



CenturyLinkTM
Business

Response to Request for Quotation

**State of West Virginia
Telephone Services, Local, and
Long Distance**

**RFQ No. LDPHONE13
*Due July 9, 2013***

07/09/13 09:50:15 AM
West Virginia Purchasing Division

Respectfully submitted by:

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June 25, 2013

State of West Virginia
Mr. Guy Nisbet, Senior Buyer
2019 Washington St.
PO Box 50130
Charleston, WV 25305

Subject: Response to RFP No. LDPHONE 13

Dear Mr. Nisbet:

We are confident that CenturyLink can provide the best solution to meet and exceed the needs of the State's request for a communications partner. CenturyLink's proposal outlines our solution and strengths for providing long distance services.

As a full-service communications provider, CenturyLink looks forward to providing the State of West Virginia with a common sense approach to communications. The technologies needed to fulfill the promises of service providers today are becoming more sophisticated and more powerful. At CenturyLink, we know that any expenditure requires careful consideration and assurance that the investment will be compatible with the State's goals and objectives. Accordingly, we have tailored our solution to reflect the specifications outlined in your RFP.

Since we are your local telecommunications provider, we have a vested interest in your day-to-day operations. CenturyLink has local employees and technicians that can respond to your needs immediately, and in person, not just over the phone. Though local is our focus, we are also able to bring our national reputation and technological capabilities to you.

CenturyLink welcomes the opportunity to provide additional information to you regarding the products and services discussed within this proposal. We look forward to supporting your needs now and in the future and to continuing our relationship focused on providing high-quality services and innovative products.

Sincerely,

A handwritten signature in black ink, appearing to read "WT", followed by a stylized flourish.

Will Turanchik
Premier Account Manager

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NOTICE

Terms and Conditions

CenturyLink proposes that any agreement between the parties use the terms and conditions, relevant product-specific terms and conditions or applicable Schedules or Tariffs in the CenturyLink Loyal Advantage Agreement, attached to this response, as a baseline for developing the contract. By presenting this proposal, CenturyLink does not agree that the RFP or CenturyLink's response will be a part of a final agreement in whole or in part. CenturyLink's intent is to negotiate a final binding agreement consistent with its proposal but CenturyLink reserves the right to review all terms, conditions and pricing to be included in any final agreement resulting between the parties.

Entity Providing Services

If awarded the contract, based on the requirements contained in the RFP we expect that the legal entity providing products and services to you will be Qwest Communications Company, LLC.

Proprietary Rights Notice

CenturyLink's proposal may contain CenturyLink trademarks, trade secrets, and other proprietary information. CenturyLink acknowledges that the proposal may be subject to disclosure in whole or in part under applicable freedom of information, open records, or sunshine laws and regulations (collectively, "FOI"). CenturyLink requests that customer provide CenturyLink with prompt notice of any intended FOI disclosures or post-execution FOI requests, citations to or copies of applicable FOI for review, and an appropriate opportunity to seek protection of CenturyLink confidential and proprietary information consistent with all applicable laws and regulations.



General Terms and Conditions

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
2. **DEFINITIONS:** As used in this Solicitation / Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation / Contract.

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

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

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

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

2.5 **"Purchase Order"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.

2.6 **"Solicitation"** means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.

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

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

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

✓ **Term Contract**

Initial contract term: This Contract becomes effective on **award** and extends for a period of **one (1)** year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing



Division and the Attorney General's office (attorney general approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to **two (2)** successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division Approval is not required on Agency delegated or exempt purchases. Attorney General approval may be required for Vendor terms and conditions.

Reasonable Time Extension: At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this contract may be extended for a reasonable time after the initial contract term or after any renewal term as may be necessary to obtain a new contract or renew this contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of vendor's desire to terminate this contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the vendor may terminate this contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on Agency delegated or exempt purchases, but Attorney General approval may be required.

- ☐ **Fixed Period Contract:** this Contract becomes effective on Vendor's receipt of the notice to proceed and must be completed within _____ days.
- ☐ **One time purchase:** the term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.
- ☐ **Other:** See attached.

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

→ **Response:** CenturyLink has read and understands.

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

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



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

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

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

→ **Response:** CenturyLink has read and understands.

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

→ **Response:** CenturyLink has read, understand and complies with the understanding that CenturyLink may be mandated by a regulatory action or other government entity to adjust regulatory fees or other surcharges during the term of the Contract.

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

→ **Response:** CenturyLink has read, understands and will comply, provided the Agency pays CenturyLink for any costs incurred under this agreement including special construction.

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

[] **BID BOND:** All vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

[] **PERFORMANCE BOND:** the apparent successful vendor shall provide a performance bond in the amount of _____. The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.



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

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$ 100,000. Personal or business checks are not acceptable.

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

- ☐ **WORKERS' COMPENSATION INSURANCE:** the apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.

- ☐ **INSURANCE:** the apparent successful Vendor shall furnish proof of the following insurance prior to Contract award:

☐ **Commercial general liability insurance:** _____ or more.

☐ **Builders risk insurance:** Builders risk- all risk insurance in an amount equal to 100% of the amount of the Contract.

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

- ☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the section entitled licensing, of the general terms and conditions, the apparent successful Vendor shall furnish proof of the following licenses, qualifications, and/or permits prior to contract award, in a form acceptable to the Purchasing Division.

☐ _____

☐ _____

☐ _____

☐ _____

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



→ **Response:** CenturyLink purchases sufficient insurance to protect the company from risks and liabilities associated with the provision of its commercial services and products. As such, CenturyLink's standard coverage is in accordance with generally accepted industry standards for the type of services and/or work proposed. For services or products for which CenturyLink is required to access the customer's facility or property, CenturyLink is willing to entertain and negotiate, as may be required on a commercially reasonable basis, special insurance requirements of the customer at the time of award.

- 9. LITIGATION BOND:** The Director reserves the right to require any vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

- 12. LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount _____ for _____. This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

→ **Response:** CenturyLink will work diligently with Customer to meet requested installation dates using CenturyLink's standard installation timeframes and, as necessary, expedited installation timeframes which may increase the cost to



Customer. If services/equipment cannot be installed within the timeframes, Customer's remedies or liquidated damages in the form of service credits are set forth in the applicable Service Level Agreement or Tariffs, Service Schedules or other similar regulatory filings or the negotiated agreement for CPE.

- 13. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the purchase order, upon receipt.

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** If awarded the Contract, CenturyLink will agree provided that Customer intends to continue this Agreement for its entire term and to satisfy its obligations hereunder and for each succeeding fiscal period:

- 1) Customer agrees to include in its budget request appropriations sufficient to cover its obligations;
- 2) Customer agrees to use all reasonable and lawful means to secure these appropriations;
- 3) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose.

If Customer lacks sufficient funds - by appropriation, appropriation limitation or grant - to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by CenturyLink), Customer may terminate this Agreement by giving CenturyLink not less than thirty (30) days prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit



all amounts due and all costs reasonably incurred by CenturyLink through the date of termination.

- 17. PAYMENT:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read and understands.

- 19. DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

→ **Response:** CenturyLink has read and understands.

- 20. INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia code. Presently, there is no provision in the law for interest on late payments.

→ **Response:** CenturyLink has read and understands.

- 21. PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia code of state rules. A resident vendor certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor preference does not apply to construction projects.

→ **Response:** CenturyLink has read, understands, and will not be applying for Vendor Preference.

- 22. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code § 5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the purchasing division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority-owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

→ **Response:** CenturyLink is a publicly traded company and is not classified as a Small, Women-Owned, or Minority-Owned Business.



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

→ **Response:** CenturyLink has read and understands, and adds the following clarification to Section 23: *...will not pay or reimburse such taxes and any other Taxes from which the State of West Virginia has not certified to Contractor it is exempt.*

Additionally, CenturyLink adds its standard definition of Taxes below to avoid any dispute on what Taxes are not covered by the State of West Virginia's proposal.

"Taxes" means foreign, federal, state, and local excise, gross receipts, sales, use, privilege, or other tax (other than net income) now or in the future imposed by any governmental entity (whether such Taxes are assessed by a governmental authority directly upon Contractor or the Court) attributable or measured by the sale price or transaction amount, or surcharges, fees, and other similar charges that are required or permitted to be assessed on the Court. These charges may include state and federal Carrier Universal Service Charges, as well as charges related to E911, and Telephone Relay Service."

24. CANCELLATION: The Purchasing Division Director reserves the right to cancel this contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the contract. The Purchasing Division Director may cancel any purchase or contract upon 30 days written notice to the vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.

→ **Response:** CenturyLink has read and understands, and will comply provided CenturyLink is allowed a reasonable period of 30 days to cure any default or breach.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read and understands.



- 28. COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.

→ **Response:** CenturyLink has read, understands, and will comply.

- 29. PREVAILING WAGE:** On any contract for the construction of a public improvement, vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at <http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx>. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage requirements are applicable. The required contract provisions contained in West Virginia code of State Rules § 42-7-3 are specifically incorporated herein by reference.

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

- 31. MODIFICATIONS:** this writing is the parties' final expression of intent. Notwithstanding anything contained in this contract to the contrary, no modification of this contract shall be binding without mutual written consent of the Agency, and the vendor, with approval of the Purchasing Division and the attorney general's office (Attorney General approval is as to form only). **No change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**

→ **Response:** In order to extend to the State commercially competitive pricing in the best interests of the State, the basis for any resulting agreement, if awarded to CenturyLink, will be the terms and conditions reflected in CenturyLink's Loyal Advantage Agreement as mutually agreed upon between CenturyLink and the State, attached hereto in the Required Attachments. CenturyLink does not consider its RFP response as a binding agreement for the provision of services and products nor does CenturyLink's response in any manner convey or infer a blanket acceptance of the terms and conditions contained herein and promulgated by the State, despite anything to the contrary required or requested. If the State elects to continue discussions with CenturyLink or to subsequently award the RFP to CenturyLink, then the State is deemed to acknowledge and accept the above limitation. The State also agrees to negotiate any required contract provisions in good faith at the time of award.

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



→ **Response:** CenturyLink has read and understands.

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

→ **Response:** CenturyLink has read and understands.

- 34. ASSIGNMENT:** neither this contract nor any monies due, or to become due hereunder, may be assigned by the vendor without the express written consent of the Agency, the Purchasing Division, the attorney general's office (as to form only), and any other government Agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on cej1a in Agency delegated or exempt purchases.

→ **Response:** CenturyLink has read and takes exception at this time, offering the following in lieu of the State's language: Either party may assign the Agreement without the other party's prior written consent: (a) in connection with the sale of all or substantially all of its assets; (b) to the surviving entity in any merger or consolidation; or (c) to an Affiliate provided such party gives the other party 30 days' prior written notice. Any assignee of the Customer must have a financial standing and creditworthiness equal to or better than Customer's, as reasonably determined by CenturyLink, through a generally accepted, third party credit rating index (i.e. D&B, S&P, etc.). Any other assignment will require the prior written consent of the other party.

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

→ **Response:** THE SERVICES AND PRODUCTS PROVIDED BY CONTRACTOR IN CONNECTION WITH THE SERVICES ARE PROVIDED WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS, COMPATIBILITY OF SOFTWARE OR EQUIPMENT, OR ANY RESULTS TO BE ACHIEVED THEREFROM. CONTRACTOR MAKES NO WARRANTIES OR REPRESENTATIONS THAT ANY SERVICE OR PRODUCT WILL BE FREE FROM LOSS OR LIABILITY ARISING OUT OF HACKING OR SIMILAR MALICIOUS ACTIVITY, OR ANY ACT OR OMISSION OF THE COURT.

- 36. STATE EMPLOYEES:** State employees are not permitted to utilize this contract for personal use and the vendor is prohibited from permitting or facilitating the same.

→ **Response:** CenturyLink has read and understands.



- 37. BANKRUPTCY:** In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this contract null and void, and terminate this contract without notice.

→ **Response:** CenturyLink has read, understands, and will comply.

- 38. HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at <http://www.state.wv.us/admin/purchase/vrc/hipaa.html> and 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. Additionally, the HIPAA Privacy, Security, Enforcement & Breach Notification Final Omnibus Rule was published on January 25, 2013. It may be viewed online at <http://www.gpo.gov/fdsys/pkg/FR-2013-01-25/pdf/2013-01073.pdf>. Any organization, that qualifies as the Agency's Business Associate, is expected to be in compliance with this Final Rule. For those Business Associates entering into contracts with a HIPAA covered State Agency between January 25, 2013 and the release of the 2013 WV State Agency Business Associate Agreement, or September 23, 2013 (whichever is earlier), be advised that you will be required to comply with the 2013 WV State Agency Business Associate Agreement. For those Business Associates with contracts with a HIPAA Covered State Agency executed prior to January 25, 2013, be advised that upon renewal or modification, you will be required to comply with the 2013 WV State Agency Business Associate Agreement no later than September 22, 2014.

→ **Response:** CenturyLink does not require or intend to access Customer data in its performance hereunder, including but not limited to any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §160.103 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). Any exposure to PHI will be random, infrequent and incidental to CenturyLink's provision of Service and is not meant for the purpose of accessing, managing the PHI or creating or manipulating the PHI. Such exposure is allowable under 45 CFR 164.502(a)(1)(iii). As such, if Customer is a Covered Entity or Health Care Provider under the HIPAA Rules or supports the health care industry, CenturyLink and Customer agree that CenturyLink is not a "Business Associate" or "Covered Entity" under the HIPAA Rules for the purposes of the Agreement.

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

→ **Response:** CenturyLink strikes the last sentence in Section 39, and adds the following to make mutual the confidentiality requirements. "Each party will use reasonable efforts to protect the other's confidential information, and will use at least the same efforts to protect such confidential information as the party would



use to protect its own. CenturyLink's consent may only be given by its legal department. A party may disclose confidential information if required to do so by a governmental agency, by operation of law, or if necessary in any proceeding to establish rights or obligations under the agreement."

- 40. DISCLOSURE:** Vendor's response to the solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondisclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemption claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

→ **Response:** CenturyLink's proposal may contain CenturyLink trademarks, trade secrets, and other proprietary information. CenturyLink acknowledges that the proposal may be subject to disclosure in whole or in part under applicable freedom of information, open records, or sunshine laws and regulations (collectively, "FOI"). CenturyLink requests that customer provide CenturyLink with prompt notice of any intended FOI disclosures or post-execution FOI requests, citations to or copies of applicable FOI for review, and an appropriate opportunity to seek protection of CenturyLink confidential and proprietary information consistent with all applicable laws and regulations.

- 41. LICENSING:** In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local Agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

→ **Response:** CenturyLink has read, understands, and will comply.

- 42. ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a purchase order from any Agency of the state of West Virginia, the vendor agrees to convey,



sell, assign, or transfer to the state of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the united states and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing Agency tenders the initial payment to vendor.

→ **Response:** CenturyLink hereby assigns to Customer any and all claims for overcharges as to goods and/or services provided in connection with this contract to the extent Customer has either paid monies not otherwise due or has received less compensation as commissions otherwise entitled to under this contract resulting from antitrust violations which arise under the antitrust laws of the United States and the antitrust laws of the State.

