

verizonbusiness

A PROPOSAL TO

STATE OF WEST VIRGINIA

For

IPT07

December 18, 2007



RECEIVED

2007 DEC 18 A 11: 33

PURCHASING DIVISION
STATE OF WV

PRESENTED BY:

Sandra K. Hawkins
Corporate Account Manager
304-344-6700
304-552-0920

sandra.k.hawkins@verizonbusiness.com

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Tab 3	Resumes & Certifications <i>Managers</i> <ul style="list-style-type: none">• Sandra K. Hawkins• Chip J. Merritt• Joseph E. Signorelli <i>Verizon Business Engineers</i> <ul style="list-style-type: none">• Eric Burgy• Randy Jones• Rusty Risher <i>Verizon Technicians</i> <ul style="list-style-type: none">• Adam Moore• Billy Joe Blake• Robert H. Giacomo• James E. Jarrett (Manager)

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December 18, 2007

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street East
Charleston, WV 25305-0130

Attn: Jo Ann Adkins

RE: RFQ IPT07 Bid Response
RESPONSE FROM: Verizon Network Integration Corp.

Dear Ms. Adkins:

Verizon Network Integration Corp. is pleased to submit its proposal to provide Internet Protocol Voice (VoIP) communications equipment. Verizon has addressed all mandatories as required.

Verizon's financial stability and longevity provides the State of West Virginia a long-term partner for providing Local Area Network Hardware, Software and services. Verizon is the number one Telecommunications Company provider in North America, with assets in excess of \$170 billion, and revenues in excess of \$60 billion annually. Verizon is ranked overall number 12 on the list of US Fortune 500 companies. Most recently, Verizon has been added as one of the 30 companies that comprise the DOW Jones Industrial Average. Verizon's core competencies include its robust nationwide network, outstanding customer service, and over 125 years of expertise in delivering voice and data networks in West Virginia. Verizon is the highest ranked provider in customer satisfaction in the telecommunications industry segment by the J.D. Power and Associates 2004 "Major Provider Business Telecommunications Services Study SM," released on September 30, 2004.

Verizon has developed a comprehensive response for the State of West Virginia. Verizon will provide outstanding service quality, product flexibility, and a local dedicated Account Team.

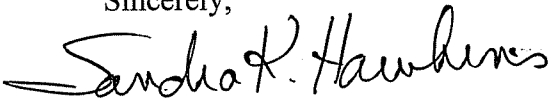
As one of West Virginia's largest employers, taxpayers, philanthropic providers, and contributors to statewide economic development, Verizon Communications Inc. is a good steward in the State of West Virginia. Verizon made millions of dollars of infrastructure investment in the state, and employs over 2,500 people statewide, with an annual payroll of \$146.5 Million. Verizon

- Pays more than \$48.4 Million annually to 3,189 Retirees living in the state.
- Paid 2,994 Vendors or Suppliers in the state in 2004

- Made nearly \$2 Million in Charitable and Civic Contributions statewide during 2006, including \$550,000 in grants made to employees for their donations or volunteer hours and \$250,000 to Mission WV for computer literacy and small business training to further broadband deployment.
- Paid more than \$30.6 Million in West Virginia taxes in 2004.

Verizon Network Integration Corp. commits to provide the equipment and services as described in this Proposal. I also give my personal commitment of service to the State of West Virginia. I look forward to continuing our business relationship and building an even stronger partnership with the State of West Virginia.

Sincerely,



Sandra K. Hawkins
Corporate Account Manager
Authorized Contact
Verizon Business
sandra.k.hawkins@verizonbusiness.com

Services provided by Verizon Network Integration Corp. herein after referred to as ("Verizon") under this bid may be subject to tariff regulation by the Public Service Commission of West Virginia and/or the Federal Communications Commission. In addition and in compliance with the WV Purchasing Division's Policies and Procedures Handbook, Section 7.2.7, Verizon also submits additional terms and conditions reflected in Verizon's standard Verizon Systems Agreement and Attachments, which is incorporated into Verizon's response. In addition, software provided is licensed to Customer under the license provided by the software publisher or by the equipment manufacturer with which the software is provided. Customer shall, if required, execute a separate software license agreement in a form satisfactory to the software publisher or equipment manufacturer. Unless specifically addressed within this bid response the terms and conditions set forth in this solicitation shall not add to, vary, or delete the terms and conditions of said tariffs or the Service Agreement. This response is submitted with the understanding that neither party shall be obligated to provide or purchase any of the services described herein until a mutual understanding is reached and the Agreement is signed by authorized individuals of both parties.

Verizon hereby submits the accompanying documentation and information in response to the State of West Virginia Request for Quotation IPT07, for Cisco Internet Protocol Voice Communications due December 18th, 2007. Verizon must provide a legal response and contractual documentation in accordance with the applicable State and Federal Regulatory Commissions.



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: IPT07

PAGE: 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 JO ANN ADKINS
 304-558-8802

RFQ COPY
 TYPE NAME/ADDRESS HERE

Verizon Network Integration Corp
 1410 MacCorkle Avenue, SE
 Charleston, WV 25314

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

DATE PRINTED:	TERMS OF SALE:	SHIP VIA:	F.O.B.:	FREIGHT TERMS:
12/03/2007				
BID OPENING DATE: 12/18/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-16		
<p>INTERNET PROTOCOL VOICE (VOIP) COMMUNICATIONS</p> <p>EQUIPMENT PER THE ATTACHED SPECIFICATIONS</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> <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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Sulman Nassani* TELEPHONE: 304 344 6700 DATE: 12/12/07
 TITLE: VP PC M FEIN: 23-2743964 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 \$125.00 registration fee.
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 may be deemed null and void, and 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. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office 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.

SIGNED BID TO:

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



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:
IPT07

PAGE:
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**JO ANN ADKINS
 304-558-8802**

RFQ COPY
 TYPE NAME/ADDRESS HERE

Verizon Network Integration Corp
 1410 MacCorkle Avenue, SE
 Charleston, WV 25314

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/03/2007				
BID OPENING DATE: 12/18/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</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> <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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Suliman Nassam</i>	TELEPHONE 3043446700	DATE <i>12/12/07</i>
TITLE <i>VP PCM</i>	FEIN 23-2743964	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
IPT07

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
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 304-558-8802**

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 TYPE NAME/ADDRESS HERE**

Verizon Network Integration Corp
 1410 MacCorkle Avenue, SE
 Charleston, WV 25314

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 AND POLITICAL SUBDIVISIONS
 VARIOUS LOCALES AS INDICATED
 BY ORDER**

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/03/2007				

BID OPENING DATE: **12/18/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: JO ANN ADKINS 42</p> <p>RFQ. NO.: IPT07</p> <p>BID OPENING DATE AND TIME</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Sulman Nassani</i>	TELEPHONE 304-344-6700	DATE 12/12/07
TITLE VP PCM	FEIN 23-2743964	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: IPT07

PAGE: 4

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 JO ANN ADKINS
 304-558-8802

RFQ COPY
 TYPE NAME/ADDRESS HERE

Verizon Network Integration Corp
 1410 MacCorkle Avenue, SE
 Charleston, WV 25314

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/03/2007				
BID OPENING DATE: 12/18/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				304341-1464		
CONTACT PERSON (PLEASE PRINT CLEARLY):						
				SANDRA K. HAWKINS		
***** THIS IS THE END OF RFQ IPT07 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Sullivan Messam</i>	TELEPHONE 3043446700	DATE 12/12/07
TITLE VP PCM	FEIN 23-2743964	ADDRESS CHANGES TO BE NOTED ABOVE

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

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING 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 owed 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: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

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: Verizon Business Network Services Inc. on behalf of Verizon Network Integration Corp.

Authorized Signature: Sabrina Messeri Date: 12/12/07

AGREEMENT ADDENDUM

WV-96
REV. 5/94

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 reference 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. STATUS OF LIMITATIONS – 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.
- 2. 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 references 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: _____

VENDOR *Verizon Business Network Services, Inc*
on behalf of

Company Name: *Verizon Network Integration Corp.*

Signed: *Suliman Messani*

Title: *VP PCM*

Date: *12/12/07*

STATE OF WEST VIRGINIA VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts).

West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

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

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

Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 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 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 Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid.

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.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Tax & 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.

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.

Bidder: Verizon Business Network Services Inc on behalf of Verizon Network Integration Corp · Signed: Sulman Nassami

Date: 12/12/07 Title: VP PCM

*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 of 5% preference for both "A" and "B".

System Agreement

This System Agreement ("Agreement"), effective as of the ____ day of ____, 20____, is made by and between

Verizon Entity Name ("Verizon"): Verizon Business Network Services Inc. on behalf of Verizon Network Integration Corp.	B. Customer Name ("Customer") State of West Virginia – All State Agencies and Political Subdivisions Various Locales as indicated by Order
Address: 1410 MacCorkle Avenue, Se	Address: 2019 Washington Street, Building 15
City: Charleston State: WV Zip Code: 25314	City: Charleston State: WV Zip Code: 25305-0130
Contact Name and Phone Number: Sandra K. Hawkins – 304-344-6700	Customer Billing Address (if different):
Quote Number (if applicable) _____	City: State: Zip Code:
	Contact Name and Phone Number: Jo Ann Adkins 304-558-8802

C. Select all applicable options:

- New System/Service Sale
- Adds/Upgrade to Existing System
- Installation Services

VERIZON MAINTENANCE SERVICES

- Data Maintenance Next Business Day Remote
- Data Maintenance 4-Hour Remote
- Data Maintenance 4-Hour On-Site
- Data Maintenance 8-Hour On-Site
- Video Central Support Next Business Day On-Site
- Video Central Support Next Business Day Remote
- Connectivity Assurance
- IP Phones Next Business Day
- IP Telephony Application Server Platform 4-Hour Remote
- IP Telephony Application Server Platform 4-Hour On-Site
- IP Telephony Application Server Platform 8-Hour On-Site
- IP Telephony Software Support
- IP Telephony Software Support with Upgrades
- Integrated Maintenance Software Support
- Integrated Maintenance Software Support with Upgrades
- Integrated Maintenance 8x5x4 Advance Replacement
- Integrated Maintenance 8x5x4 On-Site Support
- Integrated Maintenance 8x5 Next Business Day Advance Replacement
- Integrated Maintenance 8x5 Next Business Day On-Site Support

Verizon Maintenance Services Cont'd.

- Integrated Maintenance 24x7x2 Advance Replacement
- Integrated Maintenance 24x7x4 Advance Replacement
- Integrated Maintenance 24x7x2 On-Site Support
- Integrated Maintenance 24x7x4 On-Site Support
- 8x5 Switch & Phones
- 8x5 Switch & Proprietary Phones
- 8x5 Switch Only
- 8x5 Ancillary/Auxiliary Equipment
- 8x5 Nortel Norstar
- 8x5 NEC Electra Elite
- 8x5 Business Communication Manager
- 8x5 Centrex CPE
- 24x7 Switch & Proprietary Phones
- 24x7 Switch Only
- 24x7 Ancillary/Auxiliary Equipment
- 24x7 Nortel Norstar
- 24x7 NEC Electra Elite
- 24x7 Business Communication Manager
- 24x7 Voice Service Plus
- 24x7 Centrex CPE
- Software Release Subscription (SRS)
- On-Site Technician
- Supplemental Warranty Coverage (extends the standard warranty to 24 hour coverage for major failures during the warranty period)
- Other _____



System Agreement

Verizon Maintenance Services Cont'd.

Third Party Maintenance Services - Maintenance will be provided in accordance with the vendor's terms and conditions and except for payment, warranty, and limitation of liability, the terms and conditions of the Agreement shall not apply to such maintenance services.

Nortel Extended Service

Cisco SmartNet

Other: _____

D. Payment Options:

Cash Purchase

Lease/Financing

Verizon Credit Inc.

Third Party Lease/Financing _____ (must have prior written approval of Verizon)

E-Rate/USF Funding Application No. _____

Tax Exempt No. _____

E. The total price of the System and/or services being purchased by the Customer is:

System Price \$ _____

Professional Services Price \$ _____

Security Solutions Services Price \$ _____

Maintenance Service

Voice Maintenance Service for _____ Year(s) \$ _____

Managed Network Solutions Service for _____ Year(s) \$ _____

Third Party Maintenance Service for _____ Year(s) \$ _____

Supplemental Warranty Coverage \$ _____

Applicable taxes (estimated) \$ _____

TOTAL PRICE \$ _____

Down Payment \$ _____

Balance Due \$ Open Ended

Customer Initials



System Agreement

F. Maintenance Service Billing Option:

Pre-paid Billing: _____ years \$_____

(Annual Rate)

Deferred Billing (deferred until warranty expiration):

_____ years

\$_____ (Year 1)

\$_____ (Year2)

\$_____ (Year 3)

\$_____ \$_____ (Year 4) (Year 5)

Bill deferred payment (check one): annually semi-annually quarterly monthly

G. Attachments

- Addendum for Equipment/Services Subject to E-Rate Funding
- Call Center Software, Support and Professional Services Exhibit
- Equipment Sales and Installation Exhibit
- Managed Network Solutions Exhibit
- Professional Services Exhibit
- Quote
- Service Plan Description(s)
- Statement of Work
- Voice Maintenance Exhibit

THE TERMS AND CONDITIONS OF THIS AGREEMENT CONTINUE ON THE FOLLOWING PAGES

Customer Initials



System Agreement

1. Scope of Agreement. Subject to the terms and conditions of this Agreement, Verizon will provide Customer, either directly or in conjunction with such subcontractors as it may select, the equipment, software, installation services, maintenance and/or professional services (hereinafter collectively the "System") as described in this Agreement and as further described in a Statement of Work and any Exhibit attached hereto.

1.1 For Equipment Sale and Installation Services: Verizon will provide and, if applicable, install the equipment as set forth in the applicable quote and the Equipment and Installation Services Exhibit.

1.2 For Maintenance Services: Verizon will provide the maintenance services as set forth in the applicable quote and the Call Center Software, Support and Professional Services Exhibit, the Maintenance Services Exhibit and/or the Managed Network Solutions Exhibit.

1.3 For Professional Services: Verizon will provide the professional services as set forth in the applicable quote and the Professional Services Exhibit.

All applicable Statements of Work and Exhibits attached hereto are incorporated herein and made a part of this Agreement.

2. Fees and Payment.

2.1 Customer will pay all fees for the System as set forth on Pages 2 and 3 of this Agreement and the applicable quote or Statement of Work, subject to additions and deductions made by written Change Order(s). Customer is responsible for applicable taxes, shipping, handling, telecommunication surcharges and other charges applicable to the equipment and/or services provided under this Agreement. Customer agrees either to pay to Verizon the amount of all applicable taxes (as determined by tax authorities) or to provide upon execution of this Agreement evidence of exemption acceptable to Verizon.

2.2 Payments are due within thirty (30) days of receipt of the invoice ("Due Date") and any payment not received by the Due Date shall be subject to a late payment charge of the lesser of one and one-half percent (1.5%) per month and the maximum amount allowed by law. Late payment charges will be assessed monthly against the amount due. Should Customer dispute an amount invoiced, Customer shall pay the undisputed portion of that invoice and promptly notify Verizon in writing of the amount and nature of the dispute and the parties shall cooperate to resolve the dispute pursuant to Section 15 of this Agreement. Verizon reserves the right to suspend or terminate any or all Services or terminate the provision, installation or repair of any or all equipment subject to this Agreement immediately if Customer is more than sixty (60) days overdue for payments that have not been disputed in good faith.

2.3 The down payment listed on Page 2 of this Agreement shall be paid at execution of this Agreement. The balance due shall be paid in accordance with the terms of this Section unless otherwise specified in a Statement of Work.

