.

Sprint is committed to providing reliable, high-quality services on its wireless mobile network. As one indicator of Sprint's service commitment, Sprint provides this Service Level Agreement ("SLA") covering wireless voice service and performs ongoing measurement of its service metrics on a nationwide basis. If Network performance, as measured on a nationwide basis, does not meet the applicable metrics set forth in this SLA, then Eligible Customers may be eligible for a service credit. All defined terms are set forth in Sections 5 and 6 below.

2. Network Performance Commitments.

Network performance is the measure of how voice information travels through the Network. Sprint's Network Performance SLAs are measured **across specific Sprint Network elements**, and apply to **sites on Sprint and Sprint Affiliate platforms**. Sprint will make available on a secure, password protected website information regarding whether the Network attained the voice performance objectives set forth in this SLA during the prior month. Customer agrees that the network performance metrics provided by Sprint pursuant to this SLA are Sprint proprietary and confidential information. Customer will not disclose the network performance metrics to any third party, unless expressly permitted under the terms of the Customer's non-disclosure agreement with Sprint.

If Sprint fails to attain these objectives (except as excluded under Section 3 below), Eligible Customers may request a Service Credit to compensate for the performance shortfall.

The calculation of each of the Network performance commitments described in this Section 2 is based on the overall average performance of Sprint's nationwide Network. An Eligible Customer's individual experience may differ from the percentages posted by Sprint at the end of each calendar month due to specific conditions affecting such Eligible Customer.

2.A. Network Voice Block Rate.

2.A.1. Network Voice Block Commitment.

The "Network Voice Block Rate" is the percentage of calls that are blocked as compared to the total number of attempts made by users on the Network over a calendar month. The call is said to be blocked if the user cannot successfully place a call while within the Sprint PCS Coverage Area.

The national overall average for the Network Voice Block Rate will be less than 2.00% during each calendar month (the "Network Voice Block Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will



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apply.

2.A.2. Network Voice Block Validation.

Sprint will post each month's actual Network Voice Block Rate on a password protected website on or about the 22nd day of the subsequent calendar month.

2.A.3. Network Voice Block Service Credit.

If the posted Network Voice Block Rate for a calendar month fails to meet the Network Voice Block Commitment, an Eligible Customer may contact its Sprint representative in writing within 15 business days of the Network Voice Block Rate being posted to request the applicable service credit. Upon Sprint's verification that the Network Voice Block Rate during that calendar month failed to meet the Network Voice Block Commitment specified above, Sprint will issue a service credit to the Eligible Customer equal to 10% of the Eligible Customer's Monthly Recurring Charges for Wireless Service for that month, not to exceed the limits in Section 4. Approved service credit(s) will be applied to an Eligible Customer's invoice during the next available bill cycle. Any decision made by Sprint regarding whether Sprint satisfies the Network Voice Block Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.

2.B. Network Voice Drop Rate.

2.B.1. Network Voice Drop Commitment.

The "Network Voice Drop Rate" is the percentage of calls that are dropped as compared to the total number of calls established on the Network over a calendar month. The call is dropped when a user experiences an abnormal call release without either party manually ending the call while within the Sprint PCS Coverage Area.

The national overall average for the Network Voice Drop Rate will be less than 2.00% during any calendar month (the "Network Voice Drop Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will apply.

2.B.2. Network Voice Drop Validation.

Sprint will post each month's actual Network Voice Drop Rate on a password protected website on or about the 22nd day of the subsequent calendar month.

2.B.3. Network Voice Drop Service Credit.

If the posted Network Voice Drop Rate fails to meet the Network Voice Drop Commitment, the Eligible Customer may contact its Sprint representative in writing within 15 business days of the Network Voice Drop Rate being posted to request the applicable service credit. Upon Sprint's verification that the Network Voice Drop Rate during that calendar month failed to meet the Network Voice Drop Commitment, Sprint will issue a service credit to the Eligible



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Customer equal to 10% of the Eligible Customer's Monthly Recurring Charge for Wireless Service for that month, not to exceed the limits in Section 4. Approved service credit(s) will be applied to an Eligible Customer's invoice during the next available bill cycle. Any decision made

by Sprint regarding whether Sprint satisfies the Network Voice Drop Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.

2.C. Network Voice Availability Rate.

2.C.1. Network Voice Availability Commitment.

The Network Voice Availability Rate is the percentage of minutes that the Network Voice Elements are operational as compared to the total number of minutes within a given calendar month. Network Voice Elements are considered operational if they can perform any of their call processing functions. "Network Voice Elements" include BTS (Base Transceiver Station), MM (Mobility Manager), MSC (Mobile Switching Center) and WSCP (Wireless Service Control Point) mated pairs.

The overall average Network Voice Availability Rate will be 99.9% or greater during each calendar month (the "Network Voice Availability Commitment"). Standard rounding methodology as described by the National Institute of Standards and Technology (NIST) will apply.

2.C.2. Network Voice Availability Validation.

Sprint will post each month's actual Network Voice Availability Rate on a password protected website on or about the 22nd day of the subsequent calendar month.

2.C.3. Network Voice Availability Credit.