- 43. VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the vendor to execute this bid or any documents related thereto on vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the vendor has properly registered with any State agency that may require registration.

→ **Response:** CenturyLink has read, understands, and will comply.

- 44. PURCHASING CARD ACCEPTANCE:** The state of West Virginia currently utilizes a purchasing card program, administered under contract by a banking institution, to process payment for goods and services. The vendor must accept the state of West Virginia's purchasing card for payment of all orders under this contract unless the box below is checked.

☐ Vendor is not required to accept the state of West Virginia's purchasing card as payment for all goods and services.

→ **Response:** CenturyLink has read, understands, and will accept the State of West Virginia's purchasing card for payment of all orders under this contract.

- 45. VENDOR RELATIONSHIP:** The relationship of the vendor to the state shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this contract. The vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all



individuals employed pursuant to the terms of this solicitation and resulting contract. Neither the vendor, nor any employees or subcontractors of the vendor, shall be deemed to be employees of the state for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the state, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, social security taxes, and employer income tax returns.

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply to the extent caused by CenturyLink's negligence or willful misconduct and to the extent not caused by the negligence or willful misconduct of the customer. CenturyLink's obligations under this provision are to defend customer and pay any final judgments assessed against customer. Furthermore, CenturyLink expressly disclaims any and all responsibility for content or data transmitted or any resulting claims.

- 47. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5a-3-10a, all vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

→ **Response:** CenturyLink has read, understands, and will comply.

- 48. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A



refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this contract in any manner.

→ **Response:** CenturyLink has read, understands, and will comply.

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

→ **Response:** CenturyLink has read, understands, and will comply.

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

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

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

→ **Response:** CenturyLink has read and strikes the second sentence and replaces with the following: CenturyLink complies with the following clarification that we may make any applicable books, records, or copies thereof, and personnel available for such audit and inspection during normal business hours at CenturyLink's principle place of business or any other location mutually agreed upon by the parties.

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

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of protective services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.



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

→ **Response:** CenturyLink has read, understands, and takes exception to this provision. The commercial services and products proposed are not applicable to the services requested in this RFQ, rendering this provision not applicable nor appropriate.

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

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the state of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more of such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.

The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

- a. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- b. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

→ **Response:** CenturyLink has read, understands. This provision is not applicable to the Services CenturyLink is quoting at this time.

53. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In accordance with W. Va. Code § 5-19-1 et seq., and W. Va. Code § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in



sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

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

→ **Response:** CenturyLink has read, understands. This provision is not applicable to the Services CenturyLink is quoting at this time.



Specifications

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish a statewide contract for traditional long distance (intrastate, interstate, and international) and the necessary dedicated T-1s to handle the traffic, calling cards, inbound toll free calling and dedicated T-1 s if applicable, and directory assistance. Vendors are also invited to provide bids to replace the current Custom Digital Centrex Network.

A consolidated backbone network serves WV state government and educational institutions. Dedicated intralata facilities within the network are currently leased from Frontier. This network carries international switched facilities, all inbound calling functions, interlata connectivity (dedicated and switched), interstate connectivity (dedicated and switched) and toll free services (inbound and outbound). The State has provided a spread sheet listing the current usage (Attachment A) and a list of the current connectivity (Attachment B). Vendors must note that the quantities listed are approximate only and are not to be considered "guaranteed".

There are 31 Centrex nodes placed strategically throughout the State. The reason for the strategic placement of these nodes is/was to offer a wider area for local calling. In addition to routing the calls made through these Centrex nodes (ARS), these nodes also provide the local dial tone and telephone lines to the respective geographic areas. With regards to long distance, they are placed via either dedicated or switched at the same rate. Egress points for this traffic are located in Charleston, WV and Clarksburg, WV.

Examples:

- A. An agency is connected/serviced through the Centrex node in Huntington, WV. When this agency wants to call Morgantown, WV, the call is processed at the Huntington node and via ARS, the call gets routed across the network (and the LATA crossing) and hops off at the Morgantown, WV node and results in a local call.
- B. When this same agency (referenced above) wants to make a long distance interstate call, the call gets routed from the Huntington, WV Centrex node to the Charleston egress, hops off on to the Long Distance provider's network and completes the call.
- C. When this same agency (referenced above) wants to call another agency in the Bluefield LATA, the call is routed to the Charleston egress point, where it hops off onto the Long Distance provider's network, stays on the Long Distance provider's network to Bluefield, hops off at the correct Central Office and completes the call.
- D. When an agency that is not connected/serviced through a Centrex node wants to make a call to any place other than its local calling area (intralata, interlata, interstate, etc.), the call gets switched at the Central Office by means of a LPIC/PIC code to the Long Distance provider's network and the call is completed.
- E. When an agency has a dedicated T-1 line for Long Distance access, their telephone system acts as the ARS to route calls either across the LEC's lines or across the dedicated Long Distance provider's facilities.



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

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

2.1 "Contract Item" or "Contract Items" means traditional long distance (Intrastate, Interstate, and International) and the necessary dedicated T-1s to handle the traffic, calling cards, inbound toll free calling and dedicated T-1s if applicable, directory assistance, and Centrex Services.

2.2 "Pricing Pages" mean the pages upon which the Vendor should list its proposed price for the Contract Services in the manner requested by thereon. Exhibit A is the pricing pages showing the cost of each item and Exhibit B is the scenarios from which the evaluation will be based.

2.3 "RFQ" means the official request for quotation published by the Purchasing Division and identified as: LDPHONE13.

2.4 "ARS" means Automatic Route Selection.

2.5 "Centrex" means a PBX-like service providing switching at the central office instead of at the customer's premises.

2.6 "Dedicated" means network access for locations with sufficient traffic volumes to support circuits devoted to the direct access of the carrier.

2.7 "DSL" means Digital Subscriber Line. This is a technology that provides Internet access by transmitting digital data across the wires of a local telephone network.

2.8 "FCC" means Federal Communications Commission.

2.9 "INTERLATA" means a call that is placed within one LATA (Local Access Transport Area) and received in a different LATA. These calls are carried by a long distance company.

2.10 "INTRALATA" is also known as "local toll" or "local long distance." These are calls that originate and terminate in the same Local Access Transport Area (LATA), but still require a 1 + in order to complete them. Your local carrier is allowed by law to reserve a geographic area (not more than 50 miles) around your home for intralata calls NOT passed to your long distance carrier. These areas (in some localities called "zones") are typically listed in the front of your local phone book.

2.11 "ISDN" means Integrated Services Digital Network (ISDN) is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

2.12 "IXC" means Inter Exchange Carrier.



2.13 "LATA" means Local Access Transport Area also called Service areas by some telephone companies. It's a local (one of approximately 196) geographical areas in the US within which a local telephone company may offer telecommunications services-local or long distance.

2.14 "LEC" means Local Exchange Carrier.

2.15 "LPIC/PIC" means Local Primary Interexchange Carrier / Primary Interexchange Carrier.

2.16 "NPA" means Numbering Plan Area is a three digit code commonly called an area code.

2.17 "NXX" means Central office code, also known as exchange or prefix.

2.18 "PIC" means Primary Interexchange Carrier - the primary long distance carrier through which all interstate long distance calls are made (1 + dialing).

2.19 "PRI" means Primary Rate Interface.

2.20 "Project Manager" means responsible party for managing the implementation and conversion of this contract, as well as serving as the Single Point of Contact for the life of the contract.

2.21 "Q931" means standard ISDN connection control signaling protocol.

2.22 "SLD" means Schools and Libraries Division of the Universal Service Administration Company

2.23 "SPOC" means Single Point of Contact.

2.24 "Switched" means network access via the State's contracted Local Exchange Carriers for locations with traffic volumes that do not justify dedicated lines.

2.25 "TCR" means Telecommunications Change Request.

2.26 "USAC" means Universal Service Administration Company.

2.27 "USF" means Universal Service Fund.

2.28 "WVOT" means West Virginia Office of Technology.

3 GENERAL REQUIREMENTS:

3.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

3.1.1.1 Per Minute Charges shall be based and billed on six (6) second increments after the initial eighteen (18) second increment.

➔ **Response:** CenturyLink has read and understands. Domestic calls are charged in six-second increments after the initial 18-second (18/6) billing increment.



3.1.1.2 Per Minute Charges for long distance calls shall be the same regardless if the call is made using switched or dedicated facilities. If a change to the current environment described above changes, the Vendor must describe what impact, if any, this would have on the Vendor's pricing and/or ability to deliver contracted services.

→ **Response:** CenturyLink has read and however must price usage fees differently based on the type of facility in order to offer State of West Virginia its most competitive pricing. Per Minute charges are outlined within the appropriate Pricing Sheets.

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

→ **Response:** CenturyLink has read and understands, however cannot absorb all costs for connectivity. Per Minute usage fees have been priced aggressively to account for the inability to offer connectivity at no charge.

3.1.1.4 The Vendor is responsible for monitoring the dedicated facilities and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to WVOT quarterly.

→ **Response:** CenturyLink has read, understands and will comply. Qwest will pull switch utilization reports to analyze traffic patterns, including switched overflow volumes. If necessary, approval will be requested from the WVOT to provision additional facilities.

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

→ **Response:** CenturyLink has read, understands and will comply.

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

→ **Response:** CenturyLink has read, understands and will comply.

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

→ **Response:** Long Distance PIC changes can be performed by CenturyLink. Some LECs accept a Letter Of Agency (LOA) to lift a PIC freeze and change the PIC to CenturyLink, while others require a conference call or that the State call the LEC directly. CenturyLink will work with the State and the LEC to ensure that PIC freezes are appropriately applied.



3.1.1.8 Vendor must provide international calling. Although the per minute rate proposed by the vendor for International calling will not be included as part of the cost evaluation, this rate must be included as part of the vendor's response.

→ **Response:** CenturyLink has read and understands. Please see Exhibit 1, which outlines International Calling rates.

3.1.1.9 Call detail records must be provided in an electronic format as specified by the WVOT for all calls made through the switches. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call and cost per call.

→ **Response:** CenturyLink has read, understands and will comply.

Control Center is a free, secure, self-service Web portal that allows you to manage invoices, configure your network, and access statistics and detailed reporting. It gives you all the critical tools you need to manage your CenturyLink products at any time, and from anywhere

CenturyLink offers on-line billing with our Control Center's Billing Module. Monthly Call Detail Records are available in comma delimited .txt (CSV) file and in a Daily Extraction file or online utilizing Control Center's Usage Analyzer tool, which provides near real time and pre-billing data.

Bill Analyzer (BA) – The bill reporting and analytics Web application in Control Center provides WVOT a comprehensive solution to better understand their bills and conduct sophisticated analyses and cost allocations. Control Center Bill Analyzer helps transform complex bills into sources of virtual business intelligence.

Usage Analyzer (UA) is a comprehensive proactive analysis tool for call usage and is designed to provide WVOT with insight into their communications billing and call detail usage. By viewing your usage online and running simple reports, you can easily analyze all of your call usage to help run your business more efficiently. WVOT can monitor calling patterns, automate budgeting and reporting, and mine your call data with ease through this tool.

eBilling Manager - Centralized local and national billing information across your CenturyLink service offerings, including detailed reporting and analytics tools. Pay your CenturyLink invoices online, in a single transaction with Autopay, EFT/ACH or a credit card.

3.1.1.10 The Vendor cannot bill for more than one circuit at any one location.

→ **Response:** CenturyLink has read, understands and will comply provided only one circuit is ordered and provisioned at any one location.



3.1.2 Calling Cards

3.1.2.1 The vendor will be responsible for issuing approximately 4,000 replacement cards.

→ **Response:** CenturyLink has read, understands and will comply. Upon receipt of an electronic file containing current calling card numbers and PINs, CenturyLink will issue replacement cards for all current WVOT calling cards.

3.1.3 Inbound Toll Free Calling

3.1.3.1 Based on FCC 800 portability regulations, no change in the present toll free numbers shall be acceptable.

→ **Response:** CenturyLink has read and understands. When CenturyLink provides Toll Free service, it does so as a RespOrg in conjunction with the National Services Management System (NSMS), which issues toll free numbers industry-wide. As a RespOrg, Qwest reserves toll free numbers for its customers. Those customers of record become the sole owners of those 8XX numbers.

Toll free numbers can be ported (transferred to and from other RespOrgs), and customers may move their 8XX numbers to other toll free carriers by submitting Letters of Authorization (LOAs). As a RespOrg, CenturyLink manages the customer's toll free network requirements with the following responsibilities:

- Reserving and administering toll free numbers
- Routing areas of origination via the NSMS and termination via the Qwest network
- Provisioning switched and dedicated services including a wide range of enhanced routing such as GeoRouting, Time of Day and Percent Allocation

3.1.3.2 All converted and/or new dedicated facilities (i.e., T-1s, PRIs, etc.) must be included in the cost per minute. The state shall not pay a separate charge for these facilities.

→ **Response:** CenturyLink has read and understands however is unable absorb all costs for dedicated facilities within the cost per minute at this time. Per Minute usage fees have been priced aggressively as stand alone, and any dedicated facilities will carry a separate line item charge.

3.1.3.3 The vendor must provide "advanced" features for supporting inbound toll free services. This shall include, but not be limited to, the features listed below. Where available, the State has identified the estimated quantity. The quantities of these features may change; therefore, the vendor must describe how changes in these quantities affect the bottom line cost.



- **Response:** CenturyLink has read, understands and will comply. CenturyLink will provide our Toll Free EZ Route product to accomplish many of the desired Advanced Toll Free features.

EZ Route is a hosted, network integrated, voice menu routing platform. As part of the CenturyLink Toll Free service suite, EZ Route has all of the advantages of a cloud based solution including operation on a highly available and scalable platform with geographic redundancy, 24x7x365 support and no upfront capital expenditure.

Pricing provided in this RFQ for Advance Toll Free features will not be affected by a change in quantity of toll free numbers utilizing such features.

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

- **Response:** CenturyLink EZRoute Menu Routing will allow toll free calls to be routed to a predefined destination based on caller-entered digits. EZ Route Toll-free menu routing feature provides 9 x 9 menus for wide range of selections, transfer options and messages. Based on WVOT's customized application design, the call is answered via touchtone or speech-recognition menu. The EZ Route application will allow toll free calls to be routed to a predefined destination based on caller-entered digits.

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

- **Response:** Based on the specific requirements for Caller Transfer, WVOT can utilize our EZ Route Menu Routing that allows toll free calls to be routed to a predefined destination based on caller-entered digits or our more comprehensive Transfer and Release feature.

CenturyLink Transfer and Release (TnR) feature is a network-based, toll free feature that allows callers to be transferred to other locations during the same call.

TnR allows the called party — a CenturyLink toll-free customer (Term A) — to re-route the calling party to another CenturyLink customer destination (Term B, C, D, etc.) Once the call is transferred to Term B, the trunk capacity used by the initial call to Term A is released to Term A for additional calls



The called party has three options to transfer the call to another party.