3. Term and Termination. This Agreement shall be effective as of the date first set forth above and shall continue in full force and effect until terminated in accordance with this Agreement.

3.1. Either party may, upon written notice, immediately suspend its performance of and/or terminate the affected service or equipment order to which the deficiency pertains in the event the other party (i) fails to perform material terms of this Agreement and (a) such failure is not cured within thirty (30) calendar days following receipt of a default notice in writing from the other party, or (b) if such failure cannot reasonably be cured during that time and the defaulting party fails to use commercially reasonable efforts to cure such breach as soon as practicable, but in any event within ninety (90) calendar days following written notice; (ii) engages in fraud, criminal conduct or willful misconduct in connection with the business relationship of the parties; or (iii) becomes insolvent, ceases doing business in the ordinary course, enters bankruptcy proceedings or effects an assignment for the benefit of creditors. In the event Verizon terminates this Agreement pursuant to this Section 3.1, Customer shall promptly pay Verizon for the System and any services provided up to the date of termination. In the event Customer defaults under this Agreement, Customer's down payment shall be non-refundable.



System Agreement

3.2. Either party may terminate this Agreement or a Statement of Work for convenience, in whole or in part, upon thirty (30) days prior written notice to the other party. If this Agreement or a Statement of Work is terminated by Customer pursuant to this Section, or if an order under this Agreement is cancelled by Customer, Verizon shall have no further responsibility under this Agreement, Statement of Work or such order, as applicable, and Customer shall promptly pay Verizon:

- 3.2.1. for all equipment and services provided up to the date of termination or cancellation, as applicable;
- 3.2.2. for all expenses incurred up to the date of termination or cancellation, as applicable, including but not limited to the costs of terminating purchase orders, return of equipment and/or software, removal of equipment and/or software and other contractual obligations made by Verizon to meet its obligations under this Agreement or Statement of Work, plus a restocking fee of twenty-five percent (25%) of the cost of any equipment cancelled or returned.

3.3. Where multiple Statements of Work are associated with this Agreement, the termination of one or fewer than all of the Statements of Work shall only affect the terminated Statement(s) of Work. The remaining Statement(s) of Work shall remain in effect.

3.4. Verizon reserves the right to suspend performance under this Agreement or a Statement of Work if required, in Verizon's sole discretion, by regulation, statute, judicial action or other applicable legal requirement.

3.5. Verizon reserves the right to amend the rates, terms and conditions of Service under this Agreement to be effective upon the commencement of any renewal term and without formal amendment of this Agreement by providing Customer written notice thereof prior to the expiration of the then-current term. If Customer is unwilling to accept such amended rates, terms and conditions, Customer shall provide Verizon written notice thereof prior to the expiration of the then-current term, in which event the Service shall terminate upon expiration of the then-current term.

3.6. Termination of this Agreement shall not relieve either party of its respective obligations to comply with all terms of this Agreement that expressly call for performance prior or subsequent to the termination date, including without limitation the parties' respective obligations to protect proprietary and confidential information.

4. Purchase Order. The parties acknowledge that a Customer purchase order or similar document is intended solely to evidence Customer's intention to purchase equipment, software and/or services set forth therein. Except with respect to a provision in a Customer purchase order or similar document evidencing an intent to be bound by the terms and conditions of an Agreement between Customer and Verizon, the terms and conditions of such Customer purchase order or similar document shall be disregarded and of no force or effect, it being agreed that the terms and conditions of the Agreement between Customer and Verizon shall govern.

5. Leasing Option. With Verizon's prior written consent Customer may finance the System or any portion thereof in a separate transaction through a third party leasing company ("Lessor") approved by Verizon, assign its rights and obligations with respect to payment under this Agreement to the Lessor, and/or cause the Lessor to issue a purchase order in a form acceptable to Verizon. Notwithstanding such transaction and/or assignment, Customer shall remain responsible for performance of all of its obligations under this Agreement, including payment in full.

6. Risk of Loss. If Verizon installs the System, risk of loss or damage to the System passes to Customer on delivery of the System (including portions thereof) to Customer's site. If Verizon does not install the System, risk of loss or damage to the System (or portions thereof) passes to Customer upon delivery to the carrier.

7. Title and Security Interest. Until full payment has been rendered, Customer grants Verizon a purchase money security interest in the System, and agrees to execute all documents necessary to perfect that interest and, to the extent permitted by law, grants Verizon a special power-of-attorney for the purpose of executing the necessary documents. Upon final payment, title shall pass to Customer and Verizon will release its security interest. Customer will not grant or convey to any other person or entity a security interest in, or permit placement of a lien on, the System unless and until Customer has paid Verizon in full for such System.

8. Software. Software provided in conjunction with the System is licensed to Customer under the license provided by the software publisher or by the equipment manufacturer with which the software is provided. Customer shall, if



System Agreement

required, execute a separate software license agreement in a form satisfactory to the software publisher or equipment manufacturer.

9. Customer Responsibilities. Customer will:

- 9.1. Allow Verizon access for installation, inspection, testing, maintenance and repair of the System and performance of any required activity.
- 9.2. Provide suitable building facilities for the System in accordance with local codes, including but not limited to ducting, conduit, structural borings, etc. for cable and conductors in floors, ceilings and walls; electrical service with suitable terminals and power surge protection devices; and metallic grounds with sufficient slack in the equipment room, installed in conformity with the National Electrical Code and local codes.
- 9.3. Provide necessary heating, cooling, humidity and dust control as required by manufacturer specifications.
- 9.4. Remove existing equipment or cable that interferes with System installation.
- 9.5. Identify and disclose to Verizon concealed equipment, wiring or conditions that might be affected by or might affect the installation of the System. Customer shall defend and hold Verizon harmless from any claim, damage or liability resulting from a failure to disclose this information.
- 9.6. Authorize Verizon, at Customer's expense, to make service requests upon third parties for System interconnection requirements, including obtaining telephone service for testing where necessary.
- 9.7. Designate trash deposit points on each floor on which the System is to be installed where Verizon will place waste for removal by Customer.
- 9.8. Cooperate with Verizon's requests for assistance in testing or installation.
- 9.9. Be responsible for providing adequate back-up of data and for restoring data to repaired equipment.
- 9.10. If the System is to be connected to the public network, be solely responsible for selection, implementation and maintenance of security features for defense against unauthorized long distance calling, and for payment of long distance, toll and other telecommunications charges incurred through use of the System.
- 9.11. Immediately notify Verizon of any anticipated delay in building availability or inability to meet any of the above listed requirements.

10. Changes In/Additions to System.

10.1 Customer may order additional equipment, software, and/or services pursuant to a written Amendment, Customer purchase order or similar document, and such order shall be governed by this Agreement, including without limitation Section 4, and shall specifically reference this Agreement.

10.2 Customer shall also have the right, by written notice, to propose changes in the System under this Agreement and any Statement of Work ("Change Orders") and Verizon shall comply to the extent it deems feasible and reasonable. If Verizon determines that such changes cause an increase or decrease in the cost of or time required for performance, Verizon shall advise Customer and such adjustments shall be reflected in a written Change Order. Should Verizon encounter, in installing the System, any concealed or unknown condition not expressly set forth in the applicable Statement of Work, which condition affects the price or schedule for installation of the System, the price and/or the schedule shall be equitably adjusted by Change Order to cover all costs, including but not limited to labor, equipment, materials and tools necessary to carry out the change.

10.3 No Change Order shall become effective as a part of this Agreement and the applicable Statement of Work, and no changes in the System shall be initiated, until the Change Order is mutually agreed upon in writing. Verizon shall not be obligated to consider or accept any Change Order that results in a decrease of more than twenty percent (20%) in the total price of the System. Verizon may also propose changes in or additions to the System, and may proceed with such changes upon execution by Customer and Verizon of a written Change Order.

11. **Warranty.** Verizon warrants that it will perform the services provided under this Agreement in a good and workmanlike manner. Unless otherwise set forth in an Exhibit, all manufacturers'/publishers' warranties for equipment and/or software provided hereunder are passed through to Customer and warranty claims shall be presented by Customer directly to the manufacturer/publisher.

THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES FROM VERIZON, UNLESS OTHERWISE STATED IN AN EXHIBIT. OTHERWISE VERIZON DISCLAIMS ALL



System Agreement

WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY WARRANTY OF NON-INFRINGEMENT AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. VERIZON SHALL NOT BE LIABLE FOR UNAUTHORIZED ACCESS TO VERIZON'S OR CUSTOMER'S TRANSMISSION FACILITIES OR PREMISES EQUIPMENT OR FOR UNAUTHORIZED ACCESS TO OR ALTERATION, THEFT OR DESTRUCTION OF CUSTOMER'S DATA FILES, PROGRAMS, PROCEDURES OR INFORMATION THROUGH ACCIDENT, FRAUDULENT MEANS OR DEVICES, OR ANY OTHER METHOD. VERIZON MAKES NO WARRANTY FOR USE OF THE SYSTEM AS A COMPONENT IN LIFE SUPPORT SYSTEMS OR DEVICES, PUBLIC SAFETY SYSTEMS, OR WITH RESPECT TO THE PERFORMANCE OF ANY SOFTWARE OR FIRMWARE.

Limitation of Liability. EXCEPT FOR PAYMENTS OWED UNDER THIS AGREEMENT, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING A PARTY'S NEGLIGENCE) OR OTHERWISE, INCLUDING WITHOUT LIMITATION DAMAGES ARISING FROM DELAY, LOSS OF GOODWILL, LOSS OF OR DAMAGE TO DATA, LOST PROFITS (ACTUAL OR ANTICIPATED), UNAVAILABILITY OF ALL OR PART OF THE SYSTEM, OR OTHER COMMERCIAL OR ECONOMIC LOSS, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

EXCEPT WITH RESPECT TO THE INDEMNIFICATION OBLIGATIONS SET OUT IN SECTION 13, VERIZON'S ENTIRE LIABILITY FOR ANY OTHER DAMAGE WHICH MAY ARISE HEREUNDER, FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING VERIZON'S NEGLIGENCE, OR OTHERWISE, SHALL BE LIMITED TO DIRECT DAMAGES. THE FOREGOING LIMITATION SHALL NOT PRECLUDE ANY ACTION FOR INJURY TO PERSONS OR FOR DAMAGES TO PERSONAL PROPERTY. EXCEPT AS EXPRESSLY STATED OTHERWISE HEREIN, VERIZON SHALL HAVE NO LIABILITY OR RESPONSIBILITY FOR INTEROPERABILITY OR COMPATIBILITY OF THE SYSTEM WITH THIRD-PARTY PRODUCTS OR SYSTEMS THAT CUSTOMER MAY UTILIZE IN CONJUNCTION WITH THE SYSTEM OR TO WHICH CUSTOMER MAY CONNECT THE SYSTEM.

13. Indemnification and Defense.

13.1 Except as provided below, Verizon will defend Customer against any claim, suit, action or proceeding alleging that equipment supplied by Verizon to Customer under this Agreement ("Verizon supplied equipment") infringes a valid U.S. patent or copyright ("Claim"), and Verizon will indemnify and hold harmless Customer against any and all finally awarded costs and expenses, including attorneys' fees, in connection with any such Claim.

13.2 If the use of any Verizon supplied equipment is enjoined or subject to a Claim as described above, Verizon may, at its option and expense, either procure for Customer the right to continue to use the equipment, replace the equipment, or relevant component, with substantially equivalent, non-infringing equipment, or relevant component, or modify the equipment, or relevant component, so that it becomes non-infringing. In the event that none of the foregoing options is commercially reasonable to Verizon, Verizon will remove the infringing Verizon supplied equipment and refund to Customer the purchase price for the equipment less depreciation for its use. Depreciation shall be calculated on a straight-line basis, assuming a useful life of five (5) years.

13.3 Verizon shall have no obligation for (a) any costs, fees or expenses incurred by Customer without Verizon's prior written consent; (b) any allegation, assertion, or claims of intellectual property infringement, including contributory infringement or inducement to infringe arising out of or related to any Claim: (i) automated call processing, automated voice service, automated customer service or combined live operator/automated systems processing used in processing or completing calls, (ii) automated bridging of more than two callers utilizing some form of "listen only" (unilateral) communication combined with some form of interactive communication, (iii) prepaid calling products or services, (iv)



System Agreement

wireless telecommunications services or support therefor, or (v) "music on hold," service; or (c) any indirect, special, consequential or incidental damages arising out of any Claim.

13.4 Any obligation on the part of Verizon to defend and indemnify shall not apply to any Claim or portion thereof that arises from (i) any negligent or willful act or omission by or attributable to Customer; (ii) use or operation of the Verizon supplied equipment in combination with equipment or services provided by Customer or any third party; (iii) any addition to or modification of the Verizon supplied equipment by Customer, any third party or Verizon at Customer's request; (iv) use of other than the then current unaltered release of any software used in the Verizon supplied equipment; or (v) any equipment, system, product, process, method or service of Customer which otherwise infringed the U.S. patent or copyright asserted against Customer prior to the supply of the equipment to Customer by Verizon under the Agreement.

13.5 The foregoing states the entire obligation of Verizon to Customer and is Customer's sole and exclusive remedy with respect to any Claim of infringement of any intellectual property right of any kind, and Verizon disclaims all other warranties and obligations with respect to any such Claims.

13.6 Customer shall defend, indemnify and hold harmless Verizon, its employees, officers, directors, agents and affiliates for damages, costs and attorneys fees in connection with any claim arising out of (a) Customer's use of the equipment provided by Verizon other than as expressly indemnified by Verizon pursuant to Section 13.1 of this Agreement, (b) combination of the equipment provided by Verizon with other equipment, software, products or services not provided by Verizon under this Agreement, (c) modification of the equipment provided by Verizon, or (d) arising out of the content of communications transmitted by or on behalf of Customer in the use of the services or equipment provided by Verizon, including but not limited to libel, slander, and invasion of privacy.

13.7 Each party (the "indemnitor") shall defend, indemnify, and hold harmless the other party (the "indemnitee") against all claims and liabilities for direct damages imposed on the indemnitee for bodily injuries, including death, and for damages to real or tangible personal property to the extent caused by the negligent or otherwise tortious acts or omissions of the indemnitor, its agents or employees in the course of performance of this Agreement.

13.8 The defense and indemnification obligations set forth in this Section 13 are contingent upon (1) the indemnitee providing the indemnitor prompt, written, and reasonable notice of the claims, demands, and/or causes of action subject to indemnification, (2) the indemnitee granting the indemnitor the right to control the defense of the same, and (3) the indemnitee's full cooperation with the indemnitor in defense of the claim, including providing information and assistance in defending the claim. Nothing herein, however, shall restrict the indemnitee from participating, on a non-interfering basis, in the defense of the claim, demand, and/or cause of action at its own cost and expense with counsel of its own choosing. No settlement may be entered into by the indemnitor on behalf of the indemnitee that includes obligations to be performed by the indemnitee (other than payment of money that will be fully paid by the indemnitor under Sections 13.1- 13.7 above) without indemnitee's prior written approval.

14. Confidentiality. Except as required by law or regulation, each party (the "receiving party") shall keep confidential and not disclose, directly or indirectly, to any third party any Confidential Information, as defined below, received from the other party (the "disclosing party") without the prior written consent of a duly authorized officer of the disclosing party. The disclosing party shall conspicuously mark its tangible Confidential Information as Proprietary or Confidential at the time of disclosure to the receiving party. Confidential Information that is disclosed orally will be identified by the disclosing party as Confidential Information at the time of disclosure to the receiving party. Each party shall use, copy and disclose the Confidential Information of the disclosing party solely for purposes of performing this Agreement. All Confidential Information of a party shall be and shall remain the property of such party. A party shall deliver to the disclosing party, upon written request by the disclosing party, all Confidential Information of the disclosing party then in the receiving party's possession or control, directly or indirectly, in whatever form it may be (including, without limitation, magnetic media) or certify its destruction to the disclosing party. Each party shall take all necessary and reasonable action, by instruction, agreement or otherwise, with its employees, consultants, subcontractors, affiliates, and representatives to satisfy its obligations hereunder. The receiving party's obligations hereunder with respect to confidentiality, non-disclosure and limitation of use of Confidential Information shall be for



System Agreement

the term of the Agreement plus one (1) year. For purposes of this provision, a third party shall not include an entity which has a need to know the Confidential Information and which owns, is owned by, or is under common ownership with a party to this Agreement.