If the posted Network Voice Availability Rate fails to meet the Network Voice Availability Commitment, the Eligible Customer may contact its Sprint representative in writing within 15 business days of the Network Voice Availability Commitment being posted to request the applicable service credit. Upon Sprint's verification that the Network Voice Availability Rate during that calendar month failed to meet the Network Voice Availability Commitment, Sprint will issue a service credit to the Eligible Customer equal to 10% of the Eligible Customer's Monthly Recurring Charge for Wireless Service for that month, not to exceed the limits in Section 4. Approved service credit(s) will be applied to an Eligible Customer's invoice during the next available bill cycle. Any decision made by Sprint regarding whether Sprint satisfies the Network Voice Availability Commitment will be final, binding and conclusive, and is within Sprint's sole discretion.

3. Exclusions from Applicability of Sprint Wireless SLAs.



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3.A. Exclusions. The Sprint Wireless Services SLAs will not apply to, or in the event of:

- 3.A.1 Circumstances caused by acts or omissions of Eligible Customer, its agents or vendors.
- 3.A.2 Force majeure events, including, but not limited to: natural disasters (e.g. lightning, earthquakes, hurricanes, floods); power outages, mass calling events, spam attacks, virus attacks, or other events outside of Sprint's reasonable control; wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers; cable cuts by third parties; acts by local exchange carriers or other third parties; explosions and fires; embargoes, strikes and labor disputes; governmental decrees and any other cause beyond Sprint's reasonable control. If a force majeure event occurs, the performance metrics for the impacted Network Voice Elements may be excluded from the calculation of the overall nationwide Sprint Network performance metrics for that month.
- 3.A.3 Eligible Customer's failure to materially comply with its obligations as defined in Eligible Customer's agreement with Sprint for the purchase of wireless services, including failure to pay valid past-due amounts; order suspensions due to customer's credit worthiness.
- 3.A.4 Scheduled maintenance events.
- 3.A.5 Failure of any components outside the Network or outside of Sprint's reasonable control.
- 3.A.6 Sprint PCS data services (including but not limited to PCS Ready Link services, PCS Vision services or messaging services).
- 3.A.7 Failure of any enhanced voice applications such as Sprint PCS Voice Mail, Voice Command or other similar enhanced voice services.

3.B. Applicability and Amendments.

Sprint reserves the right to terminate the SLA at any time in its sole discretion, and to amend the SLA from time to time by posting the terms of the revised SLA to a secure, password protected website. Eligible Customer is subject to the then-current terms of the SLA, if any, that are posted at the time of the event(s) giving rise to Eligible Customer's request for a service credit pursuant to Section 2 above.

4. Maximum Service Credits.

- 4.A Monthly Service Credit. In no event will any service credits issued to an Eligible Customer for a single calendar month exceed 30% of such Eligible Customer's Monthly Recurring Charges for Wireless Service.
- 4.B Yearly Service Credit. In no event will the cumulative total of service credits issued to an Eligible Customer during a Contract Year exceed 20% of such Eligible Customer's total Monthly Recurring Charges for Wireless Service invoiced during the Contract Year.

5. Definitions.

The following definitions are used in this SLA:



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- 5.A Contract Year – The 12-month billing period commencing on the first day of the month after Eligible Customer's agreement with Sprint for the purchase of wireless services becomes effective and each successive 12 month billing period thereafter.
- 5.B Coverage Area – The user is said to be within the Coverage Area if the user is not in roaming mode and the user's phone displays at least 1 highlighted bar on the phone's screen. If none of the bars are highlighted, the user is outside the Coverage Area of Sprint PCS.
- 5.C Eligible Customer – Any customer that (i) purchases wireless services from Sprint or a Sprint Affiliate (or who renews an existing agreement with Sprint for the purchase of wireless services) on or after August 9, 2004 with a minimum 1 year term commitment, (ii) is in full compliance with the terms of its agreement with Sprint or the Sprint Affiliate for the purchase of wireless services, and (iii) is a customer whose charges for company-liable users are billed directly to the customer's account. An individually-liable user or Employee Line is not an Eligible Customer and is not eligible to receive the service credits described in this SLA.
- 5.D Monthly Recurring Charge for Wireless Service – All monthly recurring charges for wireless services inclusive of the primary plan and all attachable charges, and excluding overage charges and one time charges.
- 5.E Network – The Sprint-owned or controlled CDMA wireless network located in the United States, including network owned or controlled by Sprint Affiliates, used by Sprint to provide wireless services.
- 5.F Network Voice Availability Rate – the Network Voice Availability Rate is defined in Section 2.C.1.
- 5.G Network Voice Block Rate – The Network Voice Block Rate is defined in Section 2.A.1.
- 5.H Network Voice Drop Rate – The Network Voice Drop Rate is defined in Section 2.B.1.
- 5.I Network Voice Elements – The Network Voice Drop Rate is defined in Section 2.C.1.
- 5.J Sprint Affiliates – Independent third parties that by contract offer telecommunications services under the Sprint brand name.

6. Acronyms.

- 6.A MM – Mobility Manager: Consists of two or more Unix-based servers with a large hard disk-drive and tape-backup plus a number of workstations all interconnected with an Ethernet Hub, MM provides the human interface in the CDMA Base Station System.
- 6.B BTS – Base Transceiver Station: Device used to transmit radio frequencies over the air.



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- 6.C CDMA – Code Division Multiple Access: wireless digital interface technology used exclusively in all Sprint networks based upon the IS 2000 Rel 0 standards.
- 6.D MSC – Mobile Switching Center: A switch providing services and coordination between mobile users in a network and external networks.
- 6.E WSCP – Wireless Service Control Point: A service control point used in wireless technology.



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