1. Blind—allows Agent A to transfer the call to Agent B without an announcement
2. Consult—allows Agent A to consult with Agent B prior to transferring the calling party (during the consult mode, the calling party stays on hold)
3. Conference—allows all parties (A, B and calling) to conference prior to transferring the calling party to Termination /Agent B

Music on hold (MOH) option is provided to prevent caller from hearing audible tones associated with the transfer.

For MOH during transfers WVOT may select:

1. CenturyLink-provided MOH
2. Voice recording (e.g., Please hold while your call is transferred)
3. MOH provided by WVOT

Benefits of TnR:

- Increases efficiency by quickly transferring the calling party to the appropriate agent or location
- Seamless transfer of information through 2- or 3-way conferencing
- TnR provides ANI and DNIS pass through delivery for service continuity
- Reduced transport costs through released lines and reduced port usage
- If a call transfer is unsuccessful, additional transfers may be attempted to a maximum of 20 transfer attempts are allowed per call
- Callers can be transferred to any nationally-approved, toll-free switched or dedicated termination
- Callers can be transferred to CenturyLink, national 8XX numbers

Speed dialing is available within the TnR dialing plan. These dialing plans define the termination for each transfer "dialed number" for a specific toll free number. The dialing plan includes routing to specific trunk groups with DNIS or an ANI for switched termination.



A range can be built into the TnR Dialing Plan such that any number dialed within the range will represent the desired transfer destination and will be routed to that specific destination

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

→ **Response:** EZ Route Toll-free menu routing feature provides 9 x 9 menus for wide range of selections, transfer options and messages. Based on WVOT's customized application design, the call is answered via touchtone or speech-recognition menu. Based on the specific needs of WVOT, EZRoute Menu Routing messages may be a menu of options, information prior to call termination, or information prior to connecting the call to the customer's location.

Area Code Routing: This feature allows a customer to route calls to the same toll free number to a different terminating location (switched or dedicated) based on the originating area code of the caller. *Quantity: 4*

→ **Response:** CenturyLink's Geographic routing(GEO Routing) automatically routes calls to WVOT's chosen location based on the originating location of the caller. Geographic Routing can be defined by NPA, NPA/NXX, state, LATA or ANI

Area Code Selection: This feature allows a customer to allow or block calls to a toll free number based on the originating area code of the caller. *Quantity: 42*

→ **Response:** CenturyLink has read, understands, and will comply. CenturyLink will provide WVOT with our Tailored Call Coverage (TCC) routing which allows toll free calls to be blocked from one or more specific originating areas, defined by LATA, NPA, NPA/NXX, 10-digit ANI or state

Area Code/Exchange Routing: This feature allows a customer to (1) route calls to the same toll free number to different terminating locations (switched or dedicated) based on the originating area code (NPA) and exchange (NXX) of the caller and (2) allows a customer to block calls to a toll free number based on the originating area code (NPA) and exchange (NXX) of the caller. *Quantity: 6*

→ **Response:** CenturyLink has read, understands, and will comply. CenturyLink will provide WVOT with our Tailored call coverage (TCC) routing which allows toll free calls to be blocked from one or more specific originating areas, defined by LATA, NPA, NPA/NXX, 10-digit ANI or state

Day of Week Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched or dedicated) based on the day of the week. *Quantity: 9*



- **Response:** CenturyLink has read, understands, and will comply. CenturyLink's Time-of-day/Day-of-week routing allows WVOT to automatically route toll-free calls to different terminating locations based on the time of day or the day of week that a call is placed.

In addition, CenturyLink offers day-of-year (holiday) routing that will allow WVOT to automatically route toll free calls to different terminating locations based on the day of the year that the call is placed. Day-of-year routing can include 21 standard holidays and predetermined days of the year specific to WVOT.

Time of Day Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched or dedicated) based on the time of the day. Days may be divided into 15 minute increments. *Quantity: 23*

- **Response:** See response for Day of Week Routing.

3.1.3.4 During Implementation/Conversion, the vendor is responsible for providing weekly updates for all toll free services that are being processed via a "Responsible Organization Change Authorization" (Resorg) form.

- **Response:** CenturyLink has read, understands and will comply. Weekly status reports for toll free Resorgs will be provided and the CenturyLink transition team will work closely with WVOT to address and resolve any issues that may be preventing a toll free Resorg to successfully port to the CenturyLink network.

3.1.3.5 Call detail records must be provided in an electronic format as specified by the WVOT for all inbound toll free calls. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call, cost per call, and if the call was made from a payphone.

- **Response:** CenturyLink has read, understands and will comply. Control Center is a free, secure, self-service Web portal that allows you to manage invoices, configure your network, and access statistics and detailed reporting. It gives you all the critical tools you need to manage your CenturyLink products at any time, and from anywhere.

CenturyLink offers on-line billing with our Control Center's Billing Module. Monthly Call Detail Records are available in comma delimited .txt (CSV) file and in a Daily Extraction file or online utilizing Control Center's Usage Analyzer tool, which provides near real time and pre-billing data.

Bill Analyzer (BA) – The bill reporting and analytics Web application in Control Center provides WVOT a comprehensive solution to better understand their bills and conduct sophisticated analyses and cost allocations. Control Center Bill Analyzer helps transform complex bills into sources of virtual business intelligence.



Usage Analyzer (UA) is a comprehensive proactive analysis tool for call usage and is designed to provide WVOT with insight into their communications billing and call detail usage. By viewing your usage online and running simple reports, you can easily analyze all of your call usage to help run your business more efficiently. WVOT can monitor calling patterns, automate budgeting and reporting, and mine your call data with ease through this tool.

eBilling Manager - Centralized local and national billing information across your CenturyLink service offerings, including detailed reporting and analytics tools. Pay your CenturyLink invoices online, in a single transaction with Autopay, EFT/ACH or a credit card.

3.1.4 Dedicated Facilities

3.1.4.1 The vendor must provide, at no additional cost to the State, dedicated T-1s to carry the traffic (inbound and outbound) via the egress points (Charleston and Clarksburg). All costs associated with the egress points must be paid by the Vendor.

→ **Response:** CenturyLink has read and understands however is unable absorb all costs for the stated dedicated T-1s at this time. Per Minute usage fees have been priced aggressively to account for the inability to offer this connectivity at no additional charge.

3.1.4.2 The vendor is responsible for monitoring the dedicated facilities located at the egress points and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to the WVOT quarterly.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.4.3 The vendor must provide T-1s at no additional cost to the State, to support users requiring dedicated facilities to support their inbound and/or outbound traffic with an average usage of 50,000 or more minutes per month.

→ **Response:** CenturyLink has read and understands however is unable to absorb all costs for the stated dedicated T-1s at this time. Per Minute usage fees have been priced aggressively to account for the inability to offer this connectivity at no charge.

3.1.4.4 The vendor is to provide the costs associated with a dedicated T-1 installed at a user's facility to support their inbound and/or outbound traffic with average usage of less than 50,000 minutes per month. The vendor shall identify the one-time costs and monthly recurring costs for said T-1 on the Mandatory Price Quote. If the rate is based on the user's proximity to a vendor's POP, the vendor shall identify the location of their POPs supporting the State of West Virginia.



Listed below is the State's current inventory for T-1s:

QTY	NPA	NXX	
2	304	293	
1	304	340	
1	304	344	Charleston Egress Location
3	304	384	
4	304	442	
1	304	558	
6	304	696	
2	304	744	
1	304	786	
3	304	926	
1	304	622-627	Clarksburg Egress Location

3.1.5 Directory Assistance

3.1.5.1 The Vendor shall provide Dial "O" Operator Assistance and Interstate Directory Assistance.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.5.2 In the event Operator services fail or overflow, the Vendor shall have alternate routing to other facilities or another IXC operator and such alternate routing shall be transparent to the end user.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.6 Replacement of Centrex Digital Access Intercity Network

→ **Response:** CenturyLink had read but is not bidding on the State's Centrex services.

3.1.6.1 The Vendor will own and manage all the communication equipment and software necessary to implement the Centrex Service.

3.1.6.2 The Vendor will provide analog intercom with Band A Mileage including all standard features set forth in the applicable tariff for ARS Deluxe features.

3.1.6.3 The Vendor will provide analog intercom with Band B Mileage including all standard features set forth in the applicable tariff for ARC Deluxe features.

3.1.6.4 The Vendor will provide ISDN BRI 2B+D CSV Centrex Lines including all standard features set forth in the applicable tariff.

3.1.6.5 The Vendor will provide ISDN BRI 2B+D CSD Centrex Lines including all standard features set forth in the applicable tariff.

3.1.6.6 The ETN Backbone and Interexchange Features will be included in the cost of the Centrex analog and ISDN line rates.



3.1.6.7 The ISDN PRI costs will be included in the cost of the Centrex analog and ISON line rates.

3.1.6.8 The Vendor will provide the following optional features: Music in Queue, Centralized Monitoring and Assistance (CMAC) per line, Station Message Detail Recording (SMDR) via Tape, Voice Mail w/30 minutes of storage, Voice Mail w/45 minutes of storage, and the Personal Receptionist feature.

3.1.6.9 The Vendor will provide DSL Internet access by providing digital data over the wires of the local telephone network.

3.1.6.10 The Vendor will provide 4-wire voice grade service.

3.1.7 Implementation/Conversion

3.1.7.1 The Start Date for Implementation/Conversion shall begin no later than fifteen (15) business days after the Vendor has received the list of information from the State as outlined by the Vendor in response to this mandatory specification. The Vendor should submit, as part of their response, the type of information and level of detail required from the WVOT for the implementation/conversion process. Prior to award, the actual information/detail will be mutually agreed upon by both the Vendor and the WVOT.

→ **Response:** Upon award of contract the CenturyLink project management team will engage all CenturyLink and the State resources to begin the planning phase. The State's priorities will be identified during the planning phase and will drive the scheduling and implementation of project tasks.

The planning phase of the project includes the following items:

- Detailed design and technical review to ensure all segments of the Scope of Work have been identified.
- Preparation of detailed Work Breakdown Structure (WBS).
- Assign responsibility to each project task. A detailed list of roles and responsibilities will be prepared to ensure each team member is accountable for their part of the project.
- A project schedule will be developed and will become the baseline for measuring the progress of the project.
- Establishment of Change Management Plan. This plan will outline the method of reviewing change requests and will include the team members who will be responsible for reviewing and approval of change requests.
- Creation of Communication Plan. This plan will include regular meeting schedules, agreement on project documentation preparation and storage, escalation procedures and project reporting structures.
- Development of Cutover Plan. This plan will detail the steps required and personnel needed to transition to the new Qwest services. Cutover for a large project may require several phases as the implementation progresses.



Implementation

After the Project Plan is approved, the implementation will commence with the placement of network and equipment orders. The customer is asked/expected to assist in preparation of each site inspection and coordination of circuit installation. Network and equipment testing will be conducted prior to cutover. The CenturyLink Project Manager will maintain an Outstanding Issues Log to ensure that team members are held accountable for items that need to be completed, and to ensure that open issues are followed through to completion.

Cutover/Transition

A detailed Cutover Plan will be developed during the planning phase of the project that will outline all the tasks required to transition to the new CenturyLink services. This plan will also identify each organization and individual necessary to make the transition. The CenturyLink Project Manager will coordinate cutover schedules with CenturyLink, vendors, other carriers if applicable, and customer's personnel to schedule cutover during the maintenance window specified by the customer. Contingency plans will also be in place in the event that prior service needs to be restored. The Cutover Plan will also include testing procedures for the new services and CenturyLink will work with the customer to determine the level of post-cutover support appropriate for the individual situation.

Project Closure

The Service Manager will compile documentation for the services installed including circuit identification, equipment lists, and network diagrams. Detailed contact information, including the CenturyLink Account Team and contacts for maintenance and repair services, will also be provided. A closure meeting will be held with the customer and CenturyLink Account Team to review the documentation and ensure that the project is completed according to specifications. The CenturyLink Account Consultant will review the first invoice for each new service to verify accuracy.

3.1.7.2 Implementation/Conversion of existing services shall be as per the following timeframes:

- a. Outbound long distance (interexchange) services in place at the time of award must be converted to the new carrier no later than 60 calendar days after the Start Date at no additional cost to the State. Dedicated outbound long distance services shall be converted within 45 calendar days after the aforementioned outbound long distance services are converted.

→ **Response:** CenturyLink has read and understands. CenturyLink will work diligently with the State to meet requested installation dates using CenturyLink's standard installation timeframes and, as necessary, expedited installation timeframes.



CenturyLink's standard installation timeframes are as follows:

Product	Interval (Days)
Voice	
ANI Activation	5 business days
Switched Access Installation Interval	7-10
Switched (dial back-up) Access Installation Interval	N/A
T-1 Access Installation Interval	Domestic DS-1= 30 calendar days
T-1 Access Reconfiguration Interval	20 days for trunk group
T-1 Access Disconnect Notice Required	30 calendar days
T-3 Access Installation Interval	Domestic DS-3= 45 calendar days
T-3 Access Reconfiguration Interval	20 days for trunk group
T-3 Access Disconnect Notice Required	30 calendar days
PRI Access Installation Interval	1-3 spans = 10 business days
PRI Access Reconfiguration Interval	1-3 spans = 10 business days
PRI Access Disconnect Notice Required	30 calendar days
New Toll Free Number Activation	5 business days
New Toll Free Routing Change Activation	5 business days

- b. Calling cards must be converted to the new carrier no later than 45 calendar days after the Start Date at no additional cost to the State.

→ **Response:** CenturyLink has read, understands, and will comply.

- c. Inbound toll free services, without dedicated T-1s and/or Advanced features, must be converted no later than 90 calendar days after the Start Date at no additional cost to the State. All remaining toll free services must be converted no later than 45 days after the initial toll free services have been converted.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.7.3 If the Vendor fails to meet the required implementation/conversion timeframes within 180 calendar days from the Start Date, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met. If, after an additional 60 calendar days, these time frames still will have not been met, the State reserves the right to rebid the services and any money that has been withheld will revert back to the WVOT.

→ **Response:** CenturyLink has read and understands and proposes that any penalties pursuant to the applicable CenturyLink Service Level Agreement be The State's sole remedy.



3.1.7.4 Prior to actually beginning the implementation/conversion process, an initial face-to-face meeting will be held at the WVOT facility for all key members of the Vendor's project team and the WVOT staff. This meeting shall occur within fifteen (15) business days of award.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.7.5 The Vendor must submit, as part of their response:

- a. a detailed implementation plan that insures the smooth transition to the new service;

→ **Response:** CenturyLink has read, understands, and will comply. CenturyLink fully understands and agrees that a smooth and timely implementation of services is critical to the overall success of the contract. Demonstrating to both the Commonwealth and various localities, schools, and public bodies that CenturyLink provides a well executed, controlled, and safe implementation process will assuage concerns over the potential loss of services that is all too common in telecommunications service conversions. The development of a specific all-encompassing implementation plan that is uniquely adapted to meet each customer's requirements will demonstrate that CenturyLink fully understands each customer's unique requirements and that we can provide a technical solution that fully meets them. Given the development of a solid implementation plan, plan execution is still the most critical issue. To that end, CenturyLink employs a professional project management team, as well as the equally critical engineering and technical support staff, to flawlessly execute our implementation plans.