14.1 Nothing in this Agreement shall prevent either party from using or disclosing any Confidential Information that: (i) has become generally available to the public, other than through any improper action of such party, (ii) is already in the possession of the receiving party and not subject to an existing agreement of confidence between the parties, (iii) is received from a third party without restriction and without breach of this Agreement, (iv) is independently developed by the receiving party as evidenced by its records, or (v) is disclosed pursuant to a valid law, rule, regulation, subpoena, demand, or order of a court or other governmental body or any political subdivision thereof of competent jurisdiction (collectively "demand"); provided, however, that the receiving party shall first have given notice thereof to the disclosing party (unless prohibited by the terms of such request or requirement, or such notice is otherwise prohibited by law) in order to permit the disclosing party to seek reasonable protective arrangements.

14.2 For purposes of this Agreement, the term "Confidential Information" shall include, without limitation, all trade secrets of a party and all other information and material that relates or refers to the plans, policies, finances, corporate developments, products, pricing, sales, services, procedures, intra-corporate transactions, suppliers, prospects and customers of a party, as well as financial information relating to such suppliers, prospects and customers, and any other similar confidentiality information and material which such party does not make generally available to the public. By way of illustration, but not limitation, Confidential Information includes all computer software (including object code and source code), computer software and data base technologies, systems, structures and architectures, and the processes, formulae, compositions, improvements, inventions, discoveries, concepts, ideas, designs, methods and information developed, acquired, owned, produced, or practiced at any time by a party, and all non-public information relating to the business of such party.

15. Alternate Dispute Resolution (ADR). Any controversy, claim, or dispute ("Disputed Claim") arising out of or relating to this Agreement, except for claims relating to indemnity, infringement, or confidentiality obligations or matters relating to injunctions or other equitable relief (together "Equitable Claims"), shall be first subject to a thirty (30) day negotiation period between the parties in which each party shall disclose to the other party all such documents, facts, statements and any other information which are reasonably requested by the other party and are relevant to the dispute in question. Should such negotiations fail to resolve the dispute within thirty (30) calendar days, Disputed Claims shall be resolved by binding arbitration of a single arbitrator in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The decision of the arbitrator shall be based upon this Agreement and applicable law. The decision of the arbitrator shall be reduced to writing, shall be final and binding except for fraud, misconduct, or errors of law, and judgment upon the decision rendered may be entered in any court having jurisdiction thereof. In all arbitrations, the arbitrator must give effect to applicable statutes of limitation subject to limitation of actions terms set forth in this Agreement, and shall not be afforded any authority to award relief in excess of what this Agreement provides or to order consolidation or class arbitrations. The arbitrator shall have no authority to award punitive damages in any Disputed Claim. The parties agree that any such claims arising under this Agreement must be pursued on an individual basis in accordance with the procedure noted above. Even if applicable law permits class actions or class arbitrations, the ADR procedure agreed to herein applies and the parties waive any rights to pursue any claim arising under this Agreement on a class basis. The arbitration shall be held in a mutually agreed to location, and shall be final and binding on both parties. Each party will bear its own costs of arbitration but shall split equally the fees of the arbitration and the arbitrator.

16. Hazardous Substances. Except as disclosed to and acknowledged in writing by Verizon, Customer certifies that it is not aware of the presence of any asbestos or other hazardous substance (as defined by any applicable state, federal or local hazardous waste or environmental law or regulation) at any location where Verizon is to perform services under this Agreement. If during such performance Verizon employees or agents encounter any such substance, Customer agrees to take all necessary steps, at its own expense, to remove or contain the asbestos or other hazardous substance and to test the premises to ensure that exposure does not exceed the lowest exposure limit for the protection of workers. Verizon may suspend performance under this Agreement until the removal or containment has been completed and approved by the appropriate governmental agency and Verizon. Performance obligations under this Agreement shall be extended for the period of delay caused by said cleanup or removal. Customer's failure to remove or contain hazardous substances shall entitle Verizon to terminate this Agreement without further liability, in which event Customer shall



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permit Verizon to remove any equipment that has not been accepted, shall reimburse Verizon for expenses incurred in performing this Agreement until termination (including but not limited to expenses associated with such termination, such as removing equipment, terminating leases, demobilization, etc.), and shall complete payment for any portion of the System that has been accepted.

17. Force Majeure. Neither party shall be liable for any delay or failure in performance under this Agreement arising out of acts or events beyond its reasonable control, including but not limited to acts of God, war, terrorist acts, fire, flood, explosion, riot, embargo, acts of the Government in its sovereign capacity, labor disputes, unavailability of equipment, software or parts from vendors, or changes requested by Customer. The affected party shall provide prompt notice to the other party and shall be excused from performance to the extent of such caused delays or failures, provided that the party so affected shall use reasonable efforts to remove such causes of such delays or failures and both parties shall proceed whenever such causes are removed or cease. If performance of either party is prevented or delayed by circumstances as described in this section for more than ninety (90) days, either party may terminate the affected Service or Statement of Work. Notwithstanding the foregoing, Customer shall not be relieved of its obligation to make any payments, including any late payment charges as provided in Section 2.2, above, that are due to Verizon hereunder.

18. Assignment. Neither party may, without the prior written consent of the other party, assign or transfer its rights or obligations under this Agreement; consent shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, Verizon may, without prior notice, assign this Agreement, in whole or in part, to any Verizon affiliate or to any successor entity upon the merger, reorganization, consolidation or sale of all or substantially all of Verizon's assets associated with the equipment or Services provided pursuant to this Agreement. For purposes of this Section, "affiliate" shall mean a person or entity that directly or indirectly controls, is controlled by, or is under common control with Verizon. Any attempt to assign this Agreement in contravention of this Section shall be void and of no force and effect.

19. Governing Law. This Agreement shall be governed by the substantive laws of the State of Delaware, without regard to its choice of law principles

20. Non-Waiver/Severability. Either party's failure to enforce any of the provisions of this Agreement or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of this Agreement. Any waiver must be written and signed by the parties. If any provision of this Agreement or the provision of any Service or equipment under the terms hereof is held to be illegal, invalid, or otherwise prohibited under applicable law or regulation in any State or jurisdiction, then this Agreement shall be construed as if not containing such provision or not requiring the provision of such invalid, illegal, or prohibited Service or equipment in such State or jurisdiction.

21. Publicity. Except as required by law, the parties shall keep this Agreement confidential and shall not disclose this Agreement or any of its terms without the other party's written consent. Neither party shall use any trademark, trade name, trade dress or any name, picture or logo which is commonly identified with the other party or its affiliates, or from which any association with such party or its affiliates may be inferred or implied, in any manner, including but not limited to advertising, sales promotions, press releases or otherwise, without the prior written permission of such party. Notwithstanding any contrary term in this Agreement, the parties may issue or permit issuance of a press release or other public statement concerning this Agreement, provided, however, that no such release or statement shall be published without the prior mutual consent of the parties.

22. Notices. All notices or other communication given or required by either party to the other under this Agreement shall be deemed to have been properly given if hand-delivered, mailed by certified mail return receipt requested, or sent by facsimile with confirmation of receipt or by overnight courier. Such notices and communications shall be deemed effective upon receipt. If to Verizon, notices should be sent to Verizon National Contract Repository, 700 Hidden Ridge, MC:HQW02L25, Irving, TX 75038, and if to Customer to the address specified on the cover sheet. Such address may be changed by either party by notice sent in accordance with this Section.

23. Limitation of Actions. A party may bring no action or demand for arbitration arising out of this Agreement more than two (2) years after the cause of action has accrued. The parties waive the right to invoke any different limitation on the bringing of actions under state law.



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24. Compliance with Laws. Each party shall comply with the provisions of all applicable federal, state, and local laws, ordinances, regulations and codes in its performance under this Agreement or any Statement of Work, including without limitation the export laws of the United States or any country in which Customer receives equipment, software or services.

25. Independent Contractor Relationship; No Agency. Each party understands and agrees that it and its personnel are not agents or employees of the other party, and that each party is an independent contractor hereunder for all purposes and at all times. Neither party has the right or authority to, and shall not, assume or create any obligation of any nature whatsoever on behalf of the other party or bind the other party in any respect whatsoever. Each party shall indemnify, hold harmless and defend the other against any liabilities, claims, losses and damages (including costs, expenses and reasonable attorneys' fees) arising out of its failure to comply with this provision and any laws, rules or regulations applicable thereto.

26. Interpretation. The Agreement shall not be construed or interpreted for or against any party hereto because that party drafted or caused that party's legal representative to draft any of its provisions.

27. Headings. The Section headings used herein are for reference and convenience only and shall not enter into the interpretation of this Agreement.

28. Modifications. This Agreement may only be amended, changed, waived or modified in a written document that is signed by both parties.

29. Entire Agreement. This Agreement, together with any Statement of Work hereunder and any Exhibit hereto, constitutes the entire agreement between the parties pertaining to the subject matter herein and supercedes all prior oral and written proposals, correspondence and memoranda with respect thereto, and no representations, warranties, agreements or covenants, express or implied, of any kind or character whatsoever with respect to such subject matter have been made by either party to the other, except as expressly set forth in this Agreement. In the event of conflicts among the terms of this Agreement, a Statement of Work and/or an Exhibit, the following order of precedence shall apply: the Exhibit, this Agreement, and the Statement of Work.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed. Each party warrants and represents that its respective representative whose signature appears below have been and are on the date of signature duly authorized to execute this Agreement and that each party has the authority to enter into this Agreement.

Verizon Business Network Services Inc
on behalf of Verizon Network Integration Corp.

Customer:

By: Suleiman Alessami
Print
Name: Suleiman Alessami
Title: VP PCM
Date: 12/12/07

By: _____
Print Name: _____
Title: _____
Date: _____



RFQ
FOR STATEWIDE CONTRACT FOR
CISCO INTERNET PROTOCOL VOICE COMMUNICATIONS
HARDWARE AND SOFTWARE OR EQUAL

1. PURPOSE

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting proposals for the Office of Technology, hereinafter referred to as "WVOT", to establish a statewide contract for the procurement, installation, and on-going maintenance of Internet Protocol Voice (VoIP) communications equipment.

WVOT will be providing Core Voice Services and Redundancy to state agencies as part of the overall consolidation of Executive Branch agency's information technology resources. The services being provided will include teleconferencing, All Center agents, Emergency Responder, unified messaging/voice mail, failover redundancy and basic phone service.

The RFQ specifies Cisco name brand product(s), "or equal" specifically for the following reasons: the products we are requesting for purchase are a simple expansion of a preexisting network/telephony hardware and software platform/system architecture. Any alternate products must seamlessly fit into, integrate with and interchange with the existing Cisco infrastructure investment with zero loss of feature functionality, and no infrastructure configuration changes.

Verizon Response:

Read and understood.

2. GENERAL REQUIREMENTS

Throughout this section, VENDOR refers to the contracting company and MANUFACTURER is the company who actually manufactures the equipment.

2.1 For a Vendor to be eligible to qualify for an award, the Vendor MUST meet all of the requirements listed below. Successful Vendors will be qualified to submit bids for specific procurements during the life of the contract.

Verizon Response:

Read, understands and complies.

2.2 Any Vendor submitting bids SHALL be authorized to sell and service Cisco equipment covered under this contract. The Vendor MUST provide collaborating evidence that he is authorized by the manufacturer to sell and service his equipment.

Verizon Response:

Read, understands and complies. See General Requirements Section Tab 1 of this response.

2.3 The Vendor is solely responsible for all work performed under the contract and SHALL assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State SHALL consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for the payment of all subcontractors.

Verizon Response:

Read, understands and complies.

2.4 The Vendor MUST inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.

Verizon Response:

Read, understands and complies.

2.5 The Vendor MUST accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract. Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.

Verizon Response:

Read, understands and complies.

2.6 The Vendor MUST provide the Contract Administrator with usage reports including a summary of all equipment (regardless of dollar amount) sold under this contract including agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount. These reports MUST be provided electronically.

Verizon Response:

Read, understands, and complies.

2.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers.

Verizon Response:

Read, understands and complies. Please see General Requirements section, Tab 2 of this response.

2.8 The Vendor SHALL have on staff two (2) manufacturer certified technicians for the products they are authorized to sell under this contract, each with a minimum of one-year experience, for the term of this contract. These certifications MUST be kept current, based on industry standards. Vendor SHALL provide copies of certifications and verification of experience for the staff who meet the requirements for the above services. If either of the two required technicians leaves the Vendor's employment, the Vendor SHALL be required to obtain a replacement within 30 days. The Vendor SHALL provide the replacement certifications to the Contract Administrator. Until a replacement is employed, the Vendor may not be permitted to bid on procurements under this contract.

Verizon Response:

Read, understands and complies. Please see General Requirements section, Tab 3 of this response for resume and certification information.

3.0 EXPERIENCE AND REFERENCE REQUIREMENTS

3.1 The Vendor's company SHALL have been in sales and service of the products types they are bidding for a minimum of five (5) years at the time of the bid opening. The Vendor SHALL submit documentation supporting how the company meets this requirement.

Verizon Response:

Read, understands and complies. Please see Experience and References section, Tab 1 – Corporate Description of this response.

3.2 All vendors SHALL also provide three client references who have procured this type of equipment from the vendor. The reference information required is name, title, company, mailing address, telephone number, and e-mail address. At least one reference must be from within West Virginia.

Verizon Response:

Read, understands and complies. Please see Experience and References Requirements section, Tab 2 of this response.

4.0 SUPPORT REQUIREMENTS

4.1 The Vendor SHALL maintain a toll-free technical support telephone number, staffed for eight consecutive hours, between the hours of 8:00 a.m. and 5:00 p.m., EST, during business days for the State, and accessible to all agencies who have purchased items from the Vendor under this contract. Personnel staffing the Vendor's support line SHALL be able to give competent technical assistance to agencies for all items purchased from the Vendor.

Verizon Response:

Read, understands and complies. The 800 number will vary based upon the maintenance service purchased.

5.0 WARRANTY REQUIREMENTS

5.1 Warranty work SHALL be performed by a technician authorized by the manufacturer to service the equipment. During the term of the contract, a copy of the technician's certifications SHALL be made available upon request of the State.

Verizon Response:

Read, understands, and complies. Any warranties expressed or implied will be those outlined in the Verizon System's Agreement included in the Title Page, Tab 1 section of this response. The Appendix of this response contains information on manufacturer's warranties, entitlements and maintenance. Any requests outside of these guidelines will be provided at an additional cost. Please see General Requirements, Tab 3 for certification detail.

5.2 If the agency specifies a particular warranty type and response time, if the Vendor responds, he is agreeing to meet the warranty provisions required in the agency's specifications.

Verizon Response:

Read, understands, and complies. Any warranties expressed or implied will be those outlined in the Verizon System's Agreement included in the Title Page, Tab 1 section of this response. The Appendix of this response contains information on manufacturer's warranties, entitlements and maintenance. Any requests outside of these guidelines will be provided at an additional cost.

5.3 If the agency specifies a particular warranty type and response time, the warranty SHALL apply to all equipment on the agency's bid request unless otherwise noted.

Verizon Response:

Read, understands, and complies. Any warranties expressed or implied will be those outlined in the Verizon System's Agreement included in the Title Page, Tab 1 section of this response. The Appendix of this response contains information on manufacturer's warranties, entitlements and maintenance. Any requests outside of these guidelines will be provided at an additional cost.

5.4 If the agency does not specifically address warranty coverage in its bid document, the Vendor SHALL, at a minimum, provide the manufacturer's mail-in warranty that includes parts and labor, at no cost to the State. Warranty SHALL

cover all shipping costs to the manufacturer's designated repair depot, and for the equipment's return.

Verizon Response:

Read, understands, and complies. Any warranties expressed or implied will be those outlined in the Verizon System's Agreement included in the Title Page, Tab 1 section of this response. The Appendix of this response contains information on manufacturer's warranties, entitlements and maintenance. Any requests outside of these guidelines will be provided at an additional cost.

5.5 The Vendor is responsible for registering the equipment with the manufacturer for standard warranty and extended warranty coverage if specified in the agency specifications.

Verizon Response:

Read, understands, and complies. Any warranties expressed or implied will be those outlined in the Verizon System's Agreement included in the Title Page, Tab 1 section of this response. The Appendix of this response contains information on manufacturer's warranties, entitlements and maintenance. Any requests outside of these guidelines will be provided at an additional cost

5.6 If the agency specifies on-site warranty, and the Vendor responds positively to the bid, the Vendor SHALL "fix" the equipment on-site. If the equipment is not repaired within eight (8) business hours, the Vendor SHALL supply a "loaner" of equal to or better than, speed and capacity, unless declined by the agency. Loaner equipment will be available to the agency to use until the original equipment is returned and working to the satisfaction of the agency. This loaner requirement applies to the switch, and any other major components. The Vendor will supply the switch, but the agency will be required to load any software over and beyond the software installed on the machine as originally purchased. The agency may request the Vendor to load additional software at their billable hourly rate.

Verizon Response:

Read, understands, and complies. See Appendix section of this response for details of Verizon and manufacturer's maintenance plans.

5.7 If the equipment is mission critical, this requirement will be noted in the agency's bid specifications. A loaner SHALL be provided within 4 business hours to the agency until the hardware is repaired and meets the agency's satisfaction. The Vendor will be required to assist the agency in removing the software and data from the mission critical machine and loading the software and data on the loaner so that the machine can be up and running within 4 business hours, at no cost to the agency.

Verizon Response:

Read, understands, and complies. See the Appendix section of this response for details of Verizon and manufacturer's maintenance plans.

5.8 When a warranty call is made to the Vendor, the Vendor, after hearing the problem description by the agency, will try to work with the agency to resolve the problem over the phone. At their discretion, the agency can require the Vendor to come on-site to resolve the problem when the equipment has been purchased under an on-site warranty.

Verizon Response:

Read, understands, and complies with clarification. Verizon will provide this service at a billable cost.

5.9 When the Vendor is required to come on-site, if the problem is determined to be a problem not related to the hardware and software supplied by that Vendor, they may bill the agency at their billable hourly rate for the time spent driving one-way to the user site and the time spent on-site. In the instance, the agency SHALL be notified of the error and the Vendor's intent to bill for the call. If the agency disagrees with the cause, both the agency and the Vendor will document the situation and submit it to WVOT for review and resolution.

Verizon Response:

Read, understands, and complies with clarification. Verizon will respond and provide this service at a billable cost.

5.10 Upon completion of any warranty call, the Vendor SHALL provide the agency with a signed service report that includes, at a minimum, the date, a general statement of the problem, the serial number of the problem equipment, the action taken, any materials or parts replaced, the name of the technician who performed the repair, and the number of hours required to complete the repairs. There should also be a place for the agency to sign confirming that the warranty work was performed.

Verizon Response:

Read, understands, and complies with clarification. Verizon will respond and provide this service at a billable cost.

6.0 PURCHASING PROCEDURES

The State uses a Bulletin Board that is accessible only to those Vendors who qualify to sell under this contract.

Verizon Response:

Read, understands, and complies.

6.1 The agency identifies a need and provides specifications to the Contract Administrator.

Verizon Response:

Read, understands, and complies.

6.2 The Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.

Verizon Response:

Read, understands, and complies

6.3 Any questions regarding the specifications **MUST** be submitted to the Contract Administrator at least one working day prior to bid opening. The inquiry will be investigated and a determination will be made if clarifications or changes are required to the specifications and an addendum to the bid document is required.

Verizon Response:

Read, understands, and complies

6.4 The Vendor **MUST** respond by the response date and time specified on the bid. Any bids received after the stated response time will be disqualified.

Verizon Response:

Read, understands, and complies

6.5 The Vendor MUST meet all the agency's requirements in order to be considered for award. By responding to the bid, the Vendor is guaranteeing that they meet or exceed the requirements of the bid.

Verizon Response:

Read, understands, and complies

6.6 The Vendor MUST itemize each bid showing a) the manufacturer and manufacturer's model/part number; b) the unit cost; and c) the extended cost.

Verizon Response:

Read, understands, and complies

6.7 The Vendor MUST total his bid. In the instance where an error is made in the Vendor's math, the unit price SHALL prevail.

Verizon Response:

Read, understands, and complies

6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.

Verizon Response:

Read, understands, and complies

6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.

Verizon Response:

Read, understands, and complies

6.10 The costs quoted MUST match the invoice to insure timely payment.

Verizon Response:

Read, understands, and complies

7.0 MISCELLANEOUS

7.1 The State reserves the right to utilize inter-state agreements, such as the Western States Contracting Alliance (WSCA), to purchase

equipment, outside of the terms and conditions of any contract resulting from an award of this RFQ, pursuant to West Virginia State Code, Section §5A-3-19.

Verizon Response:

Read, understands, and complies

8.0 PROPOSAL FORMAT

All vendors who meet all of the mandatory requirements of this RFQ will qualify to participate in this statewide contract. The bid format should be as follows:

8.1 Title Page - This page should be a letter from the vendor stating the RFQ subject and number, the name of the vendor, the vendor's business address, telephone number, name of authorized contact person to speak on behalf of the vendor, and email address of that contract person, and confirming that the vendor meets all mandatory requirements of the bid.

Verizon Response:

Read, understands, and complies

8.2 General Requirements - vendors must provide a) a letter from the manufacturer collaborating that the vendor is authorized to sell and service the equipment (2.1.2), escalation procedures for problem resolution (2.1.7); and c) evidence that the two technicians are certified to service the equipment and that they have one year of experience in the field.

Verizon Response:

Read, understands, and complies. See General Requirements section, Tab 1 for authorization letter, Tab 2 for Escalation Procedures and Tab 3 for certifications and resumes.

8.3 Experience and References Requirements - The vendor should provide a) documentation supporting how long the company has been in business and how long they have been selling this type of equipment, and b) the required contact information for their three references.

Verizon Response:

Read, understands, and complies. See Experience & Reference Requirements section, Tab 1 for Corporate Description and Tab 2 for Verizon References.



Cisco Systems, Inc.
1051 E. Cary Street
Richmond, VA 23219

December 10, 2007

To Whom It May Concern:

Please use this letter as confirmation that Verizon is a Gold Partner with Cisco Systems, Inc holding the Advanced Unified Communications, Advanced Wireless, Advanced Security and Route/Switch specialization. As the Channel Account Manager, I am responsible for the Cisco Partners in West Virginia. Should you have any questions please do not hesitate to get in contact.

Sincerely,

Eric Berling
Channel Account Manager
Cisco Systems, Inc.
804-398-8551

ESCALATION PROCEDURE					
Sales			Operations		
Bill McClung Business Sales Support	304-344-7018	After 2 hours	Robin Seymour Admin Assistant	800-422-6498 304-746-1016	After 2 hours
Connie Smith Business Sales Support	304-344-6699	After 2 hours	Eric Jarrett Supervisor Operations	304-746-1046	After 2 hours
Sandra Hawkins Corporate Account Manager	304-344-6700	After 2 hours	Art Stutler Area Manager	610-313-8801	After 8 hours
Jerri Nibert Regional Sales Manager	304-344-6968	After 8 hours	Harvey M. Gerstel Director, Operations	631-435-2205	After 8 hours
Gene Scott Regional Sales Director	804-772-1459	After 8 hours			
Alex Coleman VP Sales	703-867-0187	After 8 hours			

The following Resumes and Certifications contains Verizon material that shall not be disclosed, duplicated, or used for any purpose other than to evaluate this proposal.

1410 MacCorkle Avenue, SE
Charleston, West Virginia 25314

Phone: (304) 344-6700
Cell: (304) 552-0920
FAX: (304) 341-1464
Email:
Sandra.k.hawkins@verizonbusiness.com

Sandra K. Hawkins – Corporate Account Manager II

Work Experience (2004-Present)

Verizon Business-Charleston, West Virginia Corporate Account Manager II

- Manages an assigned revenue plan.
- Directs the activities of account team of sales, service and technical support to ensure optimum customer satisfaction with Verizon Business products and services.
- Develops strategic plans based on industry trending and customer analysis.
- Participates in contract negotiations and bid responses.
- Develop applications and service recommendations that match needs for overall best solution for the State of WV.

(2003-2004)

Verizon Information Services-Charleston, West Virginia Premise Sales Representative

- Develop solutions by creating and designing directory advertising print (SuperPages) and electronic (SuperPages.com) to Virginia and West Virginia business customers
- Meet and exceed revenue and strategic product growth goals.
- Meet all publishing deadlines, ensured excellent quality of work, and handled customer inquiries.

(2002-2003)

Ntelos-Charleston, West Virginia Account Executive

- Sale of wire line telephone services (voice, DSL, long distance, frame relay, DS1/DS3, Internet Services, ISDN-BRI & PRI).

(1982-2001)

Verizon (former Bell Atlantic Network Services, Inc)-Charleston, WV Implementation Specialist, Customer Service Coordinator, Communication Consultant, Call Center Team Leader, Consultant Billing & Collections

- Implemented data and voice services for Small Business Customers
- Trained customers on use of company products and services geared toward minimizing customer complaints
- Handled billing inquiries with 100% resolution
- Coordinated multiple departments, verified order accuracy and managed all technical implementations.
- Analyzed customer complaint data and developed coaching and training initiatives for 200+ consultants, exceeding the company objective by more than 1%.

- Developed and managed a call-out program to insure Small Business customers understood and benefited from their services, resulting in a one month improvement of 50%
- Facilitated monthly multi-department continuous improvement meetings with supervisors
- Negotiated with Small Business customers to market telecommunication voice and data services for Virginia, Maryland, DC, & West Virginia (ISDN BRI/PRI, DDS, DS1, DS3, Frame Relay, CustoSak, CustoFlex, PBX, voice messaging services, Auto Attendant)
- Organized trade shows for Cavalcade of Trade and Small Business Expo
- Effectively led and managed a team of 13 associates, eliminating the need for offices in MD and VA, and significantly reducing overhead expenses
- Regionalized change of service requests for Small Business customers, (WV, VA, DC, and MD) managing six associates, achieving 24-hour turnaround time.
- Collected delinquent accounts for Small Business customers in WV, VA, DC, and MD

Education

**University of Charleston, Charleston, WV
Bachelor of Science in Business Management**

**Certifications/
Training**

**Phase I & II Technology & Sales Skills
Voice & Data Network Training
Voice, Data & Video Network Training
Cisco Sales Expert & Technology Training
Nortel Product Training
Managed Network Services Positioning
Conferencing Training
Private IP, Architecture, and Network Design Training
Verizon Security Solution Training
VoIP Training**

Other

**Notary Public
Computer Proficiencies: Lotus, Word, Word Perfect, Excel, Power Point,
Champion Accounting**

1410 MacCorkle Avenue, SE
Charleston, WV 25314
Phone: (304) 344-7496
Cell: 304-633-2533
Fax: (304) 341-1464
Email:
chip.j.merritt@verizonbusiness.com

Chip J. Merritt – Corporate Account Manager

Work Experience (2005 to present)

Verizon Business

Title: Corporate Account Manager II

- Part of the State of WV sales team with focus on WV Department of Education, WV DEP, Higher Education, K-12 Schools and County Governments
- Manages an assigned revenue plan.
- Directs the activities of account team of sales, service and technical support to ensure optimum customer satisfaction with Verizon Business products and services.
- Develops strategic plans based on industry trending and customer analysis.
- Participates in contract negotiations and bid responses.
- Develop applications and service recommendations that match needs for overall best solution for the State of WV.

(1997-2005)

Nortel Networks

Title: Territory Sales Manager

- Managed all business activities for the entire state of West Virginia including sales and marketing, new account development, customer relations, territory business strategies, accurate forecasting, and quota attainment.
- Opened and established a new sales office in the state and increased Nortel/Bay Networks market share.
- Awarded \$1.1 million dollar voice contract with WV Bureau of Employment Programs – 2004.
- Spearheaded the WV Department of Education "SUCCESS" contract resulting in annual sales of over \$1 million annually for past 7 years. (State of WV lottery proceeds earmarked for technology in K-12 schools).
- Awarded \$1.7 million dollar WV State Supreme Court project – 2001.
- Finished each year at or above 100% quota. High was 148% in 2002.
- Recognized with membership in the "Circle of Sales Excellence" in 2001 & 2002 for achieving 148% and 139% of quota respectively.
- Recognized as one of the top 12 representatives in North America in the "Drive New Accounts Program" in 2001 for acquiring and opening the most new accounts within the territory. Awarded a one-year lease on a BMW Z3 Roadster.

(1988-1997)

Anxiter, Inc.
Title: Territory Major Account Manager

Education

Attended Marshall University, Business Management
Huntington, West Virginia

Certifications

Professional

Account Development Strategies
Making Effective Presentations
Power Based Selling, (Holden)
Selling Values, (Wilson)
Sales Strategies, (Holden)
Competitive Selling
Business Solutions Workshop Bay Networks Baseline

Technical

Bay Networks Baseline
Nortel Voice Over IP Telephony
Layer 3 Switching
LAN Architecture
Token Ring Connectivity
Data Communications
Designing/Selling Structured Cabling
Bay Networks Campus Solutions
Bay Networks Router Internetworking
Bay Networks Sales Technology & Products Course

425 Holden Street
Clarksburg, West Virginia 26301

Phone: (304) 622-9989
Cell: (304) 290-8674
FAX: (304) 623-5906
Email:
joseph.e.signorelli@verizonbusiness.com

Joseph E. Signorelli – Senior Corporate Account Manager

Work Experience (1989-Present)

Verizon Business-Clarksburg, West Virginia Senior Corporate Account Manager

- Communications voice, data and video network sales and account service management for market's largest customers
- Full account responsibility for State's largest customers, including West Virginia State Government and West Virginia University
- Worked across all market segments, including State Government, County and City Government, Higher Education, K-12, Financial, Healthcare, and Manufacturing
- Consistently met or exceeded annual sales objectives
- Perennial leader in branch sales
- Received voice solutions quarterly sales award
- Sustained high Customer Care Index (CCI) ratings

(1983-1989)

FirstBank, Clarksburg/Nutter Fort/Shinnston

(1987-1989) - Consumer Banking Officer – Mortgage & Installment
(1985-1987) – Customer Service Representative
(1983-1985) - Teller

Education

Fairmont State University, Fairmont, West Virginia (1983-1988)

Bachelors of Science – Business Management
Bachelors of Arts – Banking/Finance
Magna Cum Laude

Certifications/ Training

Phase I, II & III Training – Technology & Sales Skills
Technology Forum Advanced Technology Training
Voice & Data Network Training
Voice Data & Video Network Training
Cisco Sales Expert & Technology Training
Nortel Product Training
Practical training and daily use of Microsoft Office Suite

Other

Clarksburg Chamber of Commerce

In addition to certificates provided, Eric Burgy, Verizon Systems Engineer has completed the requirements listed below. Verification of these certifications is available through Cisco at the State's request.