- b. a sample of their electronic billing; and

→ **Response:** CenturyLink has read, understands, and will comply. See Sample Invoice attached as Exhibit 2 to this response.

- c. an overview of the Vendor's customer support and trouble resolution services. Be advised that WVOT has limited resources to dedicate to this project so the State expects the Vendor to assume all of the responsibilities required for implementation/conversion.

→ **Response:** CenturyLink has read, understands, and will comply. See Implementation plan in response to section 3.1.7.1.

3.1.7.6 The Vendor will be responsible for any PIC Switching fees. This fee is charged by the local provider when you change long distance carriers.

→ **Response:** CenturyLink has read, understands, and complies so long as the State provides CenturyLink with the LEC billed charges, which CenturyLink will then credit.



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

→ **Response:** CenturyLink has read, understands, and complies so long as the State provides CenturyLink with the LEC billed charges, which CenturyLink will then credit.

3.1.8 Project Management

3.1.8.1 Transition Project Manager

3.1.8.1.1 The Vendor shall be required to designate a person as the single point of contact who is responsible for managing the implementation and conversion of these services. The Transition Project Manager will be housed at the WVOT's facility in Charleston, WV until 90% of all existing services have been completely converted.

→ **Response:** CenturyLink has read, understands, and will designate a single point of contact for implementation and conversion. This SPOC will have additional team members and resources assisting with the project. The transition team will work closely with WVOT using available technology with audio, web and event conferencing. This will allow participation for the entire implantation team and will provide WVOT with a higher level of experience and a smoother transition.

3.1.8.1.2 A kick-off meeting will be scheduled within fifteen (15) business days of the contract award. The Vendor's key personnel and other appropriate individuals shall be in attendance. The draft Implementation Plan submitted by the Vendor with his bid will be discussed at this meeting. The final versions of this document shall be provided within ten (10) business days of the Kick-Off Meeting. At the kick-off meeting, the State will provide to the Vendor the long distance account inventory information including agency name, division, agency address, agency telephone number.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.8.1.3 At a minimum, the Transition Project Manager shall be onsite at least three (3) full business days each week (9 AM - 5 PM, EST). WVOT will provide network and Internet connectivity for the Transition Project Manager but all PC hardware, software, and peripherals shall be the responsibility of the Vendor. Additionally, any VPN access that may be needed by the Transition Project Manager shall be the responsibility of the Vendor. To meet this requirement, there



will be no additional cost to the State, including, but not limited to travel, lodging, and meals. All costs shall be inclusive.

→ **Response:** CenturyLink has read, understands, and will meet this requirement using available technology of web conferencing for the required 3 days per week. We will work closely with WVOT to reach a mutually agreed upon schedule and will make every effort for availability to WVOT during the transition.

3.1.8.2 Contract Project Manager

3.1.8.2.1 After the Implementation and conversion is complete, the Vendor will assign a Contract Project Manager to serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc. for the life of the contract. The Contract Project Manager shall be available to the State staff via a nationwide toll free calling service, and will meet with the WVOT staff at the WVOT facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the WVOT. This meeting will be used to keep the bill reconciled and to deal with any disputes.

→ **Response:** CenturyLink has read and understands. After implementation, we will work closely with WVOT to establish a mutually agreed upon meeting schedule. Use of available technology for meetings will be agreed upon at this time.

3.1.8.2.2 The Contract Project Manager shall be responsible for ensuring all Vendor staff supporting the State's account will be advised of the contract, the terms and conditions, operational requirements, etc. This shall be required if, or when, the Vendor assigns/reassigns newer staff to the account. The Contract Project Manager will be required to ensure all of the information necessary to effectively support the State's account is conveyed during any Vendor staff transition. The Project Manager shall be responsible for ensuring appropriate Vendor personnel are available to provide overall account management.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.8.2.3 The Contract Project Manager may appoint a designee to serve in his place as SPOC for specific functions (i.e. new services). If the Contract Project Manager does such, the WVOT shall be notified in writing of this appointment. At a minimum, the Contract Project Manager must provide the employee's name, all contact information (telephone number, e-mail, etc.), escalation personnel, and the area(s) of responsibility.



→ **Response:** CenturyLink has read, understands, and will comply.

3.1.8.2.4 The WVOT reserves the right to request a new Contract Project Manager if the WVOT notifies the Vendor of project defects, milestones not being met, etc. and the Vendor fails to correct the issues within a mutually agreeable time frame.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.8.2.5 The Contract Project Manager is responsible for monitoring and on the status of new installations. The Contract Project Manager will contact WVOT when new installations are scheduled and when the new installation is completed.

→ **Response:** CenturyLink has read, understands, and will comply.

3.1.8.2.6 The Contract Project Manager is responsible for monitoring and reporting on the status of interruptions to service (incidents). For any outages, periodic status updates are required until service has been restored. Once service has been restored, the Vendor will contact the agency and WVOT that the issue has been resolved.

→ **Response:** The CenturyLink NOC's 24x7x365 toll-free number is 800-524-5249. Customers may call in to the CenturyLink NOC at any time to open a trouble ticket or to inquire about ticket status.

Additionally, The CenturyLink Service Manager is the primary point on the account team for all post-implementation technical issues. Immediately following circuit installation, the Service Manager will provide each site with a CenturyLink Service Manual. The Service Manual is a brief document that contains customer account information, circuit ID's, trouble reporting procedures, and escalation contact lists.

Trouble Reporting and Escalations

Upon receiving the initial trouble call, a CenturyLink tier 1 technician will immediately open a trouble ticket and begin the trouble shooting process while the customer is still on the line. If the tier 1 tech cannot resolve the issue while on line with the end user, the ticket will be reassigned to a tier 2 technician.

Tickets are opened with appropriately assigned priority levels, based on the severity of the situation. The three priority levels, which have become industry standard, are:



- Priority Level 1: Customer is experiencing total service outage or service degradation is present to an advanced degree.
- Priority Level 2: Customer's service is impaired, but the customer can still conduct business.
- Priority Level 3: customer is experiencing intermittent impairment resulting in moderate service degradation.

After a trouble ticket is opened, CenturyLink will be responsible for coordinating all efforts to correct the trouble and will provide regular updates to the customer contact.

Once the trouble has been isolated and resolved, the CenturyLink technician will provide a verbal report to the customer, and will only close out the ticket when approval for closure has been granted by the customer contact.

CenturyLink encourages and empowers customers to escalate issues as they deem necessary. CenturyLink's standard escalation guidelines are centered on the progress made toward resolution and are not strictly time-based. A timed escalation can be delayed if consistent progress is being made toward resolution of the trouble. Escalation guidelines are based on the priority assigned to the trouble ticket at the time of entry. Escalations can be made on a 24/7/365 basis.

Customer requested escalations may be requested directly with the NOC, or with the CenturyLink Service Manager.

3.1.9 Traffic Study

3.1.9.1 The Vendor shall perform and report a traffic study on the dedicated services no more than one hundred twenty (120) days after the installation is approved by the State. The traffic study report shall contain at a minimum total calls and total duration times, and any recommended actions (e.g., add or remove trunks) to maintain a P.01 grade of service, that may stem from the results of the traffic study.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.9.2 Subsequent studies and their reports must be performed every 12 to 18 months thereafter and submitted to WVOT within fifteen (15) business days of the report being finalized.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10 Billing and Payment. All services offered under this contract that are managed by the WV Office of Technology (WVOT) will be billed on one (1) master account with subaccounts, as defined by the State. The master account is an aggregate of all subaccounts, both usage and cost. The detailed information for the



master account is provided at the subaccount level (i.e., call record detail, etc.). The WVOT is responsible for administering the services under this contract, allocating the charges to the respective customer s and collecting their payment, and then rendering payment to the Vendor via the master account invoice.

→ **Response:** CenturyLink has read, understands and will comply. Upon award, CenturyLink will work with WVOT to determine specific needs for master account billing with subaccount usage detail and cost using available tools such as Invoice Group, Discount Group, Product Accounts, and Executive Summary billing. In addition, WVOT we will have Control Center to accomplish this in an on line environment.

3.1.10.1 All moves, adds, disconnects, or changes to services offered under this contract and billed via the master account are managed via a Telecommunications Change Request (TCR) form. A copy of the TCR and instructions on the use of the TCR can be found at <http://www.technology.wv.gov/ProductsAndServices/Pages/DownloadableForms.aspx>. This TCR is required to be approved by the WVOT and submitted to the Vendor for processing. Any charges incurred on the master account without an approved TCR are not considered valid and will not be paid. WVOT is in the process of modifying/automating the TCR process. The Vendor must agree to work with WVOT to insure that the Vendor's system will function properly when the new process is implemented.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.2 All charges incurred by any State agency required to submit a TCR for services offered under this contract must be billed via a master account by the Vendor. For any charges that fail to bill on the master account, the WVOT reserves the right to refuse payment.

→ **Response:** CenturyLink has read, understands and will comply. CenturyLink will allow WVOT to refuse payment on any service that fails to bill to the master account submitted that a valid TCR has been provided to add service and standard interval for order has past.

3.1.10.3 When a number is added to an account with charges from a Vendor other than the long distance Vendor, the long distance Vendor agrees to assume all responsibility for these charges. For instance, currently when a number is added, Sprint creates an account and submits a bill to the State. The long distance Vendor must either work out an arrangement with the other Vendor so that the long distance Vendor is charged directly, or the long distance Vendor must agree to pay the invoice on behalf of the State.

→ **Response:** CenturyLink has read and understands. WVOT should always select the PIC code for CenturyLink (0432) when ordering a new number to avoid casual billing. CenturyLink will be diligent in processing all TCRs for new numbers in a timely manner so that all numbers are on the WVOT master account and charges will apply correctly. CenturyLink will accept responsibility for any service that fails to bill to the master account provided that a valid TCR has been submitted to add service and standard interval for order has past.



3.1.10.4 The invoice should reflect the Previous Balance Due, any credits, debits, and adjustments that are to be applied against the Previous Balance Due, and the Current Month Charges (charges for the current billing period). These amounts should equal the Total Balance Due.

Previous Balance Due	\$ 100.00
Payment Received	- \$10.00
Adjustments*	- \$20.00
Past Due Charges	\$ 70.00
Current Month Charges	\$ 50.00
Total Balance Due	\$ 120.00

*Any adjustments made toward a previous monthly charge.

For example, if the current billing month is October and a credit needs to be applied for services billing in August, the October invoice would show the previous (or unpaid balance) along with credits, debits and/or adjustments plus the total current charges. These entries would equal the "Total Balance Due".

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.5 Additional billing for past billing periods must be within five (5) months (ultimately allowing a total of six (6) months billing at any one time). All credits, debits, and/or adjustments for prior month's billing must be applied no later than two (2) billing cycles from when the billing error was submitted to the Vendor.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.6 The Vendor must comply with the terms of Senate Bill 700 and the Legislative Rules with regards to billing and payment. See <http://www.legis.state.wv.us/legishp.html> for a copy of the Senate Bill and <http://www.wvsos.org/adlaw/proposed/161-02%20er.pdf> for the Legislative rules.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.7 The Vendor will submit a single master account bill to the WVOT each month for all state entities. This master account bill must be submitted to WVOT to ensure compliance with the contract terms. All charges must be at the designated subaccount level and must be broken down by type for each line/circuit.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.8 The single master account bill, which must also include the detailed backup, will be provided in electronic format. If a PDF is provided, the calling detail must be separated by individual accounts as defined by the WVOT since this back-up must be included with the statement of charges for each specific user. Currently, we have approximately 1,000 distinct accounts (sub accounts) billing on the master account that we allocate to the users along with the appropriate detailed back-up.



→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.9 The Vendor's billing must include a listing of all dedicated facilities, etc., that are required to support the services of this contract even though they are at a zero charge. This will ensure a complete and accurate inventory of all services at all times that the State must maintain in order to be ensured of effective services.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.10 The Vendor must provide to WVOT a complete inventory list every two weeks via electronic file. This inventory must include a list of the numbers/circuits on each account.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.11 When a new service/line is activated, the Vendor must notify WVOT within 48 hours to insure that billing records can be updated.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.12 The 90-day payment process will begin on the date the WVOT receives an acceptable electronic invoice. WVOT will send the Vendor disputes to the bill within 30 days of receipt of the invoice. The Vendor must respond (either agreeing or disagreeing with documentation) within 45 days of receipt of the dispute.

→ **Response:** CenturyLink has read, understands and will comply.

3.1.10.13 The services requested in this RFQ must be provided by a telecommunications carrier, i.e., an organization recognized by the FCC as providing telecommunication s services on a common carrier basis. The State anticipates that some or all of the Services provided by the Vendor may be eligible for certain "E-rate" discounts made available on a program year basis pursuant to Orders issued by the FCC in connection with the Universal Service Order. The school districts and libraries intend to apply to the SLD of the USAC for discounts on the eligible services in this contract on an annual basis.

→ **Response:** CenturyLink has read, understands and will comply. CenturyLink has been providing equipment and services using the E-rate program since its inception in 1998. Our E-rate team is constantly monitoring this program's regulations, eligibility and deadlines so that your school will meet the deadlines with the maximum awards.

The E-Rate Discount Program helps provide affordable access to telecommunications services for all eligible K-12 public schools, private schools and public libraries, particularly those in rural and inner-city areas. E-Rate is a provision of the Telecommunications Act of 1996, historically funded at up to \$2.25 billion annually to provide discounts in four categories: Telecommunications Services, Internet Access, Basic Maintenance and Internal Connections hardware. Ongoing budget



reductions make it imperative to plan wisely, so work with CenturyLink E-rate experts to make sure your school gets its fair share of discounts.

3.1.11 Training and Support

3.1.11.1 The Vendor shall provide hands-on training to the WVOT staff which shall include but not be limited to: hover to read the paper invoice, define the billing line items, explain the detailed back-up that is provided, etc.

→ **Response:** CenturyLink has read, understands and will comply. CenturyLink will work closely with WVOT to review and explain the paper invoice.

3.1.11.2 The Vendor shall provide training for up to five (5) WVOT staff on the electronic billing platform.

→ **Response:** CenturyLink has read, understands and will comply. Control Center training is available at any time for all WVOT approved staff during the entire length of contract.

4. CONTRACT AWARD:

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

4.2 Pricing Page(s): The Vendor must complete each Pricing Page per service. Vendor should complete the Pricing Pages in full as failure to complete the Pricing Pages in their entirety may result in the Vendor's bid being disqualified.

Notwithstanding the foregoing, the Purchasing Division may correct errors as it deems appropriate. Vendor should type or electronically enter the information into the Pricing Pages to prevent errors in the evaluation.

4.2.1 If the Vendor's pricing algorithm results in a rounding on the Vendor's billing, the Vendor's response must clearly describe how the rounding impacts their proposed per minute costs. This must be incorporated into the pricing structure for evaluation purposes.

→ **Response:** CenturyLink uses a "bulk rounding method" for call rounding. This method rounds call charges to the nearest fraction of a number, and retains those fractions from call to call until the carry-over fractions add up to a whole number. This number is added to whatever call is hit when the call fractions total one whole number. In other words, calls are rounded naturally, but this method keeps track of the upward rounding and makes sure to adjust this with offsetting downward rounding in subsequent calls.

4.2.2 The Vendor must identify any regulatory costs that are separate from the per minute cost, such as Universal Service Fund (USF), and how these costs are applied. For example, how and to what service does the USF apply? It is preferred, any tariff, etc. that impacts these fees should be listed in the Vendor's response for



reference. The Vendor should note if these tariffs are subject to change and where the State can confirm the current tariff rate for these fees.

→ **Response:** CenturyLink is not familiar with UCC or any regulatory cost pertaining to the rate per minute.

4.2.3 Costs identified that are in addition to the per minute charge (i.e. Universal Service Fund) and/or are government mandated charges must be identified separately on the "Other Cost Sheet".

→ **Response:** CenturyLink has read, understands and will comply.

4.2.4 Failure on the part of the Vendor to include this information will result in the State denying any charges that exceed the per minute price quote.

→ **Response:** CenturyLink has read and understands.

4.3 Cost Evaluation Cost Sheet

The Cost Evaluation Cost Sheet (Exhibit B) shows examples of typical usage. These costs will be used in the cost evaluation.

4.3.1 Vendor should complete the Cost Evaluation Cost Sheet in full as failure to complete this page in its entirety may result in Vendor's bid being disqualified.

4.3.2 Regarding the pricing for a T-1, the most expensive price for a T-1 listed by the Vendor is to be used on the Cost Evaluation Cost Sheet. A Vendor's T- 1 pricing of "Individual Case Basis" is not considered acceptable.

→ **Response:** CenturyLink has read and understands. All T-1 pricing will be subject to then current Product Pricer rates, which can be provided upon request by an Agency.

4.3.3 The Vendor meeting the requirements of the bid with the lowest total cost based on the Cost Evaluation Cost Sheet will be considered the successful Vendor.

→ **Response:** CenturyLink has read and understands.

Notwithstanding the foregoing, the Purchasing Division may correct errors as it deems appropriate. Vendor should type or electronically enter the information into the Bid Evaluation Page to prevent errors in the evaluation.

→ **Response:** CenturyLink has read and understands.

5. PERFORMANCE

Vendor and WVOT shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables based on the Project Management Plan discussed at the kick-off meeting.

→ **Response:** CenturyLink has read, understands and will comply.



6. PAYMENT

6.1 Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. Methods of acceptable payment must include the West Virginia Purchasing Card. Payment in advance is not permitted under this Contract.

6.2 Only those costs identified on the Cost Sheets will be considered legitimate charges. The WVOT reserves the right to refuse payment for all other fees/charges.

6.3 To the extent possible by law, the Vendor shall extend to the State the lowest rates and charges for all services provided in response to this RFQ that if offers to any other customer similarly situated.

→ **Response:** CenturyLink has read and understands, and believes that the fees, terms, warranties and benefits provided under the Contract are competitive and substantially similar to terms being offered by CenturyLink to any present similarly situated governmental agency for services of similar size, scope and complexity. If during the term of the Contract (but not more than once every 12 months), State of West Virginia believes in good faith that it is not receiving competitive pricing compared with another similarly situated government customer for services of similar size, scope and complexity as the services provided pursuant to the Contract that provides greater benefits or more favorable terms than those under the Contract, upon State of West Virginia's written request, then CenturyLink agrees to enter into good faith discussions with State of West Virginia and will amend the Contract to reflect any mutually agreed upon changes on a prospective basis.

7. TRAVEL

7.1 Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the fees listed in the Vendor's bid, but such costs will not be paid by the State separately.

→ **Response:** CenturyLink has read, understands and will comply.



Required Attachments



CENTURYLINK® LOYAL ADVANTAGE® AGREEMENT

This CenturyLink Loyal Advantage Agreement ("Agreement") is between Qwest Communications Company, LLC d/b/a CenturyLink QCC including its subsidiaries ("CenturyLink") and State of West Virginia ("Customer") and is effective on the date the last party signs it ("Effective Date"). CenturyLink reserves the right to withdraw this offer if Customer does not execute and deliver the Agreement to CenturyLink before **July 31, 2013**. Using CenturyLink's electronic signature process for the Agreement is acceptable.

STATE OF WEST VIRGINIA**QWEST COMMUNICATIONS COMPANY, LLC D/B/A
CENTURYLINK QCC**_____
Authorized Signature_____
Authorized Signature_____
Name Typed or Printed_____
Name Typed or Printed_____
Title_____
Title_____
Date_____
Date

Customer's address for notices:

Customer's facsimile number:

Person designated for notices:

1. **Services.** Customer may purchase the products and services ("Services") in service exhibits ("Service Exhibits") attached to the Agreement. The parties agree that any notation to the "CenturyLink Total Advantage Agreement" on the Service Exhibits will be disregarded and such exhibits will be governed by the Agreement. The Service Exhibits attached to the Agreement as of the Effective Date and incorporated by this reference are shown below.

- **Domestic Voice Service Exhibit**
- **Local Access Service Exhibit**

2. **Term.** Customer selects the following "Initial Term" of the Agreement: one year ("Initial Term"), 600051 code.. The Initial Term begins on the Effective Date. At the end of the Initial Term, the Agreement will automatically renew for consecutive renewal periods equal to the Initial Term (a "Renewal Term") if not terminated earlier in accordance with the Agreement. The Initial Term and each Renewal Term are referred to as the "Term."

3. **Rates.** Unless specified otherwise in a Service Exhibit, Services will receive the applicable rates specified in a Service Exhibit, valid Order Form, or CenturyLink-approved quote form, for the duration of the Initial Term. CenturyLink reserves the right to modify rates after the conclusion of each Service's minimum service period upon not less than 30 days' prior written notice to Customer; provided that CenturyLink may reduce the foregoing notice period or modify rates or discounts prior to the conclusion of the minimum service period, as necessary, if such modification is based upon Regulatory Activity. CenturyLink also reserves the right to modify rates when the Agreement renews to the rates that are in effect at that time. If Regulatory Activity causes an increase in the rates for Customer's ordered Services that materially and adversely affects Customer, then Customer may terminate the affected Service upon 30 days' prior written notice to CenturyLink without liability for Cancellation Charges for the affected Service, provided, however that Customer: (a) provides such notice within 30 days after the increase occurs; and (b) provides CenturyLink 30 days to cure such increase. If Customer does not provide CenturyLink such notice during the time permitted in this Section, Customer will have waived its right to terminate the affected Service under this Section.

4. **Payment.** CenturyLink may begin invoicing for specific Services as specified in the applicable Service Exhibit. Customer must pay CenturyLink all charges within 30 days after the invoice date. Any amount not paid when due is subject to late interest at the lesser of 1.5% per month or the maximum rate allowed by law. In addition to payment of charges for Services, Customer must also pay CenturyLink any applicable Taxes assessed in connection with Services. Taxes may vary and are subject to change. If Customer is exempt from any Tax, it must provide CenturyLink with an appropriately completed and valid Tax exemption certificate or other evidence acceptable to CenturyLink. CenturyLink is not required to issue any exemption, credit or refund of any Tax payment for usage before Customer's submission of valid evidence of exemption. Customer may access its invoices and choose paperless invoices online through CenturyLink Control Center located at controlcenter.centurylink.com. If Customer does not choose paperless invoices through Control Center, CenturyLink may in its discretion assess a \$15 MRC for each full paper invoice provided to Customer or a \$2 MRC for each summary/remit only (where available) paper invoice provided to Customer. Those charges will not apply to an invoice that is not available through Control Center. Customer's payments to CenturyLink must be in the form of electronic funds transfer (via wire transfer or ACH), cash payments (via previously-approved CenturyLink processes only), or paper check. CenturyLink reserves the right to charge administrative fees when Customer's payment preferences deviate from CenturyLink's standard practices.

5. **Confidentiality.** Except to the extent required by an open records act or similar law, neither party will, without the prior written consent of the other party: (a) disclose any of the terms of the Agreement; or (b) disclose or use (except as expressly permitted by, or required to achieve the purposes of, the Agreement) the Confidential Information of the other party. Each party will use reasonable efforts to protect the other's Confidential Information, and will use at least the same efforts to protect such Confidential Information as the party would use to protect its own. CenturyLink's consent may only be given by its Legal Department. A party may disclose Confidential Information if required to do so by a governmental agency by operation of law, or if necessary in any proceeding to establish rights or obligations under the Agreement.

6. **CPNI.** CenturyLink is required by law to treat CPNI confidentially. Customer agrees that CenturyLink may share CPNI within its business

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operations (e.g., wireless, local, long distance, and broadband services divisions), and with businesses acting on CenturyLink's behalf, to determine if Customer could benefit from the wide variety of CenturyLink products and services, and in its marketing and sales activities. Customer may withdraw its authorization at any time by informing CenturyLink in writing. Customer's decision regarding CenturyLink's use of CPNI will not affect the quality of service CenturyLink provides Customer.

7. Use of Name and Marks. Neither party will use the name or marks of the other party or any of its Affiliates for any purpose without the other party's prior written consent. CenturyLink's consent may only be given by its Legal Department.

8. Disclaimer of Warranties. EXCEPT AS EXPRESSLY PROVIDED IN THE AGREEMENT, ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS." CENTURYLINK DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

9. Limitations of Liability. The remedies and limitations of liability for any claims arising between the parties are set forth below.

9.1 Consequential Damages. NEITHER PARTY OR ITS AFFILIATES, AGENTS, OR CONTRACTORS IS LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OR FOR ANY LOST PROFITS, LOST REVENUES, LOST DATA, LOST BUSINESS OPPORTUNITY, OR COSTS OF COVER. THESE LIMITATIONS APPLY REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH LIABILITY IS ASSERTED AND REGARDLESS OF FORESEEABILITY.

9.2 Claims Related to Services. For Customer's claims related to Service deficiencies or interruptions, Customer's exclusive remedies are limited to: (a) those remedies set forth in the SLA for the affected Service or (b) the total MRCs or usage charges paid by Customer for the affected Service in the one month immediately preceding the event giving rise to the claim if an SLA does not exist for the affected Service.

9.3 Personal Injury; Death; Property Damages. For claims arising out of personal injury or death to a party's employee, or damage to a party's real or personal property, that are caused by the other party's negligence or willful misconduct in the performance of the Agreement, each party's liability, to the extent permitted by law, is limited to proven direct damages.

9.4 Other Direct Damages. For all other claims arising out of the Agreement, each party's maximum liability will not exceed in the aggregate the total MRCs and usage charges paid by Customer to CenturyLink under the Agreement in the three months immediately preceding the event giving rise to the claim ("Damage Cap"). The Damage Cap will not apply to a party's obligations under the Responsibilities Section below or Customer's payment obligations under the Agreement.

10. Responsibilities. To the extent permitted under law, each party agrees to be responsible to the other party, its Affiliates, agents, and contractors against all third party claims for damages, liabilities, or expenses, including reasonable attorneys' fees, arising directly from performance of the Agreement and related to personal injury or death, or damage to personal tangible property that is alleged to have been caused by the negligence or willful misconduct of the responsible party. To the extent permitted under law, Customer also agrees to be responsible for all third party claims for damages, liabilities, or expenses, including reasonable attorneys' fees against CenturyLink, its Affiliates, and contractors, related to the modification or resale of the Services by Customer or End Users, or any AUP violation.

11. Termination.

11.1 Service. Either party may terminate an individual Service or a Service Exhibit: (a) in accordance with the individual Service Exhibit's term requirements with 60 days' prior written notice to the other party, or (b) for Cause. If Service or a Service Exhibit is terminated by Customer for Convenience or by CenturyLink for Cause, then Customer will pay Cancellation Charges.

11.2 Agreement. Either party may terminate the Agreement and all Services by: (a) providing written notice to the other party of its intention not to renew the Agreement at least 60 days prior to the expiration of the then current Term or (b) for Cause. Cause to terminate an individual Service Exhibit will not constitute Cause to terminate the Agreement; rather, Cause to terminate the entire Agreement for Service-related claims will exist only if Customer has Cause to terminate all or substantially all of the Services under the applicable SLA, Service Exhibit, RSS or Tariff. If the Agreement is terminated by Customer for Convenience or by CenturyLink for Cause prior to the conclusion of the Term, then Customer will pay the higher of: (c) the Early Termination Charge or (d) the total Cancellation Charges that apply for terminating all CenturyLink Services at the time the Agreement is terminated.

11.3 Unpaid Charges. Customer will remain liable for charges accrued but unpaid as of the termination date.

12. Non-Appropriations. Customer intends to continue this Agreement for its entire Term and to satisfy its obligations hereunder. For each fiscal period for Customer: (a) Customer agrees to include in its budget request appropriations sufficient to cover Customer's obligations under this Agreement; (b) Customer agrees to use all reasonable and lawful means to secure these appropriations, including but not limited to applying for Universal Service Fund Discounts as described in the Federal Communications Commission Docket No. 96-45; (c) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose. In the event that Customer is appropriated insufficient funds, by appropriation, appropriation limitation or grant, to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by CenturyLink), Customer may terminate this Agreement without incurring an Early Termination Charge or Cancellation Charges by giving CenturyLink not less than 30 days' prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit all amounts due and all costs reasonably incurred by CenturyLink through the date of termination.

Miscellaneous.

13.1 General. The Agreement's benefits do not extend to any third party (e.g., an End User). If any term of the Agreement is held unenforceable, the remaining terms will remain in effect. Except for time requirements as specifically stated in a Service Exhibit or SLA, neither

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party's failure to exercise any right or to insist upon strict performance of any provision of the Agreement is a waiver of any right under the Agreement. The terms and conditions of the Agreement regarding confidentiality, the Responsibilities Section, limitation of liability, warranties, payment, dispute resolution, and all other terms of the Agreement that should by their nature survive the termination of the Agreement will survive. Each party is not responsible for any delay or other failure to perform due to a Force Majeure Event.

13.2 Conflicts Provision. If a conflict exists among provisions within the Agreement, the following order of precedence will apply in descending order of control: Service Exhibit, the Agreement, and any Order Form. If Services are provided pursuant to a Tariff, RSS, or ISS as described in the applicable Service Exhibits, the order of precedence will apply in the following descending order of control: Tariff, Service Exhibit, the Agreement, RSS, ISS, and Order Form.

13.3 Independent Contractor. CenturyLink provides the Services as an independent contractor. The Agreement will not create an employer-employee relationship, association, joint venture, partnership, or other form of legal entity or business enterprise between the parties, their agents, employees or affiliates.

13.4 ARRA. Customer will not pay for the Services with funds obtained through the American Recovery and Reinvestment Act or other similar stimulus grants or loans that would obligate CenturyLink to provide certain information or perform certain functions unless each of those obligations are explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.