ERIC BURG

Associate:

CCDA - - Expires 10/26/09

CCNA - - Expires 10/26/09

Professional:

CCNP - - Expires 10/26/09

CCVP - - Expires 10/26/09

500 Technology Dr
South Charleston, WV 25309

Phone: (304) 746-1028
Cell: 304-552-2018
Fax: (304) 746-1010
Email:
eric.c.burgy@verizonbusiness.com

Eric Burgy– Sales Engineer

Work Experience (1998 to present)

Verizon Business Title: Sales Engineer III

- Consultant for the design, installation, and maintenance of customer networks
- Proficient in all aspects of network infrastructure with specializations in routers, switches, LAN and WAN connectivity, Cisco CallManager IP Telephony, and Cisco Unity Voice Mail
- Technical resource for Ethernet, Token Ring, Wireless, HDLC, ISDN, Frame Relay, ATM, SONET, Ethernet over SONET, VPN, IP Video and IP Telephony networks.
- Work extensively with VADI, NewBridge, SSC, and ISDN support centers relating to provisioning, turnup, testing, and troubleshooting.
- Experienced with OSP, IOF, and Engineering
- Two years experience with Cisco CM, Unity, H323, MGCP, SCCP, SIP, deployment of phones, integration of voice mail systems, IP to analog conversion, upgrades, maintenance, and new installations.
- Network skills include infrastructure, Windows operating systems, Cisco IOS, MPLS, IP addressing, connectivity, and troubleshooting
- Responsible for all aspects of the job, including project management.
- Diverse knowledge and skills to support a large customer base consisting of different network configurations.
- On-going established relationships with State Government from a technical and sales perspective.

(1995 to 1998)

West Virginia Department of Health & Human Resources Title: Information System Specialist II

- Served as administrator for LANs and WANs, including Novell Netware, Windows NT 4.0, IMB Warp Server Advanced servers and AS/400s using token ring and Ethernet connectivity
- Provided technical hardware and software support for a 4000 person user base utilizing OS/2 Warp, DOS/Windows, Windows 95, and NT Workstation 4.0
- Provided support for 10 IBM AS/400s 200 Cisco routers, and 150 LANs
- Performed all facets of inter/intra networking including installation of hubs, bridges, routers, workstations, servers, application software, and printers

- Performed PC hardware and software installation, diagnoses, and repair
- Routinely used configuring and troubleshooting techniques for communications between gateways and IBM mainframe for terminals and printers
- Maintained and configured WANs for three agencies with Cisco routers utilizing frame relay and HDLC
- Provided protocol support for TCP/IP, IPX/SPX, and DLSW. Monitored and reacted to conditions generated by network management platforms
- Configured and maintained firewalls, DNS, and Cisco Works servers including adds, moves, and changes.

Education

**Bachelor of Science Degree – West Virginia State College
Associate of Science Degree – West Virginia State College**

Certifications

**IBM Certified OS/2 Engineer
MicroSoft Certified Professional (MCP)
MicroSoft Certified Systems Engineer 4.0 (MCSE 4.0)
MicroSoft Certified Systems Engineer 2000 (MCSE 2K)
MicroSoft Certified Systems Administrator (MCSA)
Cisco Certified Network Associate (CCNA)
Cisco Certified Design Associate (CCDA)
Cisco Certified Voice Professional (CCVP)
Cisco Certified Network Professional (CCNP)
Cisco Certified Network Professional- Voice Access Specialist (VAS)
Cisco Unity Systems Administrator (CUSA)
Cisco IP Telephony Support Specialist (CCIPTSS)
Cisco IP Telephony Operations Specialist (CCIPTOS)**

Eric C Burgy

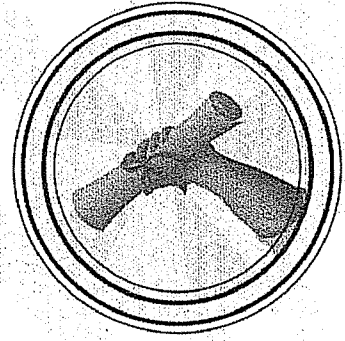
HAS SUCCESSFULLY COMPLETED THE
CISCO CAREER CERTIFICATIONS TEST REQUIREMENTS
AND IS RECOGNIZED AS A

Cisco Certified Network Associate - CCNA

CISCO ID# CSCO10037345

John J. Chambers
John Chambers
President and CEO
Cisco Systems, Inc.

Issued: September 15, 1999



500 Technology Dr
South Charleston, WV 25309

Phone: (304) 746-1037
Cell: 304-541-0754
Fax: (304) 746-1010
Email: randall.r.jones@verizonbusiness.com

Randall R Jones – Sales Engineer

Work Experience (1998 to present)

Verizon Business **Title: Sales Engineer III**

- Responsible for developing design proposals for customers' data, voice, and video networks.
- Knowledge of network technologies and protocols include: ATM, frame relay, ISDN, DDS, T1 Ethernet, TCP/IP and video standard – H.320, H.321, H.323
- Knowledge of network equipment includes: ATM switches, routers, LAN switches, video codecs, video peripherals, video bridges, CSU/DSUs, T1 multiplexers, modems
- Successful proposals include: Cisco, Nortel Networks, VTEL, Polycom, Picturetel, Tandberg, ADC Kentrox, Adtran

(1991 to 1998)

Columbia Gas Transmission Corp. **Title: Senior Network Engineer**

- Responsible for design and high-level operations support of company operations and business networks. The 11-state corporate network included more than 280 routers, packet switches, and LAN switches with more than 2000 clients and servers.
- Network protocols and standards used included: TCP/IP, IPX, DecNet, X.25, NetBIOS, NetBEUI, SNMP, RMON, Ethernet, token ring, frame relay.
- Network equipment experience included: routers, bridges, packet switches, LAN switches
- LAN probes, mainframe controllers, T1 multiplexers, modems, CSU/DSUs, network sniffers, and network management platforms.

Education

Master of Science in Electrical Engineering – Virginia Tech
Bachelor of Science in Electrical Engineering – Virginia Tech
Master of Business Administration – Marshall University Graduate College

Certifications

Tandberg Certified Technical Associate
Polycom Sales Certifications – VSX Products, VoIP, Vortex
Polycom Technical Certifications – VSX Products, VoIP, Vortex, V2IU

500 Technology Dr
South Charleston, WV 25309

Phone: (304) 746-1020
Cell: 304-541-3472
Fax: (304) 746-1010
Email: rusty.risher@verizonbusiness.com

Rusty D. Risher – Sales Engineer

Work Experience

Verizon Business

Title: Sales Engineer III

- Responsible for developing design proposals for customers' data, voice and video networks
- Knowledge of network technologies and protocols include: ATM, Frame Relay, ISDN, DDS, T1, Ethernet, Token Ring, TCP/IP, and Voice over IP
- Knowledge of network equipment include: ATM switches, routers, LAN switches, Cisco IP Telephony, CSU/DSUs, T1 multiplexers, modems, Unity IP Voice Mail

State of West Virginia

Title: Information Systems Specialist III

- Responsible for design and implementation of the Department of Tax & Revenues WAN & LAN
- Responsible for programming client server applications using II and III Tier programming architectures
- Responsible for network implementation for various state agencies while working at IS&C
- Knowledge of Windows NT, Novell Netware, Microsoft Back Office Products, Window95, routers, LAN switches, Powerbuilder, Cobol, MS Visual Basic

Education

**Bachelor of Science – West Virginia Institute of Technology
Computer Management & Data Processing**

Certifications

Cisco – CCDA (Cisco Certified Network Associate)



CISCO CAREER CERTIFICATIONS

Rusty Risher

HAS SUCCESSFULLY COMPLETED THE
CISCO CAREER CERTIFICATIONS TEST REQUIREMENTS
AND IS RECOGNIZED AS A

Cisco Certified Design Associate — CCDA

VALID THROUGH September 27, 2009
CISCO ID# CSC010177603



John J. Chambers

John Chambers
President and CEO
Cisco Systems, Inc.

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Certificate Verification No. 389984727827BLYL

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In addition to certificates provided, Adam Moore, Verizon Installation Engineer has completed the requirements listed below. Verification of these certifications is available through Cisco at the State's request.

Adam Moore

General Certifications

Associate

CCDA - - Expires 12/1/09

CCNA - - Expires 12/1/09

Expert

CCIE Voice - - Expires 7/16/09

Professional

CCNP - - Expires 12/1/09

CCVP - - Expires 12/1/09

Specializations

IP Communications Certifications

Cisco IP Contact Center Express Specialist - - Expires 7/16/09

Retired Certifications

Cisco IP Communications Support Specialist - - Expires 7/16/09

Cisco IP Telephone Operations Specialist - - Expires 7/16/09

Adam W. Moore

461 Forest Circle
South Charleston, WV 25303
304-744-5261 (H) 304-545-5261 (C)
adam.w.moore@verizon.com

Work Experience **Senior Network Engineer** **1997- Present**
VERIZON NETWORK INTEGRATION SOUTH CHARLESTON, WV

Function as a Project Engineer responsible for the design and implementation of network communication systems for Commercial and State accounts to include IP Telephony, VOIP, routers, switches, etc. Provide design and support services for new and existing network infrastructures. Render troubleshooting services for a diverse arena of routed, switched, and voice networks on a daily basis. Certified in routed and switched local and wide area networks and Voice over IP technologies.

Information Systems Specialist III **1990-1997**
WV DEPARTMENT OF HEALTH AND HUMAN RESOURCES, MIS CHARLESTON, WV

Provided consultation, network management and operations, and troubleshooting services to all Divisions and Offices (approximately 5000 employees) within the Department of Health and Human Resources, related to client server and office automation. This included but was not limited to; routed wide area networks, switched and shared Local Area Networks, Mainframe, AS/400 midrange systems, OS/2 LAN Server, Novell NetWare, Microsoft NT Server, the Internet and personal computer support.

Military Instructor **1988-1989**
UNITED STATES ARMY MILITARY INTELLIGENCE SCHOOL FORT DEVENS, MA

Served as a member of a military instructional team responsible for training International Morse Code and computer operations to approximately 760 students per year. Operated a Digital PDP 11/23 Plus midrange computer system and various other leading edge automated platforms. Developed new and modified existing system programs. Supervised two military instructors.

Military Project Manager **1979-1988**
UNITED STATES ARMY FIELD STATION AUGSBURG, GERMANY

Served as a Project Manager responsible for coordinating the installation and initial operation of emitter location and identification computer systems and special projects. Performed planning, development, installation and integration of an Enterprise-wide Novell thick Ethernet network with connection to a 370-series IBM Mainframe and various other secure computer systems. Developed software on an IBM 4341 Mainframe in various languages. Supervised up to six lead operators of signal analysis equipment.

Adam W. Moore

461 Forest Circle
South Charleston, WV 25303
304-744-5261 (H) 304-545-5261 (C)
adam.moore12@verizon.net

Education

Computer Science 1981-1982

CITY COLLEGES OF CHICAGO

AUGSBURG, GERMANY

23 credit hours

Professional Certifications

Cisco Certified Internetworking Expert – Voice 2007

Cisco Certified Voice Professional 2006

Cisco Call Center Express Specialist 2005

Cisco Unified Communications Engineer 2004

Microsoft Certified Systems Engineer 2003

Microsoft Certified Systems Administrator 2003

Cisco IPT Specialist 2002

Cisco Certified Design Associate 2000

Cisco Certified Network Professional 2000

Microsoft Certified Professional 2000

Cisco Certified Network Associate 1999

IBM OS/2 Certified Engineer 1996

- Cisco Call Center Express
- Cisco CallManager IP Telephony
- Project Management
- Cisco Router and Switch configuration and administration
- Enterasys Router and Switch configuration and administration
- Network troubleshooting
- Microsoft Windows server configuration and administration
- AS/400 system configuration and administration
- LAN Cabling and design
- Military Project Management

Adam W. Moore

461 Forest Circle
South Charleston, WV 25303
304-744-5261 (H) 304-545-5261 (C)
adam.moore12@verizon.net

- Military Research and Development



CISCO SYSTEMS
CERTIFICATE OF COMPLETION

HAS BEEN PRESENTED TO

Adam Moore

FOR COMPLETION OF THE

Cisco Internetwork Troubleshooting

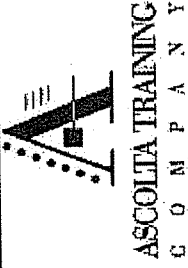
Jul 23, 1999

DATE

Marty Adkins, CCIE #1289

INSTRUCTOR
Marty Adkins





CISCO SYSTEMS
CERTIFICATE OF COMPLETION

HAS BEEN PRESENTED TO

Adam Moore

FOR COMPLETION OF THE

Cisco Voice over IP, ATM & Frame Relay

February 16, 2001

DATE

INSTRUCTOR



Billy Joe Blake, Jr.

*2096 Gordon Street
Culloden, WV 25510*

*Verizon Network Integration
500 Technology Drive
South Charleston, WV 25309
304-746-1023*

Employment

1994-Present

Verizon Network Integration

South Charleston, West Virginia

- Field Engineer: 8/98-Present
 - Responsibilities
 - Extensive Project Management, Implementation, and Support for major Cisco Systems network installations throughout Verizon.
 - Implementation and distribution of network hardware in large, multisite customer networks
 - Peer Training on Bay Networks / Nortel Networks products
 - Implementation and distribution of FVC.com video products across the statewide ATM backbone for WV Supreme Court and the WV Regional Jail Authority
 - Implementation and distribution of Vtel video conferencing systems throughout the statewide ATM backbone.
 - Implementation of H.323 Video networks with Vtel conferencing systems throughout WV.
 - Integration of H.323 video and voice over ATM protocol networks in Distance Learning environments throughout West Virginia.
 - Peer Training on FVC.com products
 - Preliminary Engineering design approval for video projects
 - Peer Training on Vtel video conferencing products
 - Project Management responsibility for all assigned projects
 - Outsourcing responsibility for all Verizon West Virginia Distance Learning Projects
 - Field Technician II and III: 1996-8/98
 - Responsibilities Include:
 - Implementation and distribution of network hardware in large, multisite customer networks
 - All implementation and distribution of Bay Networks / Nortel Networks hardware sold through BANI-WV.
 - Peer Training on Bay Networks / Nortel Networks products
 - Implementation and distribution of FVC.com video products across the statewide ATM backbone for WV Supreme Court and the WV Regional Jail Authority
 - Implementation and distribution of Vtel video conferencing systems throughout the statewide ATM backbone.

- Peer Training on FVC.com products
 - Implimentation and distribution of Internet service to WV parochial schools through and extension of the Bell Atlantic World School Project.
 - Peer Training on Vtel products
 - Project Management responsibility on all assigned projects
- Field Technician: 1994-1996
 - Responsibilities included:
 - Implementation and distribution of network hardware and software as required or needed.
 - Implementation and distribution of network documentation and configuration.
 - Management of World School Cisco router network for Internet access and WVEIS AS/400 system connection.
 - Billing of Project Revenue on a monthly basis.
 - Oversee the deployment of the Chameleon Internet connection software used in the World School Project.
 - Document all hardware and router serial numbers, software versions, router chassis types, date of installation.
 - Installation of Kentrox and INC CSU/DSU's as well as Adtran ISDN modems, 3Com switches, 3Com Netbuilder and Linkbuilder series routers, hubs and network cards from various vendors supporting single and multiple protocols.
 - Worked briefly with ISDN test equipment as well as the Network General Sniffer, which is a network protocol analyzer.
 - Worked with various types of network transport layer protocols such as DLSW, STUN, SDLLC, IP, IPX, SNA, Source-Route and Translational Bridge configurations.
 - Complete IP network management.