13.5 HIPAA. CenturyLink does not require or intend to access Customer data in its performance hereunder, including but not limited to any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F.R. §160.103 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). Any exposure to PHI will be random, infrequent and incidental to CenturyLink's provision of Service and is not meant for the purpose of accessing, managing the PHI or creating or manipulating the PHI. Such exposure is allowable under 45 CFR 164.502(a)(1)(iii). As such, if Customer is a Covered Entity or Health Care Provider under the HIPAA Rules or supports the health care industry, CenturyLink and Customer agree that CenturyLink is not a "Business Associate" or "Covered Entity" under the HIPAA Rules for the purposes of the Agreement.

13.6 Installation, Maintenance and Repair

(a) Provision of Services is subject to availability of adequate capacity and CenturyLink's acceptance of a complete Order Form.

(b) Customer will reasonably cooperate with CenturyLink or its agents to install, maintain, and repair Services. Customer will provide or secure at Customer's expense appropriate space and power; and rights or licenses if CenturyLink must access the building of Customer's premises to install, operate, or maintain Service or associated CenturyLink equipment. CenturyLink may refuse to install, maintain, or repair Services if any condition on Customer's premises is unsafe or likely to cause injury.

(c) Customer is responsible for any facility or equipment repairs on Customer's side of the demarcation point. Customer may request a technician dispatch for Service problems. Before dispatching a technician, CenturyLink will notify Customer of the dispatch fee. CenturyLink will assess a dispatch fee if it determines the problem is on Customer's side of the demarcation point or was not caused by CenturyLink's facilities or equipment on CenturyLink's side of the demarcation point.

13.7 Governing Law; Dispute Resolution.

(a) **Billing Disputes.** If Customer disputes a charge in good faith, Customer may withhold payment of that charge if Customer makes timely payment of all undisputed charges when due and provides CenturyLink with a written explanation of the reasons for Customer's dispute of the charge within 90 days after the invoice date of such amount. If CenturyLink determines, in its good faith, that the disputed charge is valid, CenturyLink will notify Customer and within five business days after CenturyLink's notification, Customer must pay the charge and accrued interest.

(b) **Governing Law; Forum.** The Agreement will be governed by the laws of the State in which the Customer's principal office is located without regard to its choice of law principles. Any legal proceeding relating to the Agreement will be brought in a U.S. District Court, or absent federal jurisdiction, in a state court of competent jurisdiction, in Denver, Colorado.

(c) **Waiver of Jury Trial and Class Action.** Each party, to the extent permitted by law, knowingly, voluntarily, and intentionally waives its right to a jury trial and any right to pursue any claim or action relating to the Agreement on a class or consolidated basis or in a representative capacity. If for any reason the jury trial waiver is held to be unenforceable, the parties agree to binding arbitration for any dispute relating to the Agreement under the Federal Arbitration Act, 9 U.S.C. § 1, et. seq. The arbitration will be conducted in accordance with the JAMS Comprehensive Arbitration Rules. Judgment upon the arbitration award may be entered in any court having jurisdiction.

(d) **Limitations Period.** Any claim relating to the Agreement must be brought within two years after the claim arises other than Customer disputing an amount in an invoice, which must be done by Customer within 90 days after the invoice date of the disputed amount.

13.8 No Resale; Compliance. Customer represents that it is not a reseller of any telecommunication services provided under this Agreement as described in the Telecommunications Act of 1996, as amended, or applicable state law and acknowledges it is not entitled to any reseller discounts under any laws. Customer's use of Services must comply with all applicable laws.

13.9 Assignment. Either party may assign the Agreement without the other party's prior written consent: (a) in connection with the sale of all or substantially all of its assets; (b) to the surviving entity in any merger or consolidation; or (c) to an Affiliate provided such party gives the other party 30 days' prior written notice. Any assignee of the Customer must have a financial standing and creditworthiness equal to or better than Customer's, as reasonably determined by CenturyLink, through a generally accepted, third party credit rating index (i.e. D&B, S&P, etc.). Any other assignment will require the prior written consent of the other party.

13.10 Amendments; Changes. The Agreement may be amended only in a writing signed by both parties' authorized representatives. Each party

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any, at any time, reject any handwritten change or other alteration to the Agreement. CenturyLink may change features or functions of its Services; for material changes that are adverse to Customer, CenturyLink will provide 30 days' prior written notice, but may provide a shorter notice period if the change is based on Regulatory Activity. CenturyLink may amend, change, or withdraw the Tariffs, RSS, ISS or AUP, with such updated Tariffs, RSS, ISS or AUP effective upon posting or upon fulfillment of any necessary regulatory requirements.

13.11 Websites. References to websites in the Agreement include any successor websites designated by CenturyLink.

13.12 Required Notices. Unless provided otherwise in the Agreement, all required notices to CenturyLink must be in writing, sent to 1801 California St., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Legal Dept., and to Customer as provided above. All notices are effective: (a) when delivered via overnight courier mail or in person to the recipient named above; (b) three business days after mailed via regular U.S. Mail; or (c) when delivered by fax if duplicate notice is also sent by regular U.S. Mail.

13.13 Service Termination Notices. Customer's notice of termination for CenturyLink QCC Services must be sent via mail, facsimile or e-mail to: CenturyLink, Attn.: Dublin Service Center, GBM Disconnects, 4650 Lakehurst, 2nd Floor Disconnect Center, Dublin, OH 43017, Fax: 866.887.6633, e-mail: GBMdisconnects@CenturyLink.com. Such termination is effective 30 days after CenturyLink's receipt of the notice, unless a longer period is otherwise required. For Services under the Select Advantage Service Exhibit, Customer must call the customer care number specified on Customer's invoice to provide notice of termination.

13.14 Entire Agreement. The Agreement (including any applicable Service Exhibit, CenturyLink accepted Order Forms, and all referenced documents) constitutes the entire agreement between the parties and supersedes all prior oral or written agreements or understandings relating to the same service, ports, or circuits at the same locations as covered under the Agreement.

14. Definitions.

"Affiliate" means any entity controlled by, controlling, or under common control with a party.

"AUP" means the Acceptable Use Policy incorporated by this reference and posted at qwest.centurylink.com/legal/.

"Cancellation Charge" means the cancellation charge described in the applicable Service Exhibit and charges incurred by CenturyLink from a third party provider as a result of an early termination.

"Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice.

"Confidential Information" means any information that is not generally available to the public, whether of a technical, business, or other nature, including CPNI, and that: (a) the receiving party knows or has reason to know is confidential, proprietary, or trade secret information of the disclosing party; or (b) is of such a nature that the receiving party should reasonably understand that the disclosing party desires to protect the information from disclosure. Confidential Information will not include information that is in the public domain through no breach of the Agreement by the receiving party or is already known or is independently developed by the receiving party.

"Convenience" means any reason other than for Cause.

"CPE" means any customer equipment, software, and/or other materials of Customer used in connection with the Service.

"CPNI" means Customer Proprietary Network Information, which includes confidential account, usage, and billing-related information about the quantity, technical configuration, type, destination, location, and amount of use of a customer's telecommunications services. CPNI reflects the telecommunications products, services, and features that a customer subscribes to and the usage of such services, including call detail information appearing in a bill. CPNI does not include a customer's name, address, or telephone number.

"Early Termination Charge" means an amount equal to 35% of the average monthly charges billed under this Agreement through the date of termination multiplied by the number of months remaining in the Term.

"End User" means Customer's members, end users, customers, or any other third parties who use or access the Services or the CenturyLink network via the Services.

"Force Majeure Event" means an unforeseeable event beyond the reasonable control of that party, including without limitation: act of God, fire, explosion, lightning, hurricane, labor dispute, cable cuts by third parties, acts of terror, material shortages or unavailability, government laws or regulations, war or civil disorder, or failures of suppliers of goods and services.

"ISS" means CenturyLink's Information Services Schedule incorporated by this reference and posted at: http://www.centurylink.com/tariffs/qcc_info_services.pdf.

"MRC" means monthly recurring charge.

"NRC" means nonrecurring charge.

"Order Form" includes both order request forms and quotes issued by CenturyLink. If a CenturyLink service requires a quote to validate the Order Form pricing, the quote will take precedence over the order request form, but not over the Service Exhibit.

"Regulatory Activity" is a regulation or ruling by any regulatory agency, legislative body or court of competent jurisdiction.

"RSS" means as applicable CenturyLink's Rates and Services Schedules incorporated by this reference and posted at http://www.centurylink.com/tariffs/fcc_qcc_ixc_rss_no_2.pdf for CenturyLink's International RSS and at http://www.centurylink.com/tariffs/fcc_qcc_ixc_rss_no_3.pdf for CenturyLink's Interstate RSS.

"SLA" means the service level agreement applicable to a Service as described in a Service Exhibit.

"State" means one of the 50 states of the United States or the District of Columbia.

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"Tariff" includes as applicable: CenturyLink state tariffs, price lists, price schedules, administrative guidelines, catalogs, and rate and term schedules incorporated by this reference and posted at <http://www.centurylink.com/tariffs>.

"Tax" or "Taxes" means foreign, federal, state, and local excise, gross receipts, sales, use, privilege, or other tax (other than net income) now or in the future imposed by any governmental entity (whether such Taxes are assessed by a governmental authority directly upon CenturyLink or the Customer) attributable or measured by the sale price or transaction amount, or surcharges, fees, and other similar charges that are required or permitted to be assessed on the Customer. These charges may include state and federal Carrier Universal Service Charges, as well as charges related to E911, and Telephone Relay Service.

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DOMESTIC VOICE SERVICE EXHIBIT**

General; Definitions. Capitalized terms not defined in this Service Exhibit are defined in the Agreement. CenturyLink QCC will provide domestic Voice Services ("Service") under the terms of the Agreement, Tariff, RSS, ISS, and this Service Exhibit.

"Net Effective Rate" means the rates less the Custom Discount. Net Effective Rates are subject to change if there is a change in the underlying rates and/or applicable discount(s), with any such changes to be done in accordance with the terms of the Agreement or this Service Exhibit.

"Net Rate" is in lieu of all other rates, discounts, and promotions, including the CTA Discount.

"Pricing Attachment" means a document containing rates specific to the Service and is incorporated by reference and made a part of this Service Exhibit.

"SLA" means the service level agreement specific to the Service, located at <http://www.qwest.centurylink.com/legal/>, which is subject to change.

2. Service.

2.1 Description. Voice Service consists of domestic Long Distance, domestic Toll Free (including features), domestic Virtual Network Service ("VNS"), domestic worldcard®, and domestic Directory Assistance service. Domestic Long Distance service is available both interstate and intrastate, through switched and dedicated facilities. Toll Free service is also available through switched or dedicated facilities. CenturyLink is required by the FCC to state in this Service Exhibit that Customer is prohibited from using any Toll Free telephone number, or other telephone number advertised or widely understood to be Toll Free, in a manner that would violate FCC rule 47 CFR 64.1504. Directory Assistance offers one rate to Voice Service customers domestically. With respect to Outbound Long Distance: (a) Per the Federal Trade Commission ("FTC"), telemarketers are required to transmit their telephone number to Caller ID services. As such, all telemarketers using CenturyLink commercial services are required to provide CPN/pseudo-CPN according to the rules below: IF A TELEMARKETER DOES NOT PROVIDE CENTURYLINK WITH A NUMBER FOR THIS PURPOSE, THEIR BILLING TELEPHONE NUMBER WILL BE USED AS THE TRUNK GROUP'S CPN; and (b) Federal Do Not Calls rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC). Please consult with your company's legal advisor for more information. The SLA provides Customer's sole and exclusive remedy for service interruptions or service deficiencies of any kind whatsoever for the Service. worldcard offers domestic calling card services available either interstate or intrastate and is available through switched access only. worldcard is offered with three options: 1) the standard option includes CenturyLink's trademarks and telephone number; 2) the "cologo" option includes CenturyLink's and Customer's names and trademarks and/or logos and will include either CenturyLink's or Customer's telephone number; and 3) the "private label" option only includes Customer's names trademarks and/or logos and will include either CenturyLink's or Customer's telephone number. If Customer selects the cologo or private label worldcard options, then Customer grants CenturyLink permission to create a card using Customer's name, trademarks and/or logos as provided to CenturyLink by Customer. Customer further agrees that even though Customer's name, trademarks, logo and/or phone number may appear on the cards, except for Customer's rights in its name, trademarks, and/or logo, CenturyLink will be sole owner of all right and title in and to all intellectual property associated with the cards and the worldcard service. Furthermore, if Customer selects either the cologo or private label cards, then Customer agrees to indemnify and hold CenturyLink harmless for any costs, fees, damages, or expenses of any sort incurred by CenturyLink as a result of claims arising from CenturyLink's use of Customer's name, trademarks or logo in accordance with this Agreement. In addition to the other worldcard charges listed in the Pricing Attachment, Customer will pay to CenturyLink any set-up charges associated with the design and production of the cologo and private label cards. CenturyLink will notify Customer of the total amount of set-up charges prior to production of the cards. If Customer objects to the set-up charges, then the parties will work together to create a less expensive design than originally requested by Customer (this sentence and the previous sentence combined constitute the "Set-up Process"). If Customer revokes the use of its mark for the cologo or private label cards or requests new cards due to its mark changing, then Customer must cease using those cards and CenturyLink will issue replacement cards that either do not include Customer's mark or contain the new mark, as appropriate. The Set-up Process will apply to the replacement cards and Customer will pay CenturyLink the set-up charges for the replacement cards. The person(s) named on the calling card and those identified on CenturyLink's records for the associated account are jointly and severally responsible for the charges made using the calling card. The calling card is not transferable, but the cardholder may authorize others to use it. The cardholder is responsible for all charges incurred by authorized users, and giving the calling card to someone else or telling someone else the security code is such authorization. The calling card will be cancelled at the cardholder's request. CenturyLink may cancel the calling card if the cardholder cancels or fails to pay, if CenturyLink suspects fraud, improper, or unauthorized use or observes unusual use, or if it changes its policies for issuing worldcard calling cards. CenturyLink may cancel the calling card without notice. CenturyLink is not liable for any damages for any reason due to the cancellation of, or failure to accept the calling card. If a calling card is canceled for any reason, the cardholder must notify all authorized users and destroy all calling cards. The cardholder should notify CenturyLink immediately if the cardholder changes address or telephone number or if a calling card is lost, stolen, or misplaced or if a cardholder suspects unauthorized use or misuse of a calling card. To report a loss, theft, or suspected misuse, please call 1 800-860-1020. Some uses of the worldcard calling card may be subject to rules, regulations, and tariffs of state public utility commissions and the Federal Communications Commission.

2.2 Domestic IP Voice. Domestic IP Voice Service consists of IP intrastate and interstate dedicated Long Distance and IP dedicated Toll Free. Domestic IP Voice accepts intrastate and interstate dedicated Long Distance traffic in IP format and converts such traffic for transmission across the telecommunications network. Domestic IP Voice also accepts domestic Toll Free traffic and converts it into VoIP format for transmission to Customer. The pricing for Domestic IP Voice services is the same as for non-IP intrastate and interstate dedicated Long Distance and non-IP dedicated Toll Free. Domestic IP Voice does not support local services, 911, E911, V911, operator services, local number portability, or directory assistance. All use of Domestic IP Voice will comply with and be subject to the service guide, AUP, and applicable sections of the SLA which are posted at <http://www.qwest.centurylink.com/legal/>. CenturyLink reserves the right to refuse to accept, suspend, or limit any or all of Customer's IP traffic not complying with the service guide technical specifications or that CenturyLink believes is adversely affecting other customers on the

**CENTURYLINK® LOYAL ADVANTAGE® AGREEMENT
DOMESTIC VOICE SERVICE EXHIBIT**

CenturyLink network. The service guide and AUP are incorporated into the Agreement by this reference. CenturyLink may reasonably modify the service guide, AUP, and SLA to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers, and such change will be effective upon posting to the Web site.

2.3 CenturyLink 8XX Outbound Service. CenturyLink 8XX Outbound Service ("8XX Outbound") allows Customer to place Toll Free TDM or IP calls to CenturyLink owned or non-CenturyLink owned Toll Free numbers on Customer's CenturyLink dedicated access lines ("DALs"). 8XX Outbound is only available on DALs provisioned on CenturyLink DMS250, NGS, and IPLD switched. 8XX Outbound is not subject to an SLA. 8XX Outbound is governed by the CenturyLink RSS and/or Tariffs. CenturyLink reserves the right, upon 30 calendar days prior written notice to Customer, to cancel or modify 8XX Outbound. If Customer does not agree to the 8XX Outbound modifications, then Customer must notify CenturyLink prior to the expiration of the 30 day time frame that Customer wishes to cancel 8XX Outbound. Customer's continued use of 8XX Outbound after the 30-day time frame will indicate that Customer agrees to the modifications. **Limitations.** CenturyLink provides 8XX Outbound by routing and terminating the toll-free call to a CenturyLink dedicated facility that is connected to a LEC facility to allow re-origination to the dialed Toll Free number. CenturyLink is only responsible for getting the call to the LEC for re-origination. CenturyLink cannot provide any kind of support or help troubleshoot problems with toll free origination or termination once the call is delivered to the LEC for re-origination. Because all outbound Toll Free calls will re-originate from a LEC central office, the outbound toll-free call will route as if the call originates from the LEC central office, and not from the geographic location of Customer's DAL. If there is regional (i.e., calls only allowed to originate from specific states or disallowed from specific states) or point of call (geographic) routing on the dialed Toll Free number, the call may not be completed. From time to time CenturyLink may add, change, and/or remove the central offices from which calls are re-originated, without notice to Customer. Customer requests for 8XX Outbound changes or additions, including additional 8XX Outbound traffic volumes, are subject to availability and CenturyLink's acceptance of the order.

2.4 Non-Completed Calls. "Non-completed Call Percentage Threshold" means 30% of all attempted calls, both completed and non-completed. If the percentage of Customer's calls that do not complete (out of all attempted calls) meets or exceeds the Non-completed Call Percentage Threshold for any given monthly billing cycle, CenturyLink may, upon 30 calendar days notice to Customer, disconnect any and all circuit(s) providing Service on which the Non-completed Call Percentage Threshold was exceeded.

3. Term. This Service Exhibit will expire or terminate coterminous with the Agreement, unless terminated earlier by either party by providing 60 days advance written notice.

4. Charges. As applicable, Customer will pay the rates, Net Rates, Net Effective Rates, and all other charges set forth in the Pricing Attachment, RSS, ISS, Tariff, or Order Form. Customer is responsible for all metered usage charges and per call charges that occur from the point Service is available for Customer use, regardless of whether CenturyLink notifies Customer of Service availability. Domestic Long Distance calls crossing state boundaries, within the same LATA, will be billed at the interstate rate. The rates, Net Rates, and Net Effective Rates do not include costs associated with local access or CPE, which rates are described in the Service Exhibits specific to those services or in a separate agreement for such service. Customer's 8XX Outbound will bill the same rates as Customer's dedicated outbound Long Distance (1+). Customer understands and agrees that all 8XX Outbound calls will be billed to the trunk group owner, even if the dialed toll-free numbers belong to CenturyLink. CenturyLink reserves the right, upon 30 calendar days prior written notice to Customer, to charge an MRC for 8XX Outbound. If Customer does not agree to the MRC, then Customer must notify CenturyLink prior to the expiration of the 30 day time frame that Customer wishes to cancel 8XX Outbound. Customer's continued use of 8XX Outbound after the 30-day time frame will indicate that Customer agrees to pay the MRC. Unless a Net Rate or Net Effective Rate is specified in the Pricing Attachment, domestic Outbound Long Distance and 8XX Outbound, domestic Toll Free (including any features), domestic VNS, and domestic worldcard voice services will be charged at the Agreement rates in the Tariff, ISS, and RSS. Rates and Net Rates will be used for calculating Contributory Charges. Customer represents that it has received from a CenturyLink competitor an offer comparable to the offer in this Service Exhibit for the Services.

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DOMESTIC VOICE SERVICE EXHIBIT**

Pricing Attachment to be provided upon award – see Pricing Sheets, following

**CENTURYLINK® LOYAL ADVANTAGE® AGREEMENT
LOCAL ACCESS SERVICE EXHIBIT**

1. General. CenturyLink QCC will provide Local Access Service ("Service") under the terms of this Service Exhibit, the Agreement and the RSS.

2. Service Description and Availability.

2.1 Description. Service provides the physical connection between the Service Address and the CenturyLink Domestic Network. Service includes any entrance cable or drop wire to, and equipment maintained by CenturyLink at the Demarcation Point, but does not include CPE, Extended Wiring, inside wiring, or other equipment not maintained by CenturyLink. Customer is responsible for any additional terminations beyond the Demarcation Point. All equipment owned by CenturyLink remains property of CenturyLink. Customer disclaims any interest in any equipment, property or licenses used by CenturyLink to provide Service. CenturyLink will not provide Service to a residential location, even if business is conducted at that location. Service is not a standalone service and Customer must purchase the Service in connection with another CenturyLink service for which a local loop is required.

2.2 Types of Service Technologies. CenturyLink uses the following different technologies to provide Service. Some technologies or speeds may not be available in all areas or with certain types of Service.

(a) Special Access. "Special Access" means Service using digital signal bandwidths DS0, DS1 and DS3 or Optical Carrier signal bandwidths OC3, OC12, OC48 and OC192.

(b) Ethernet Local Access ("ELA"). ELA is available at bandwidths varying from 1 Mbps to 1,000 Mbps (1G) and 10G (Cross-Connect Access only). ELA is available in the following options: Native Basic, Native Premier Identical, Native Premier Alignment, ELA over SONET, or Ethernet Virtual Access ("EVA"). "Native Basic" is a layer 2, switched, native service using a standard Ethernet offering from the local access provider. Native Basic is not recommended for use with real time traffic. "Native Premier Identical" is a layer 2, switched, native service using the highest grade metro Ethernet offering from the local access provider. Native Premier Identical is only available with the following CenturyLink services: CenturyLink IQ™ Networking Private Port or Enhanced Port with Secure Internet Gateway, E-Line, Optical Wavelength Service ("OWS"), or Ethernet Private Line ("EPL"). Native Premier Identical circuit speed must match the maximum CenturyLink IQ Networking port, E-Line, OWS or EPL bandwidth. "Native Premier Alignment" is a layer 2, switched, native service closely aligning the CenturyLink IQ Networking QoS and the metro Ethernet class of service offering from the local access provider and is only available with CenturyLink IQ Networking Private Port or Enhanced Port with Secure Internet Gateway. Native Premier Identical or Alignment may be used to support QoS for real time traffic. "ELA over SONET" is a layer 1, SONET-based service. EVA is a layer 2, Ethernet-based service that provides customers with a premium non-oversubscribed connection with Fast E and Gig E connection types. Customer may experience delayed installation intervals due to construction requirements and available bandwidths may be limited due to distance and available Ethernet-supported facilities from the local access provider.

(c) Wavelength Local Access. "Wavelength Local Access" means Service using wave division multiplexing technology. Wavelength Local Access is available at bandwidths of 1 GbE, 10 GbE LAN PHY, 2.5 G (OC48), 10 GbE WAN PHY (OC192), 40G, OTU1, OTU2, OTU3, 1G, 2G, 4G and 10G.

(d) Frame Local Access. "Frame Local Access" means Leased Access using frame relay technology. Frame Local Access is available at bandwidths varying from 56 kbps to 44,736 kbps. When providing Frame Local Access, Customer has the option to have CenturyLink monitor Service for performance and up/down stats via a management permanent virtual circuit. By ordering Frame Local Access with monitoring, Customer agrees to provide CenturyLink with access to the serial interface of its customer premises equipment to allow CenturyLink to monitor the availability of Frame Local Access. By ordering Frame Local Access without monitoring, Customer understands that CenturyLink will not monitor the availability of Frame Local Access.

(e) ATM Local Access. "ATM Local Access" means Leased Access using ATM technology. ATM Local Access is available at bandwidths of DS1, DS3, OC3, and OC12.

(f) DSL Local Access. "DSL Local Access" means Leased Access using digital subscriber line ("DSL") technology. DSL Local Access is available at bandwidths varying from 128 kbps/64 kbps to 15000 Mbps/1000 Mbps. Customer may experience delayed installation intervals due to Construction requirements and available bandwidths may be limited due to distance and available DSL-supported facilities from the local access provider.

2.3 Types of Service. CenturyLink offers the following three types of Service: CenturyLink Provided Access, Customer Provided Access or Cross-Connect Access.

2.3.1 CenturyLink Provided Access. "CenturyLink Provided Access" or "CLPA" means either On-Net Access or Leased Access.

**CENTURYLINK® LOYAL ADVANTAGE® AGREEMENT
LOCAL ACCESS SERVICE EXHIBIT**

(a) **On-Net Access.** For On-Net Access, Customer must be located in a CenturyLink designated building in which On-Net Access is generally available. On-Net Access is generally available as Special Access (except at the DS0 bandwidth), ELA, and Wavelength Local Access. Depending on the Service Address, On-Net Access may be provided through an existing CPOP, newly built CPOP, existing intra-building local loop facilities or connections to a third party provider where CenturyLink coordinates the connectivity between CenturyLink facilities and facilities of a service provider with whom CenturyLink is interconnected. On-Net Access is subject to the On-Net Service Level Agreement located at <http://qwest.centurylink.com/legal/>, which is subject to change.

(b) **Leased Access.** Leased Access is generally available as Special Access, ELA, Wavelength Local Access, ATM Local Access, Frame Local Access, and DSL Local Access at the bandwidths described in this Service Exhibit for those access types. Customer may request a specific local access provider for Leased Access from a list of available providers with whom CenturyLink has interconnect agreements. CenturyLink will attempt to use the Customer requested provider, but both final routing and the provider actually used will be chosen by CenturyLink. Where available for Special Access, ELA and Wavelength Local Access, Customer may request CenturyLink to provide a separate fiber facility path for a protection system between the local access provider's serving wire center and the Service Address ("Protect Route"). Protect Route uses backup electronics and two physically separate facility paths in the provisioning of Service. If the working facility or electronics fail, or the Service performance becomes impaired, the facility is designed to automatically switch to the Service protect path in order to maintain a near-continuous flow of information between locations. Special Access and ELA are also generally available as a central office meet point at a local access provider central office to which Customer has a dedicated connection.

2.3.2 Customer Provided Access. "Customer Provided Access" or "CPA" means a local loop that Customer orders from a local access provider to connect the Customer premises to the CenturyLink Domestic Network at a connection point specified by CenturyLink. CenturyLink will provide Customer with a limited letter of agency ("LOA"), which is incorporated by this reference, authorizing Customer to act as CenturyLink's agent so that Customer's local access provider will connect Customer's premises to the CenturyLink Domestic Network. Customer will also need to execute a CPA-DAR Addendum for CPA POP with ELA or Wavelength Local Access. Customer will pay a CPA charge to CenturyLink when Customer uses the following: (a) Special Access CPA dedicated facilities or ELA CPA virtual local area network ("VLAN"), both of which are dedicated entrance facilities CenturyLink leases from a local access provider and that carry traffic only from CenturyLink; or (b) ELA CPA POP, which requires CenturyLink to provide space and power for the local access provider to install Ethernet equipment; or (c) Wavelength Local Access. Customer will pay a CPA charge to CenturyLink when Customer uses Special Access CPA non-dedicated facilities owned by local access providers and that carry traffic from multiple carriers, including CenturyLink, if the provider charges CenturyLink for those facilities. CPA ELA VLAN is an access type where CenturyLink will provision and assign an Ethernet virtual circuit from a CenturyLink POP to a Customer designated Ethernet facility leased from a common Ethernet service provider. This access will be used to connect to a CenturyLink VLAN assignment on a CenturyLink IQ Networking Internet or Private Port or E-Line. CenturyLink will not bill customer a CPA charge for an IP layer 3 expansion site because Customer, not CenturyLink, is responsible for ordering a cross-connect from the IP layer 3 expansion site manager to meet CenturyLink in the IP layer 3 expansion site's meet-me-room. CPA is the responsibility of Customer and CenturyLink will not pay for or troubleshoot components of CPA.

2.3.3 Cross-Connect Access. "Cross-Connect Access" or "XCA" means: (a) an intra-POP connection between certain Customer facilities with direct access to the CenturyLink Domestic Network and the CenturyLink backbone access point (either (i) located within CenturyLink's transport area where CenturyLink allows Customer to bring its own fiber directly to the CenturyLink fiber under an executed Direct Connect Agreement ("Direct Connect") or (ii) in an area where Customer has leased space in a CPOP, a remote collocation site, or a collocation hotel under a Telecommunications Collocation License Agreement or (b) a connection between a Savvis data center and a CenturyLink IQ Networking Port, OWS, or E-Line ("Savvis Access") under an executed Savvis Service Exhibit with a CenturyLink IQ Networking, OWS or E-Line Service Exhibit. Savvis Access is available in bandwidths of 100 Mbps, 1G, and 10G (CenturyLink IQ Networking and OWS only). Direct Connect requires splicing of Customer and CenturyLink fibers and cross-connection of individual circuits.

2.4 RSS. Customer understands that Service is an interstate telecommunications service, as defined by Federal Communications Commission regulations and represents while using the Service, more than 10% of its usage will be interstate usage.

3. Ordering. Upon acceptance of an order for a Service, CenturyLink will notify Customer of CenturyLink's target date for the delivery of that Service ("Estimated Availability Date"). Once CenturyLink notifies Customer of the Estimated Availability Date for a Service, cancellation fees or Cancellation Charges set forth in the Cancellation section below will apply to any cancellation of that order. CenturyLink will use commercially reasonable efforts to install each such Service on or before the Estimated Availability Date, but the inability of CenturyLink to deliver Service by such date is not a default under the Agreement or this Service Exhibit.