Education

Virginia Polytechnic Institute 1991 -1992

Blacksburg, Virginia

- pursuit of engineering related degree and / or background experience in the related fields.

Marshall University **1992-1994**

Huntington, West Virginia

- continued pursuit of engineering related degree and / or background experience in the related fields. pursuit of background experience with BANI will aid in the attainment of electrical engineering degree.

University of Phoenix 2001-2006

- Associates in Information Technology

Summary of qualifications

1994-Present

Verizon Network Integration

Charleston, West Virginia

- Attainment of Cisco router certification: ICRC background
- Gateway pc programming and implementation.
- Configuration and implementation of tcp/ip protocol and frame-relay wan technologies.
- Ortronics certified technician and installer.
- SNA protocol conversion using cisco router equipment.
- Extensive knowledge of TCP/IP, SNA, DLSW, IPX, ATM, Frame-Relay, ISDN, and other common LAN and WAN communications protocols.
- Extensive knowledge and skills base in the following vendors equipment:
 - Kentrox
 - FVC.com
 - Nortel Networks
 - Cisco Systems
 - Vtel
 - Ezenia!
 - 3Com
 - Accord
 - Panja
 - Parkervision
 - Bi-Amp
 - Transition Networks
 - AMX

Certifications

Cisco Systems

- Cisco Certified Network Professional
- Cisco Certified Voice Professional
- Cisco CCNA Certification
- Cisco Aironet Wireless Certified Field Engineer
- Cisco Wireless LAN Support Specialist
- Cisco IP Communications Support Specialist

Microsoft

- Microsoft Certified Professional
- Microsoft Certified Systems Administrator - Windows Server 2003
- Microsoft Certified Systems Engineer – Windows Server 2003
- Microsoft Certified Systems Administrator: Security
- Microsoft Certified Systems Engineer: Security
- Microsoft Certified Systems Administrator: Messaging
- Microsoft Certified Systems Engineer: Messaging

- Microsoft Certified Data Base Administrator

Nortel Networks

- Nortel Networks Certified Support Specialist – VOIP BCM 3.0
- Nortel Networks Certified Design Specialist – VOIP BCM 3.0
- Nortel Certified Technology Specialist – Converged IP Telephony Solutions
- Nortel Networks Certified Support Specialist – Routers and Switches

Polycom

- Polycom Viewstation Certified Technician
- Polycom Certified Conferencing Specialist
- Polycom VTX-1000 Certified Technician
- Polycom MGC Certified Technican

Other Certifications

- Vtel Systems Engineer
- CompTIA Security + Certified Professional
- Tandberg Certified Technical Associate



CISCO CAREER CERTIFICATIONS

Bill J. Blake

HAS SUCCESSFULLY COMPLETED THE
CISCO CAREER CERTIFICATIONS TEST REQUIREMENTS
AND IS RECOGNIZED AS A

Cisco Certified Network Professional — CCNP

VALID THROUGH: March 4, 2008
CISCO ID# CSC010017769



John J. Chambers
John Chambers
President and CEO
Cisco Systems, Inc.

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Certificate Verification No. 384244584605AMYJ

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CISCO CAREER CERTIFICATIONS

Bill J. Blake

HAS SUCCESSFULLY COMPLETED THE
CISCO CAREER CERTIFICATIONS TEST REQUIREMENTS
AND IS RECOGNIZED AS A

Cisco Certified Network Associate — CCNA

VALID THROUGH: January 03, 2008
CISCO ID# CSC010017769



John Chambers
President and CEO
Cisco Systems, Inc.

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Certificate Verification No. 383684667122JSYJ

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CISCO CAREER CERTIFICATIONS

Bill J. Blake

HAS SUCCESSFULLY COMPLETED THE
CISCO CAREER CERTIFICATIONS TEST REQUIREMENTS
AND IS RECOGNIZED AS A

Cisco IP Communications Support Specialist

VALID THROUGH July 14, 2008
CISCO ID# CSC010017769



John J. Chambers

John Chambers
President and CEO
Cisco Systems, Inc.

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 389214723836IPV1

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CISCO SYSTEMS
CERTIFICATE OF COMPLETION

HAS BEEN PRESENTED TO

Billy Blake

FOR COMPLETION OF THE

Cisco MeetingPlace Installation & Maintenance



8/24/2007

DATE

INSTRUCTOR



- Responsibilities include all system development on Tandem system and system programming on Tandem, IBM, Stratus, Data General and AT&T platforms.

System Analyst III **05/02/88-01/06/91**
 Charleston Area Medical Center Charleston, WV

- Duties included providing 24hr hardware and software support for network equipment

System Analyst II **03/01/87-05/01/88**
 Charleston Area Medical Center Charleston, WV

- Provided programming and Maintenance support for the Hospital patient care system. Wrote programs on TANDEM TXP system for various departments within the hospital utilizing COBOL, EXEC and ENFORM.

References:

Upon Request

EDUCATION: B.S., Computer Science, December 1996
 West Virginia Institute of Technology
 Montgomery, West Virginia.

CONTINUING EDUCATION:

- Re-certified Cisco Certified Internetworking Expert – 2007
- IPCC Express - 2007
- IPCC CVP 4.0 - 2007
- IPCC Enterprise - 2006
- Cisco IP Telephony Support Specialist - 2003
- Microsoft Certified System Engineer 2K – 2003
- Microsoft Certified System Administrator 2K - 2003
- Re-certified Cisco Certified Internetworking Expert - 2001
- Cisco Certified Internetwork Expert in LAN/ATM #2429 - 1999
- Cisco Certified Internetwork Expert #2429 – 1997
- Fore System LAN and WAN Certified - 1997
- Advanced Cisco Router Configuration - 1996
- Introduction to Cisco Router Configuration - 1995

- Project Management
- Cisco Router and Switch configuration and administration
- Nortel Switch configuration and administration
- 3Com Router and Switch configuration and administration
- Cabletron Router and Switch configuration and administration
- Xyplex Router and Switch configuration and administration
- Network General Sniffers
- PictureTel, VTEL, and INTEL Proshare Video Systems
- Unix operating system
- Network troubleshooting
- LAN Cabling and design



CISCO

Butch Giacomo

HAS COMPLETED ALL REQUIRED STEPS
AND IS RECOGNIZED AS A

CISCO CERTIFIED INTERNETWORK EXPERT

Alan Hansen

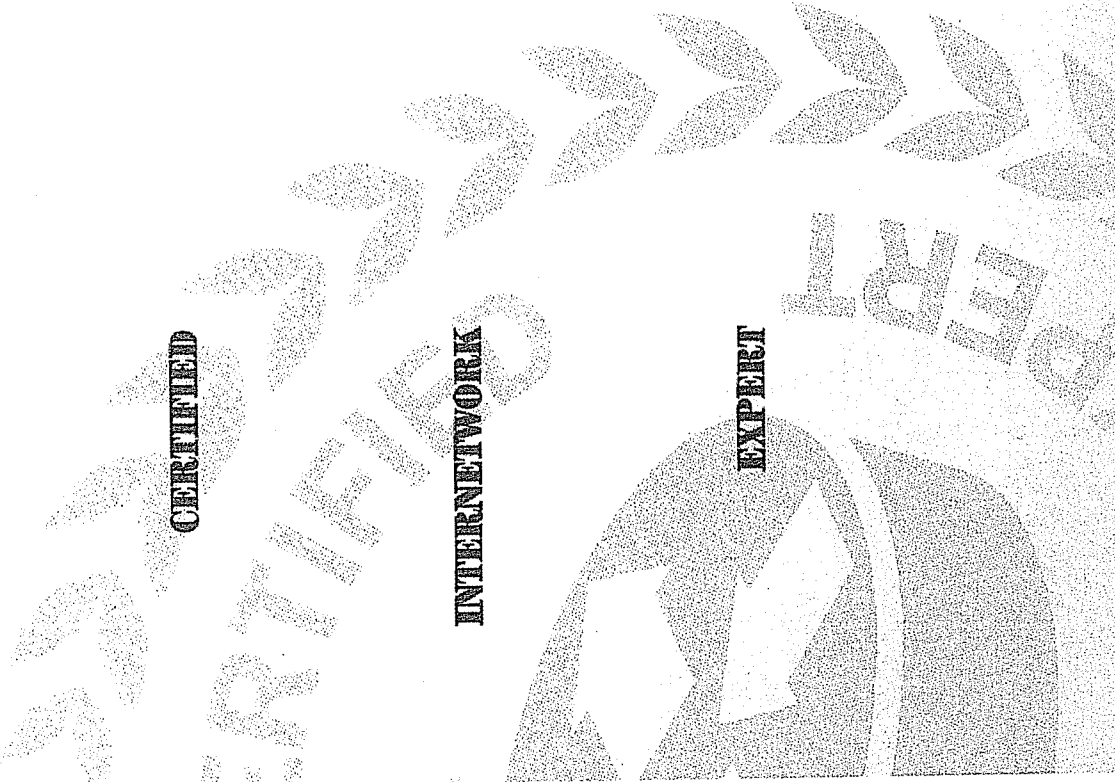
LABORATORY ENGINEER

A handwritten signature in black ink, appearing to read "Alan Hansen".

ADMINISTRATOR

30 January 1997

CCIE NO. 2429



500 Technology Dr
South Charleston, WV 25309

Phone: (304) 746-1046
Cell: 304-377-0411
Fax: (304) 746-1010
Email: james.e.jarrett@verizon.com

James E. Jarrett – Local Manager-Business Operations

Work Experience **2/27/04 to present)**

Verizon Network Integration Corp. **Title: Local Manager-Business Operations**

- Oversee six different areas of business for Verizon Network Integration (West Virginia and Western Pennsylvania) and Verizon Select Services Inc. (West Virginia, West Virginia Infrastructure Cabling, Pittsburgh, and Harrisburg).
- Supervise 16 employees and two subcontractors.
- Responsibilities include installation and maintenance services, customer relations, finance and project management and technical support.

3/1/02-2/27/04

Verizon Network Integration Corp. **Title: Specialist I&M**

- Responsible for all voice CPE installation and maintenance in West Virginia and surrounding areas. Voice engineering support for sales team. Project management and customer relations.
- Responsible for voice CPE engineering, programming, and customer training on Nortel voice systems.
- Customer relations and project management.

Education

Graduate – Stonewall Jackson High School
Attended WVU Tech (Major: Technology Management)

Certifications

Nortel Networks Certified Support Specialist VoIP
Nortel Networks Certified Field Specialist VoIP
Cisco Certified Network Associates (CCNA)

CORPORATE DESCRIPTION

VERIZON NETWORK INTEGRATION CORP.

**52 E Swedesford Road
Frazer, PA 19355**

**Telephone: 304-344-6700 or 304-746-1046
FAX: 304-341-1464**

Federal Tax ID: 23-2743964

**Contact: Sandra K. Hawkins
1410 MacCorkle Avenue
Charleston, WV 25314
304-344-6700
sandra.k.hawkins@verizonbusiness.com**

Date Established: November, 1993

Number of Full Time Employees: 285

Verizon Network Integration Corp

Verizon Network Integration Corp. (VNIC), headquartered in Frazer, Pennsylvania, was incorporated in the State of Delaware on November 17, 1993, as "Bell Atlantic Network Integration, Inc." As a result of the merger of Bell Atlantic and GTE to create Verizon Communications, the name "Verizon Network Integration Corp." was adopted on August 1, 2000. Verizon Network Integration is a full-service voice, data, and video network integrator dedicated to providing customers with a single-point-of contact for all communication network needs. Verizon Network Integration services cover the full "Network Lifecycle" from planning and implementation to management of enterprise-wide networks.

Verizon Network Integration Corp's technicians are located in Charleston, West Virginia at 500 Technology Drive.

Client References

Customer Name: State of West Virginia
Department of Transportation
Contact: Sush Pakvasa
Telephone Number: 304-558-9522
E-mail Address: spakvasa@dot.state.wv.us

Project Description: Designed and implemented a new switched infrastructure for the WVDOT Capitol Complex location. This included layer 2 and layer 3 switching products from both Enterasys and Cisco. A total of 15 switches were deployed. The new infrastructure was vlan based and designed to support both voice and data. QOS was utilized at both layer 2 and layer 3 to ensure guaranteed bandwidth and adequate queuing was available to support a converged infrastructure. Cisco's IP Telephony products have been deployed to provide phone system, voicemail, and call center functionality. The voice infrastructure includes three call processing, one voice mail, and one call center express servers. The call center allows the Department of Motor Vehicles to provide phone support for residents of the State of WV related to DMV regulations, policies, etc.

Client References

Customer Name: State of West Virginia
Treasurer's Office
Contact: Kin Richardson
Telephone Number: 304-341-0272
E-mail Address: kin.richardson@wvsto.com

Project Description: Designed and implemented a Cisco IP Telephony system for the WV State Treasurer, Capitol Complex and three remote locations. The system included two call processing and two voice mail servers. The necessary infrastructure to support the new phone system was deployed in conjunction with their current data network in order to keep voice quality at its highest. The two main sites, the Capitol Complex and Players Club, house two ISDN PRI's each. The dial plan was designed to provide site redundancy in the event of circuit failures. The network has since been expanded to include SONET technology to provide the utmost redundancy and highest speeds available for voice and data transmissions.

Client Reference

Customer Name: West Virginia Governor's Office of Technology
Customer Address: 1900 Kanawha Blvd.
Charleston, WV 25305
Contact Name: Michael Belcher
Telephone Number: 304-558-5824
E-mail Address: michael.r.belcher@wv.gov

Project Description: Cisco IPT Design Assistance - -
Provide design assistance for the implementation of a Cisco CallManager and Unity voice network for the Capitol Complex, State of WV. This included LAN infrastructure design, dial plan assistance, and integration of current voice networks into the new cluster.



fact sheet:

customer premises equipment

Verizon Data Maintenance

Service Options to Help You Stay Connected

Your networks are the lifeblood of your enterprise. Help avoid costly downtime caused by equipment malfunctions and maximize your network uptime. Data Maintenance offers comprehensive support services for your data, video, and IP communications equipment.

World-Class Maintenance Services "Beyond the Box"

When you have a problem and need data maintenance, resolving the issue takes diagnostics and troubleshooting. But most original equipment manufacturers (OEMs) provide maintenance that focuses exclusively on the "box" that is experiencing trouble. If the OEM determines that the "box" is not causing your trouble, the problem is right back in your hands.

Keep Your Network Running

Verizon solutions include both network services and equipment. You can combine Data Maintenance with optional Verizon management and monitoring services for a more comprehensive service – one that extends well "beyond the box." And you have only one contact to make when you experience trouble.

Data Maintenance Supports Equipment From Many OEMs

Data Maintenance plans provide coverage for equipment from many of the leading Other Equipment Manufacturers (OEMs). Unlike an OEM maintenance plan that can only support its own equipment, Verizon can be your single source of equipment maintenance for your multi-vendor equipment installations.

Choose From a Variety of Service Options

- Next Business Day Remote (NBD):
 - 24x7 telephone support
 - Next business day parts delivery
 - Access to software updates
 - Access to manufacturer's website (where applicable)
 - Configuration assistance at install
 - Browser-based access to trouble tickets
- Four-Hour Remote:
 - 24x7 telephone support
 - 24x7x4-hour parts delivery
 - Access to software updates
 - Access to manufacturer's website (where applicable)
 - Configuration assistance at install
 - Browser-based access to trouble tickets
 - Service level consistent with manufacturer's maintenance

features

- Comprehensive solutions
- Single point-of-contact
- Support of multi-vendor environments

benefits

- Resolve problems "beyond the box"
- Make one phone call when you experience trouble
- Get a better value than a typical OEM plan

customer equipment

- Eight-Hour On-Site:
 - 24x7 telephone support
 - 24x7x8-hour labor response
 - Next-day on-site labor and parts (Saturday, Sunday, and holiday)
 - Hours of coverage that make it a unique plan in the industry
 - Access to software updates
 - Installation of software updates to correct faults
 - Access to manufacturer's website (where applicable)
 - Browser-based access to trouble tickets
- Four-Hour On-Site:
 - 24x7 telephone support
 - Four-hour on-site labor and parts
 - Access to software updates
 - Installation of software updates to correct faults
 - Access to manufacturer's website (where applicable)
 - Browser-based access to trouble tickets
 - Service level consistent with manufacturer's maintenance
 - Includes Connectivity Assurance Service
- Connectivity Assurance Service:
 - Included with Four-Hour On-Site plan
 - Verizon acts as your agent in resolving circuit problems
 - With Letter of Agency, Verizon interacts with any of your circuit providers
 - Specially trained Connectivity Assurance Group manages problem resolution and coordination with circuit providers
 - Devices at both ends of circuit must be covered by Data Maintenance

For more information on Verizon's world-class equipment maintenance services, contact your Verizon Business account manager.

Visit our website at
www.verizon.com
to learn more about
Verizon's products suite.



Product—Warranty Mappings

Cisco hardware and software products are covered by Cisco Standard warranty for 90 Days. The following list includes only those product families with warranties other than Cisco Standard 90-day warranty.

Product Family	Related Information	Warranty
800BB	Cisco 800 Series Routers http://www.cisco.com/en/US/products/hw/routers/ps380/index.html	One-Year Ltd HW
800DSL	Cisco 800 Series Routers http://www.cisco.com/en/US/products/hw/routers/ps380/index.html	One-Year Ltd HW
800TRAD	Cisco SOHO Series Routers http://www.cisco.com/warp/public/cc/pd/rt/70/index.shtml	One-Year Ltd HW
1700	Cisco 1700 Series Access Routers http://www.cisco.com/en/US/products/hw/routers/ps221/index.html	One-Year Ltd HW
1800	Cisco 1800 Series Integrated Services Routers http://www.cisco.com/en/US/products/ps5853/index.html	One-Year Ltd HW
1841	Cisco 1841 Series Integrated Services Routers http://www.cisco.com/en/US/products/ps5875/index.html	One-Year Ltd HW
1900	Cisco Catalyst 1900 Switch Series - End of Sale	Limited Lifetime
6900	Cisco 6900 RateMux http://www.cisco.com/warp/public/cc/pd/mxsv/rmux/index.shtml	One-Year Ltd HW
9000	Cisco MDS 9000 Series Multilayer Switches http://www.cisco.com/en/US/products/hw/ps4159/ps4358/index.html	One-Year Ltd HW
15200	Cisco ONS 15200 http://www.cisco.com/warp/public/cc/pd/olpl/metro/15200/index.shtml	5YR-HW, 1YR-SW ¹
15216	Cisco ONS 15216 http://www.cisco.com/en/US/products/hw/modules/ps2831/prod_models_home.html	5YR-HW, 1YR-SW
15300	Cisco ONS 15300 Optical Network Family http://www.cisco.com/en/US/products/hw/optical/ps2001/index.html	5YR-HW, 1YR-SW
15302	Cisco ONS 15302 Multiservice Customer Access Platform http://www.cisco.com/en/US/products/hw/optical/ps2001/ps5116/index.html	5YR-HW, 1YR-SW
15305	Cisco ONS 15305 Multiservice Access Platform http://www.cisco.com/en/US/products/hw/optical/ps2001/index.html	5YR-HW, 1YR-SW



Product Family	Related Information	Warranty
15310	Cisco ONS 15310 CL Metro Optical Edge Platform http://www.cisco.com/en/US/products/ps5977/index.html	5YR-HW, 5YR-SW*
15327	Cisco ONS 15327 Optical Network Platform http://www.cisco.com/en/US/products/hw/optical/ps2001/ps2005/index.html	5YR-HW, 5YR-SW*
15400	Cisco ONS 15400 Optical Network Platform http://www.cisco.com/warp/public/cc/pd/olpl/metro/on15454/	5YR-HW, 1YR-SW
15454	Cisco ONS 15454 Optical Service Modules http://www.cisco.com/en/US/products/hw/optical/ps2006/index.html	5YR-HW, 5YR-SW*
15454E	Cisco ONS 15454E Optical Service Modules http://www.cisco.com/en/US/products/hw/modules/ps2831/ps4017/index.html	5YR-HW, 5YR-SW*
15501	Cisco ONS EDFA Optical Solutions Amplifier http://www.cisco.com/en/US/products/hw/optical/ps2011/index.html	5YR-HW, 1YR-SW
15516	Cisco ONS 15516 DWDM Filters http://www.cisco.com/en/US/products/hw/optical/ps2011/index.html	5YR-HW, 1YR-SW
15530	Cisco ONS 15530 DWDM Multiservice Aggregation Platform http://www.cisco.com/en/US/products/hw/optical/ps2011/ps4002/index.html	5YR-HW, 1YR-SW
15540	Cisco ONS 15540 ESP Extended Services Platform http://www.cisco.com/en/US/products/hw/optical/ps2011/ps2014/index.html	5YR-HW, 1YR-SW
15540	Cisco ONS 15540 ESPx Extended Services Platform http://www.cisco.com/en/US/products/hw/optical/ps2011/ps4154/index.html	5YR-HW, 1YR-SW
15600	Cisco ONS 15600 Series http://www.cisco.com/en/US/products/hw/optical/ps4533/index.html	5YR-HW, 5YR-SW*
15800	Cisco ONS 15800 ANSI Platform http://www.cisco.com/en/US/products/hw/optical/ps2016/index.html	5YR-HW, 1YR-SW
15800	Cisco ONS 15801 DWDM ETSI Platform http://www.cisco.com/en/US/products/hw/optical/ps2016/ps2017/index.html	5YR-HW, 1YR-SW
15808	Cisco ONS 15808 DWDM Platform http://www.cisco.com/en/US/products/hw/optical/ps2016/ps2018/index.html	5YR-HW, 1YR-SW
15900	Cisco ONS 15900 Wavelength Router End of Life	5YR-HW, 1YR-SW
AIR130U	Cisco Aironet 1300 Series http://www.cisco.com/en/US/products/ps5861/index.html	One-Year Ltd HW
AIR500	Cisco 500 Series Wireless Express Access Points http://www.cisco.com/en/US/products/ps7319/index.html	One-Year Ltd HW

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Product Family	Related Information	Warranty
AIR	Cisco Aironet Wireless LAN Products http://www.cisco.com/en/US/products/hw/wireless/index.html	One-Year Ltd HW
AIRCA	Cisco Aironet 350 Series Wireless LAN products http://www.cisco.com/warp/public/cc/pd/witc/ao350ap/index.shtml	Limited Lifetime
AIRCMMN	Cisco Aironet 350 Series Wireless LAN products http://www.cisco.com/warp/public/cc/pd/witc/ao350ap/index.shtml	One-Year Ltd HW
AIRBR	Cisco Aironet Workgroup Bridges http://www.cisco.com/univercd/cc/td/doc/pcat/350wgbr.htm	One-Year Ltd HW
AIRANT	Cisco Aironet Antennas http://www.cisco.com/en/US/products/hw/wireless/ps469/index.html	One-Year Ltd HW
AIRAP	Cisco Aironet Access Points http://www.cisco.com/univercd/cc/td/doc/pcat/ao350ap.htm	One-Year Ltd HW
CE500	Cisco Catalyst Express 500 Series Switches http://www.cisco.com/en/US/products/ps6545/index.html	Limited Lifetime
C1400	Cisco 1400 Series Routers http://www.cisco.com/warp/public/cc/pd/rt/1400/	One-Year Ltd HW
C1600	Cisco 1600 Series Routers http://www.cisco.com/warp/public/cc/pd/rt/1600/	One-Year Ltd HW
C1700	Cisco 1700 Series Catalyst Switches End of Life	One-Year Ltd HW
C1900	Catalyst 1900 Series Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca1900/	Limited Lifetime
C2800	Catalyst 2800 Series Switch http://www.cisco.com/en/US/products/hw/switches/ps597/ps599/index.html	Limited Lifetime
C2900	Cisco Catalyst 2900 Series Switches http://www.cisco.com/en/US/products/hw/switches/ps606/index.html	Limited Lifetime
C2900XL	Catalyst 2900 Series XL Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca2900xl/index.shtml	Limited Lifetime
C2940	Cisco Catalyst 2940 Series Switch http://www.cisco.com/en/US/products/hw/switches/ps5213/index.html	Limited Lifetime
C2948	Cisco Catalyst 2948 Series Switch http://www.cisco.com/en/US/products/hw/switches/ps606/ps624/index.html	One-Year Ltd HW
C2950	Catalyst 2950 Series Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca2950/	Limited Lifetime
C2960	Cisco Catalyst 2960 Series Switches http://www.cisco.com/en/US/products/ps6406/index.html	Limited Lifetime



Product Family	Related Information	Warranty
C2970	Cisco Catalyst 2970 http://www.cisco.com/en/US/products/hw/switches/ps5206/index.html	Limited Lifetime
C3500XL	Catalyst 3500 Series XL Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca3500xl/index.shtml	Limited Lifetime
C3550	Catalyst 3550 Series Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca3550/	Limited Lifetime
C3560	Catalyst 3560 Series Switches http://www.cisco.com/en/US/products/hw/switches/ps5528/index.html	Limited Lifetime
C3750	Cisco Catalyst 3750 Series Switches http://www.cisco.com/en/US/products/hw/switches/ps5023/index.html	Limited Lifetime
C5000	Catalyst 5000 Series Switches http://www.cisco.com/warp/public/cc/pd/si/casi/ca5000/	One-Year Ltd HW
CAR100	Cisco DVB CAR100 http://newsroom.cisco.com/dlls/fspnisapi310a.html	One-Year Ltd HW
CDM	Cisco Content Distribution Managers http://www.cisco.com/warp/public/cc/pd/cxsr/cxdimn/index.shtml	One-Year Ltd HW
CE	Cisco Content Engine Series http://www.cisco.com/warp/public/cc/pd/cxsr/ces/index.shtml	One-Year Ltd HW
CE500	Cisco Catalyst Express 520 Switch http://www.cisco.com/en/US/products/ps7293/products_data_sheet090aecd8060aee4.html	Limited Lifetime
CDNSEC	Cisco Content Engine Series http://www.cisco.com/warp/public/cc/pd/cxsr/ces/index.shtml	One-Year Ltd HW
CNO	Cisco 1548 Series Micro Switch http://www.cisco.com/warp/public/cc/pd/si/1548/	Limited Lifetime
CPW1400	CiscoPro Workgroup 1400 Series End of Life	Limited Lifetime
CR	Cisco Content Routers http://www.cisco.com/warp/public/cc/pd/cxsr/cxrt/index.shtml	One-Year Ltd HW
CRS-1	Cisco Carrier Routing System http://www.cisco.com/en/US/products/ps5763/index.html	One-Year Ltd HW
CSS11K	Cisco CSS 11000 Series Products http://www.cisco.com/warp/public/cc/pd/si/11000/index.shtml	One-Year Ltd HW
CSCO	Cisco AC/DC Power Supply for the ONS Family of Optical Networking Products http://www.cisco.com/en/US/products/ps6063/index.html	Five-Year Ltd HW
FAST100	Cisco FASTHUB 100 http://www.cisco.com/warp/public/cc/pd/hb/fshb/prodlit/891_pp.htm	One-Year Ltd HW



Product Family	Related Information	Warranty
FAST300	Cisco FASTHUB 300 http://www.cisco.com/warp/public/cc/pd/hb/fshb/prodlit/891_pp.htm	One-Year Ltd HW
FASTHUB	FastHub 10/100 Series Repeaters http://www.cisco.com/warp/public/cc/pd/hb/fshb/	Limited Lifetime
GATEWAY	Cisco Voice Gateways http://www.cisco.com/warp/public/cc/pd/ga/voicega/index.shtml	One-Year Ltd HW
ICDN	Internet Content Delivery Network Products http://www.cisco.com/en/US/products/hw/contnetw/index.html	One-Year Ltd HW
ICEVSHW	Physical Security http://www.cisco.com/en/US/products/ps6918/Products_Sub_Category_Home.html	One-Year Ltd HW
ICS7700	Cisco ICS 7750 http://www.cisco.com/warp/public/cc/pd/ga/voicega/7750/	One-Year Ltd HW
INA2300	Cisco Interactive Network Hub http://www.cisco.com/univercd/cc/td/doc/product/cable/cab_ina/	One-Year Ltd HW
IPTV	Cisco IP/TV Video Series http://www.cisco.com/en/US/products/hw/contnetw/ps1863/index.html	One-Year Ltd HW
LRE	Cisco LRE Switch Series http://www.cisco.com/en/US/products/hw/switches/ps4916/index.html	Limited Lifetime
LRECPE	Cisco LRE 500 CPE Devices http://www.cisco.com/en/US/products/hw/switches/ps293/index.html	Limited Lifetime
LRESPL	Cisco LRE 48 POTS Splitter http://www.cisco.com/en/US/products/hw/switches/ps1901/ps1900/index.html	Limited Lifetime
LRESWI	Cisco Catalyst 2900 Series LRE XL Switches http://www.cisco.com/en/US/products/hw/switches/ps605/index.html	Limited Lifetime
M1500	Cisco Media Convergence Servers http://www.cisco.com/warp/public/cc/pd/mxsv/mxcvst/	One-Year Ltd HW
MDS9000	Cisco MDS 9000 Series Multilayer Switches http://www.cisco.com/en/US/products/hw/ps4159/ps4358/index.html	One-Year Ltd HW
PHONE	Cisco IP Phone Productivity Series http://www.cisco.com/en/US/products/hw/phones/ps379/index.html	One-Year Ltd HW
PHONE2	Cisco IP Phone http://www.cisco.com/en/US/products/hw/phones/ps379/index.html	One-Year Ltd HW
SFS 3000	Cisco SFS 3000 Series InfiniBand Server Switches http://www.cisco.com/en/US/products/ps6422/index.html	One-Year Ltd HW
SFS 7000	Cisco SFS 7000 Series InfiniBand Server Switches http://www.cisco.com/en/US/products/ps6421/index.html	One-Year Ltd HW



Product Family	Related Information	Warranty
UBR	Cisco RF Switch http://www.cisco.com/en/US/products/hw/cable/ps2929/index.html	One-Year Ltd HW
UBR900	Cisco uBR900 Series Routers http://www.cisco.com/warp/public/cc/pd/rt/900/	One-Year Ltd HW
UBR910	Cisco uBR910 Series Cable DSU http://www.cisco.com/en/US/products/hw/cable/ps2221/ps2224/index.html	One-Year Ltd HW
UBR9X5	Cisco uBR9x5 Cable Access Routers Model 925 http://www.cisco.com/en/US/products/hw/cable/ps2221/ps2228/index.html Model 905 http://www.cisco.com/en/US/products/hw/cable/ps2221/ps2223/index.html	One-Year Ltd HW
UBR7100	Cisco uBR7100 Series Universal Broadband Routers http://www.cisco.com/en/US/products/hw/cable/ps2211/index.html	One-Year Ltd HW
UBR7200	Cisco uBR7200 Series Universal Broadband Routers http://www.cisco.com/en/US/products/hw/cable/ps2217/index.html	One-Year Ltd HW
UC500	Cisco Unified Communications 500 Series for Small Business http://www.cisco.com/en/US/products/ps7293/products_data_sheet0900aecd8061fb06.html	One-Year Ltd HW
uMG9800	Cisco uMG9800 Series Digital Video Networking Products http://www.cisco.com/en/US/products/hw/video/ps5648/index.html	Two-year Ltd HW
UBR10K	Cisco uBR10000 Series Universal Broadband Routers http://www.cisco.com/en/US/products/hw/cable/ps2209/index.html	One-Year Ltd HW
URT	Cisco User Registration Tool http://www.cisco.com/en/US/products/sw/secursw/ps2136/index.html	One-Year Ltd HW
WEBSERV	Cisco Server Suite http://www.cisco.com/univercd/cc/td/doc/pcat/1000sr.htm	One-Year Ltd HW
XDSLCP	Cisco 600 Series Routers http://www.cisco.com/warp/public/cc/pd/rt/600rt/	One-Year Ltd HW

1. *This product family may be covered by a Cisco Limited 5-Year Hardware and 5-Year Software Warranty. The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world's collection of voice-oriented Public Switched Telephone Networks (PSTNs)

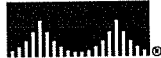
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Warranties and Entitlements

Warranty	Entitlements Description
Cisco Standard 90-day Hardware & Software Warranty (Document #78-5235-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller. • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)
90-Day Limited Hardware Warranty (78-5236-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller. • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)
One-Year Limited Hardware Warranty (78-10747-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within One Year of original shipment from Cisco or from Cisco Reseller. • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)
Limited Lifetime Hardware Warranty (78-6310-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date during supported life of the product, starting original ship date from Cisco or Cisco reseller. (Fan and power supply warranty limited to 5 years from ship-date). • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)
End-User Software License Agreement and Software Warranty (78-3621-vvrr)	<ul style="list-style-type: none"> • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • End User License Agreement terms • Guest Access to Cisco Connection Online (CCO)
5-Years Limited Hardware and 1-Year Limited Software Warranty (78-13712-vvrr)	<ul style="list-style-type: none"> • Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller • One-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)
5-Years Limited Hardware and 5-Year Limited Software Warranty¹ (78-13712-vvrr)	<ul style="list-style-type: none"> • Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller • Five-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications. • Guest Access to Cisco Connection Online (CCO)

1. The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world's collection of voice-oriented Public Switched Telephone Networks (PSTNs)

Note: "vv" and "rr" suffixes of the warranty document numbers represent the version and revision numbers respectively.

Last modified by Scott Mousley on 12/01/03; E&OE



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(0304R)

Cisco 90-Day Limited Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: Ninety (90) Days

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Cisco One-Year Limited Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: One (1) Year

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Cisco Two-Year Limited Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: Two (2) Year

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Cisco Limited 5-Year Hardware and 1-Year Software Warranty Terms

The following are special terms that apply to your hardware and software warranty as well as services you may use during the warranty period. Your formal Warranty Statement appears in the *Cisco Information Packet* that accompanies your Cisco product.

Hardware Warranty Duration: Five (5) Years

Software Warranty Duration: One (1) Year

Hardware Replacement, Repair, or Refund Procedure: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within fifteen (15) working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Cisco Limited 5-Year Hardware and 5-Year Software Warranty Terms¹

The following are special terms that apply to your Optical hardware and software warranty during the warranty period. Your formal Warranty Statement appears in the *Cisco Information Packet* that accompanies your Cisco product.

Hardware Warranty Duration: Five (5) Years

Software Warranty Duration: Five (5) Years

Hardware Replacement, Repair, or Refund Procedure: Cisco or its service center will use commercially reasonable efforts to ship a replacement part for delivery within fifteen (15) working days after receipt of the defective product at Cisco's site. Actual delivery times of replacement products may vary depending on Customer location. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Software: Cisco warrants that commencing from the date of shipment to Customer (but in case of resale by an authorized Cisco reseller, commencing not more than ninety (90) days after original shipment by Cisco), and continuing for a period of five (5) years: (a) the media on which the Software is furnished will be free of defects in materials and workmanship under normal use; and (b) the Software substantially conforms to its published specifications.

For defective hardware or software: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact the Technical Assistance Center at 1-877-323-7368.

Complete the form below and keep for ready reference.

Product purchased from:

Their telephone number:

Product Model and Serial number:

Maintenance Contract number:

For warranty or license terms which may apply in particular countries and for translations of the above information, please visit the following URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpkc/cetrans.htm

Consult the above website or your Cisco Sales and Service Representative for a complete listing of Cisco products and applicable warranties.

¹ The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world's collection of voice-oriented Public Switched Telephone Networks (PSTNs).

Cisco Limited Lifetime Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: As long as the original End User continues to own or use the Product, provided that: fan and power supply warranty is limited to five (5) years. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

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As networks evolve and critical business processes, systems, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible or correct it before it can affect the business. Cisco SMARTnet® Service supports rapid problem resolution and improved operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.



Move Quickly and Confidently with Cisco Expertise and Resources Readily Available

Cisco SMARTnet Service is an award-winning technical support service that gives IT staff direct, anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response and accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following:

- Full-time global access to the Cisco Technical Assistance Center (TAC).
- Access to the extensive Cisco.com knowledge base and tools.
- Next-business-day advance hardware replacement (premium service level options for 2-hour and 4-hour replacement also available).
- Ongoing operating system software updates and upgrades.
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home
- Option available for onsite Cisco engineer to install replacement parts at your location. Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.

Cisco SMARTnet Service Connects You Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco SMARTnet Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco foundational and advanced technologies. The Cisco TAC employs a sophisticated system that helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network.

The Cisco TAC is available around the clock and around the globe, with support available in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed between all parties to provide service continuity through issue resolution. You can confer with Cisco TAC engineers in a way that is most convenient and useful for you, including e-mail, telephone, and Web-based collaboration. Throughout a TAC engagement the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

Facts About TAC Engineers

- 450+ engineers with CCIE® certification
- Average more than five years of technical support experience
- Computer science/electrical engineering degrees

Online Troubleshooting Tools Accelerate Problem Resolution

Improving operational efficiency is an ongoing concern for IT departments. As part of the Cisco SMARTnet Service, your staff has access to extensive troubleshooting and support resources on the award-winning support site on Cisco.com, which contribute to improved operational efficiency in numerous ways, including:

- Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online. Some of the most widely used tools are:
 - **Software Downloads:** Get the latest updates, patches, and releases of Cisco software.
 - **Software Advisor:** Choose appropriate software for your network device by matching software features to Cisco IOS® Software and Cisco Catalyst® OS releases, comparing Cisco IOS Software releases, or determining which software releases support your hardware.
 - **Bug Toolkit:** Quickly find software bug fixes based on version and feature sets.
 - **TAC Case Collection:** Interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by TAC engineers.
 - **Error Message Decoder:** Look up explanations for console error message strings listed in the Cisco Software System Messages guide.
 - **Command Lookup Tool:** Look up a detailed description for a particular Cisco IOS Software, Cisco Catalyst, or Cisco PIX® or ASA command.
 - **Output Interpreter:** Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected **show** command output.
- Access to over 90,000 technical documents, including product and technology integration documentation for Cisco and third-party products as well as troubleshooting guides and release notes.
- Through Cisco.com's Online Service Request Management Tool, you can reduce the time you spend submitting and tracking service requests.
- A peer-to-peer online forum allows you to share questions, suggestions, and information with other networking professionals.
- A personalized Web portal, "My Tech Support," allows you to find the information you need in one place, customized to your network, including new software releases, bug reports and repairs, and troubleshooting tools.
- The Cisco Technical Services Newsletter alerts subscribers to new technical tools, resources, and exclusive networking tips every month.

The self-help technical support resources available on cisco.com through your Cisco SMARTnet Service contract are so comprehensive that customers have found up to 80 percent of service problems can be quickly resolved by using them.

Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, your Cisco SMARTnet Service delivers. Choose from a variety of hardware replacement options, including premium options such as two-hour replacement and onsite parts replacement and installation. You can select the coverage you need on a device-by-device basis, so you get the flexible coverage you need.

All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. Plus you have flexibility of choosing the coverage you want on a device-by-device basis. The Cisco SMARTnet Service options are shown in Table 1.

Cisco.com Support Site Statistics

- 80 percent of technical support issues are resolved through Cisco.com
- More than 24 million page views per month
- 2.8 million software downloads per month

Table 1. Service Options

Service	Advance Hardware Replacement*	Onsite Engineer	Cisco TAC** Hotline	Cisco.com Knowledge-Base and Tools	Operating System Software	Eligible Devices
Cisco SMARTnet Service/ Onsite	8x5xNBD 8x5x4 24x7x4 24x7x2	Only with onsite option	24x7 access	Full access	Ongoing updates and upgrades	All

* Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that a technical support engineer is available 24x7 and advance hardware replacement is available 8 hours per day (delivering the replacement hardware during normal business hours only), 5 days a week, with next business day delivery.

** Cisco Technical Assistance Center

Dependable parts delivery on a global basis is enabled by the Cisco Service Supply Chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock holdings so spares are available where and when you need them.

Extract More Value from Your Network

Protect your network investment and extract the most value with anytime, online access to the latest operating system software updates and upgrades. The Cisco SMARTnet Service includes a personalized Software Advisor available through the Cisco.com Web portal, which keeps you advised about which new software releases are available for your Cisco network devices.

The Value of Cisco Support

Our interviews and survey data indicate that Cisco's TAC is a primary reason that companies choose Cisco network products and services. When customers call in with a priority 1 problem, they can expect to be directed immediately to a high-level Cisco engineer who is an expert in their specific problem rather than being placed in a hold queue for the next available agent.

—Yankee Group Research, "Is Cisco Worth the Premium?" May 2006

Smart Call Home Has Something to Report That Will Save You Time

With the Cisco Smart Call Home feature of the Cisco SMARTnet Service, you get proactive, detailed diagnostics and real-time alerts on core network devices to help you identify and resolve issues even more quickly, conserving valuable staff time and improving network availability. Smart Call Home is available on Call Home-capable devices, such as the Cisco Catalyst 6500 Series Switches. Devices equipped with the Call Home technology continuously monitor their own health and automatically notify you of potential issues using encrypted, authenticated transmissions. If a serious problem arises, Smart Call Home automatically generates a service request with the Cisco TAC that is routed to the right team for your particular problem.

More Than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SMARTnet Service goes far beyond a simple warranty replacement policy (see Table 2). Cisco SMARTnet Service provides troubleshooting support, advanced hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. Warranty only offers delayed hardware replacement during the warranty duration.

Table 2. Cisco SMARTnet Service Features vs. Warranty Features

Service Features	Hardware Coverage and Duration	Hardware Replacement	Software Coverage and Duration	Cisco Technical Support	Cisco IOS Software Updates and Upgrades	Cisco.com Knowledge Base and Tools
Cisco SMARTnet/ Onsite Services	All hardware yearly or multiyear contracts	Advanced replacement • 8x5xNBD • 8x5x4 • 24x7x4 • 24x7x2	Cisco IOS Software Support Concurrent with Hardware Duration	Yes	Yes	Yes
Warranty	Replaces defective hardware only	10 day advanced replacement 15 day return to factory*	Replaces software media during first 90 days	No	No	No

*On Optical Networking products. Get more information on the Cisco warranty.










Service That Evolves Along with Your Business Needs

Cisco provides industry-leading service capabilities and processes that continue to grow and evolve to meet changing customer requirements. Your feedback, along with that of other customers, is acted upon through a unique process that promotes product, service, and process improvements. Cisco is committed to delivering an exceptional service experience that is flexible enough to meet your needs, today and in the future.

Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Figure 1 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. When you choose Cisco, you are getting extremely high-quality service from a team of experts whose top priority is to make you successful.

Figure 1. Industry-Recognized High-Quality Service

Certifications	
	<p>2007 J.D. Power and Associates Certification for Technology Service and Support Excellence Cisco was the first global networking company recognized with this prestigious certification and in 2007 received the JD Power certification for the second year in a row. Our Technical Services earned the award for Outstanding Technology Service and Support and continued commitment to customer satisfaction. The certification requires companies to rank in the top 20 percent of the industry and pass an expert audit of their support policies and procedures.</p>
Awards	
	<p>2007 STAR Award for Best Practices Cisco Services earned two STAR Awards for Best Practices in 2007, sponsored by the Service & Support Professionals Association (SSPA). These awards for Best Practices recognize companies for developing, implementing, and benchmarking the most innovative and efficient processes for service and support delivery. Cisco was awarded in both the Service Delivery Optimization category for its best practices in the Cisco Technical Assistance Center (TAC) service technology development and support delivery methodology and the Customer Commitment category for the Cisco TAC customer feedback process that allows Cisco to implement tangible changes in support practices to directly improve the customer experience.</p>
	<p>ASP 2007 Ten Best Web Support Sites and Web Support "Hall of Fame" The Association of Support Professionals (ASP) declared the Cisco Technical Support & Documentation Website a winner of the annual "Ten Best Web Support Sites" competition, a prestigious award that showcases excellence in online service and support. Cisco was also named to ASP's Web Support "Hall of Fame," which honors websites that have been named among the "Ten Best" for at least four years.</p>
	<p>2007 Best International Web Support Sites Award The Localization Industry Standards Association (LISA) Association of Support Professionals (ASP) recognized the Cisco Support Website: Spanish and Japanese editions, among the 2007 Best International Web Support Sites. This award recognizes companies that excel in providing local language support websites to their international customers.</p>
	<p>Cisco European Supply Chain wins an Excellence Award in the High Tech and Electronics Category November 2006</p>
	<p>VARBusiness Annual Report Card Cisco rates highest in "post-sales support" and "quality of tech support" in the areas of Security Appliances, Security Software, and VoIP int their 2006 VARBusiness Annual Report Card.</p>
	<p>Kepner-Tregoe Cisco Technical Services, Asia Pacific team has been awarded with a 2006 Kepner-Tregoe (KT) International Rational Process Achievement Award for Organizational Use of Process. Their winning entry chronicled how KT processes have been embedded in the organization, exceeding targeted goals.</p>
	<p>2006 SCMLogistics Supply Chain Excellence Award Cisco Asia Pacific Service Supply Chain Delivery was awarded the 2006 SCMLogistics Supply Chain Excellence Award for supply chain innovation. This prestigious award focuses on the achievements of organizations in transforming supply chain in Asia for greater corporate success.</p>
	<p>2006 Field Service Award Cisco High Touch Technical Support (HTTS) was awarded the 2006 Worldwide Business Research Field Services award for "Most Innovative Approach to Service Delivery." The innovative approach highlighted is the HTTS Time Based Escalation (TBE) process which helps ensure the highest level of customer service by generating timely alerts for Focused Technical Support customers to instigate proactive management engagement at critical junctures of a service request.</p>

Ordering Information

Cisco SMARTnet Service can be ordered through your local Cisco account representative or Cisco certified partner.

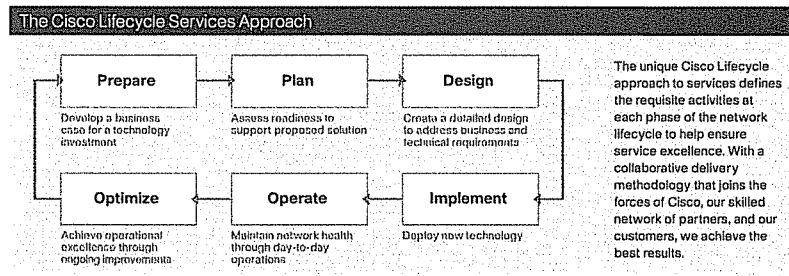
Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle proposed approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results. Figure 2 shows the lifecycle phases.

Figure 2. Lifecycle Phases



For More Information

For more information about Cisco SMARTnet Service, visit www.cisco.com/go/smartnet or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit www.cisco.com/go/supportservices.

Cisco Services.
Making Networks Work.
Better Together.



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