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4. Charges. Customer will pay the net rates set forth in the attached pricing attachment or a quote for Service issued by CenturyLink if the rates for Service at particular Service Address are not included in the pricing attachment, including all applicable ancillary service charges. CenturyLink invoices MRCs in advance and NRCs in arrears. If the Start of Service Date for any Service falls on any day other than the first day of the month, the first invoice to Customer will consist of: (a) the pro-rata portion of the applicable MRC covering the period from the Start of Service Date to the first day of the subsequent month; and (b) the MRC for the following month. Charges for Service will not be used to calculate Contributory Charges. Customer will receive the rates for Service as shown on the pricing attachment regardless of whether an NPA/NXX split or overlay occurs.

4.1 Ancillary Charges. Ancillary charges applicable to Service include but are not limited to those ancillary services set forth in this section. If an ancillary charge applies in connection with provisioning a particular Service, CenturyLink will notify Customer of the ancillary charge to be billed to Customer. Customer may either approve or disapprove CenturyLink providing the ancillary service.

(a) Expedite. A local loop expedite charge applies to orders where Customer requests the delivery of Service one or more days before the Estimated Availability Date. Customer may only request to expedite CenturyLink Provided Access of Special Access and ELA orders (where underlying local access provider allows CenturyLink QCC to order an expedited service.)

(b) Extended Wiring. "Extended Wiring" means additional wiring required for orders where the Customer requested termination point for Service is not located in the same location as the Demarcation Point. The Demarcation Point is typically located at a suitable location in the basement or on the first floor of a Service Address where provision is made for termination of CenturyLink's outside distribution network facilities. Customer may only request Extended Wiring for (i) Special Access ordered as Leased Access and (ii) DSL Local Access.

(c) Construction. Construction charges apply if special construction is required to extend Service to a Demarcation Point not covered by Extended Wiring or other activities that may cause CenturyLink to incur expenses for provisioning the Service (e.g., special arrangements of LEC facilities or equipment required to activate the Service) ("Construction"). If Customer does not approve of the Construction charges after CenturyLink notifies Customer of the charges, the Service ordered will be deemed cancelled.

(d) Multiplexing. Customer may request multiplexing for Special Access where available. CenturyLink will multiplex lower level local loop into a higher local loop, or vice-versa, for an additional charge. CenturyLink offers multiplexing at a CPOP, at an On-Net Access building or at an ILEC/CLEC facility providing the Leased Access. For multiplexing at a CenturyLink On-Net Access building, CenturyLink provides multiplexed circuit handoffs to Customer at the same On-Net Access Service Address. For multiplexing at ILEC/CLEC facility, CenturyLink facilitates the delivery of multiplexed circuit handoffs to Customer at a single Service Address or at multiple Service Addresses per Customer's request. Multiplexing is generally available at DS1 and OCn circuit levels. Pricing for multiplexing at an ILEC/CLEC facility is on an individual case basis.

(e) Changes. Ancillary change charge applies where Customer requests CenturyLink to change a local loop to a different Service Address that is within the same Customer serving wire center as the existing local loop, but a Cancellation Charge does not apply.

5. Term; Cancellation.

5.1 Term. The term of an individual Service begins on the Start of Service Date for that Service and continues for the number of months specified in the attached pricing attachment for a particular Service Address or a quote for Service issued by CenturyLink if the rates for Service at particular Service Address are not included in the pricing attachment ("Initial Service Term"). Excluding voice loops and Savvis Access with a month-to-month Initial Service Term, the Initial Service Term will not be less than 12 months. Upon expiration of the Initial Service Term, Service will automatically renew for a period equal to the Initial Service Term length ("Renewal Service Term"). CenturyLink may change rates at any time after the Initial Service Term, but will not change rates more than once during a Renewal Service Term.

5.2 Cancellation. Upon cancellation of a Service, Customer will remain liable for (a) charges accrued but unpaid as of the cancellation date (including MRCs, NRCs and Construction charges and other ancillary charges), (b) the amount of any NRCs that CenturyLink discounted or waived, if canceled during the first 12 months of the Initial Service Term and (c) any applicable cancellation fees and Cancellation Charges as set forth below.

(a) Leased Access and On-Net Access—Cancellation Before the Start of Service Date. If Customer cancels a Leased Access or On-Net Access order before the Start of Service Date for which no Construction is necessary, Customer will pay the cancellation fee identified in the below table based on the bandwidth of the canceled Service. If before the Start of Service Date, Customer cancels a Leased Access or On-Net Access order for which Customer approved a Construction charge, Customer will pay: (i) the cancellation fee identified in the table below based on the bandwidth of the canceled Service and (ii) the unpaid

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Construction charges. But if CenturyLink notifies Customer that Construction is required to provision a Service order and Customer cancels that order before the Start of Service Date because Customer disapproves of the Construction charge, the cancellation fee does not apply.

Leased Access and On-Net Access Service Bandwidth†	Before Start of Service Date Cancellation Fee
DS0 (Leased Access only), DS1, DSL Local Access speeds up to 1536 Kbps/1.024 Mbps, Frame Local Access speeds up to 1.5 Mbps	\$150 NRC
DS3, OCn, DSL Local Access speeds greater than 1536 Kbps/1.024 Mbps, Frame Local Access speeds greater than 1.5 Mbps; all ELA speeds, all Wavelength Local Access speeds	\$500 NRC

†Includes all types of Service Technology unless otherwise noted.

(b) **All Service Types—Cancellation After the Start of Service Date.** If a Service is canceled by Customer other than for Cause, or by CenturyLink for Cause, before the conclusion of its Initial Service Term, Customer will pay a "Cancellation Charge" equal to: (i) 100% of the balance of the MRCs that otherwise would have become due for the unexpired portion of the first 12 months of the Initial Service Term, if any, plus (ii) 35% of the balance of the MRCs that otherwise would have become due for the unexpired portion, if any, of the Initial Service Term beyond the first 12 months.

(c) **Moves.** When Customer requests that CenturyLink move a local loop to a different Service Address that is not within the same Customer serving wire center as the existing local loop such move will be deemed a disconnect of the current local loop to which a Cancellation Charge applies and a new install of a new local loop.

(d) **Waiver of Cancellation Charges.** CenturyLink will waive the Cancellation Charge for a cancelled Service:

- (i) When Customer cancels a Special Access ordered as Leased Access if it is (A) DS3 or less, (B) is not part of a bundle or package offering that required Customer to order the local loop with other service components and (C) the local loop's Start of Service Date was at least 12 months prior to the requested date of cancellation.
- (ii) When Customer upgrades existing Special Access, Native Basic, Native Premier, ELA over SONET, or Wavelength Local Access ("Existing CLPA Service") with new Service within the same specific type of Service technology at a higher Service speed (e.g., Special Access DS1 to Special Access DS3 or Native Basic Fast E to Native Basic Gig E) and with the same local access provider ("Upgraded CLPA Service"). The Upgraded CLPA Service will have a new Service Term beginning on its Start of Service Date. If the type of Service technology changes when Customer upgrades Existing CLPA Service, Customer must pay Cancellation Charges.

(e) **Customer Provided Access—Cancellation of Connectivity after Start of Service Date.** To cancel CPA, Customer must provide CenturyLink with a written disconnect firm order confirmation ("DFOC") notice from Customer's CPA provider along with notice to cancel the CPA. If Customer fails to provide CenturyLink with the DFOC notice within 30 calendar days after CenturyLink's receipt of the notice to cancel the CPA, or if CenturyLink disconnects CPA for Cause, then CenturyLink may disconnect the CPA or require the CPA provider to do so. Customer will remain liable for charges for the connectivity to CPA (even if Customer cannot use the CPA) until: (i) Customer furnishes the required DFOC to CenturyLink; or (ii) either party cancels the associated CPA with the CPA provider.

6. **Grooming.** If CenturyLink plans to groom a circuit on which Service is provided, CenturyLink will provide a grooming notice to Customer. For CPA dedicated facilities grooming, Customer will provide a signed LOA to CenturyLink so that CenturyLink can order the necessary changes. Within 20 calendar days after receipt of that notice, Customer will: (a) notify CenturyLink of its approval, which may not be unreasonably withheld; (b) state its reason for refusing; or (c) request that CenturyLink provide Customer with an LOA so Customer can order the necessary changes. Customer's failure to respond within the 20-day period will constitute approval of the groom. If the groom results in Customer incurring additional NRCs from its local access provider and Customer provides sufficient proof of the local access provider charge, CenturyLink will issue a credit to Customer equal to the local access provider NRC for each groomed circuit. If Customer refuses the groom for On-Net Access, CenturyLink will, upon 20 calendar days' prior written notice, cancel the Service on that circuit and assess a Cancellation Charge. When Customer does not respond to a CPA dedicated facilities grooming notice or refuses a CPA dedicated facilities groom, Customer must either: (a) provide CenturyLink with a LOA/CFA so that CenturyLink can have the local access provider cancel the circuit; or (b) work directly with the local access provider to cancel the circuit. If Customer does neither of these things, CenturyLink will pass through to Customer any costs incurred by CenturyLink from the local access provider as a result of the circuit remaining in place. "CFA" means circuit facility assignment of the CenturyLink facility, as identified by CenturyLink, to which Customer must order a local loop for connection to the CenturyLink Domestic Network.

**CENTURYLINK® LOYAL ADVANTAGE® AGREEMENT
LOCAL ACCESS SERVICE EXHIBIT**

7. Definitions. Capitalized terms not defined in this Service Exhibit are defined in the Agreement.

“CenturyLink Domestic Network” means the CenturyLink network located within the contiguous U.S. states and Hawaii, which is comprised only of physical media, including switches, circuits, and ports that are operated by CenturyLink.

“CPOP” means a CenturyLink-owned physical point of presence that lies directly on the CenturyLink Domestic Network where direct interconnection between the CenturyLink Domestic Network and a local access provider’s network is possible.

“Demarcation Point” means: (a) the physical interface between the CenturyLink Domestic Network and Customer’s telecommunications equipment or (b) the physical interface between a local access provider connecting the CenturyLink Domestic Network to Customer’s telecommunications equipment.

“Leased Access” means local backbone access circuits ordered and leased by CenturyLink from a local access provider chosen by CenturyLink.

“On-Net Access” means local backbone access circuits provided solely on CenturyLink owned and operated facilities.

“Service Address” means the business building where Customer receives the Service.

“Start of Service Date” for each circuit is the date Customer accepts the circuit, following notification by CenturyLink that the local loop is ready. The ready notification will be via phone call or e-mail. Customer has five days from CenturyLink’s ready notification in which to inform CenturyLink if the circuit fails to operate error-free. Within the five-day timeframe, if Customer neither informs CenturyLink about errors nor accepts the circuit, the circuit will be considered to have been accepted and the Start of Service Date to have commenced on the fifth day following CenturyLink’s ready notification, regardless of whether Customer placed traffic over the circuit. If Customer informs CenturyLink of circuit errors within the five-day timeframe, CenturyLink will promptly take necessary, reasonable action to correct the errors, and upon correction, notify Customer that the circuit is ready.

Solicitation Signature Page



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

Solicitation

NUMBER

LDPHONE13

PAGE

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

GUY NISBET
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BID OPENING DATE:

06/25/2013

BID OPENING TIME 1:30PM

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0001	1	IS	915-77			
TELEPHONE SERVICES, LOCAL AND LONG DISTANCE.						
REQUEST FOR QUOTATION (RFQ)						
THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH A STATEWIDE "OPEN-END" CONTRACT TO PROVIDE TRADITIONAL LONG DISTANCE (INTRASTATE, INTERSTATE, AND INTERNATIONAL) AND NECESSARY DEDICATED T-1'S TO HANDLE THE TRAFFIC, CALLING CARDS, INBOUND TOLL FREE CALLING AND DEDICATED T-1'S IF APPLICABLE, AND DIRECTORY ASSISTANCE, PER THE ATTACHED TERMS & CONDITIONS, AND SPECIFICATIONS AS ATTACHED.						
***** THIS IS THE END OF RFQ LDPHONE13 ***** TOTAL:						

SIGNATURE

TITLE

FEN

TELEPHONE

DATE

ADDRESS CHANGES TO BE NOTED ABOVE

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



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Attachment 1

Pricing Sheet – Exhibit A

INBOUND TOLL FREE SERVICES

[illegible]

* ***Vendors are to list all services/features provided, even if at No Charge.***

Toll Free 8xx Number Subscriber Fees

Contract Term	Price Per 8xx Number	
	NRC (Install)	MRC (Monthly)
MTM	\$0.00	\$5.00
1 Year	\$0.00	\$5.00
2 Year	\$0.00	\$2.50
3 Year	\$0.00	\$1.00
NOTE: First Toll Free Number is always free.		
8xx Sub-Fees are NOT part of 8xx CAPs listed below.		

Origination Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Tailored Call Coverage (TCC)	\$50.00	\$0.00
Shared Carrier Arrangement	FREE	
Payphone Blocking	FREE	

Call Information Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Dialed Number Identification Service (DNIS)	\$15.00	\$0.00
Real Time ANI	\$0.00	\$0.00

Routing Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Time of Day Routing (TOD)	\$50.00	\$50.00
Day of Week Routing (DOW)	\$50.00	\$50.00
Day of Year (Holiday) Routing (DOY)	\$50.00	\$0.00
Geographic Routing (GeoRouting)	\$50.00	\$50.00
Percent Allocation Routing	\$50.00	\$50.00

Routing Bundle Promotion

	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Promo Code	8XXROUTE INS	8XXROUTE MRC
Routing Bundle Promotion is available for all the above routing	\$35.00	\$35.00

CenturyLink Menu Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Menu Routing	\$250.00	\$25.00

Overflow/Termination Routing Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Direct Termination Overflow (DTO)	\$50.00	\$50.00
SuperTrunk Overflow	\$50.00	\$50.00
In Switch OverflowTrunk	\$50.00	\$50.00
Busy Ring No Answer (BRNA)	\$50.00	\$50.00
Alternate Call Routing (Alternate Call Route Plan)	\$50.00	\$50.00

Attachment 1 (cont.)**Pricing Sheet – Exhibit A****OUTBOUND LONG DISTANCE SERVICES**

Type of Service	Unit of Measure	Proposed Unit Cost	Regulatory Fees	Non-Recurring Charges
IntraState/Intralata* Outbound Long Distance	Initial 18 second increment	.0036		
	6 second increment	.0012		
	Per Minute	.012		
IntraState/Interlata* Outbound Long Distance	Initial 18 second increment	.0036		
	6 second increment	.0012		
	Per Minute	.012		
User Dedicated T-1	Per T-1	Individual case basis. Need NPA-NXX and address location		
InterState Outbound Long Distance*	Initial 18 second increment	.0036		
	6 second increment	.0012		
	Per Minute	.012		
User Dedicated T-1	Per T-1	Individual case basis. Need NPA-NXX and address location		

* Switched and Dedicated

CALLING CARD SERVICES

Type of Service	Unit of Measure	Proposed Unit Cost	Regulatory Fees	Non-Recurring Charges
Calling Card Service	Initial 18 second increment (30 seconds)	\$0.05		
	6 second increment	\$0.005		

				location		
TOTAL COST						

Attachment 3**CERTIFICATION AND SIGNATURE PAGE**

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Owest Communications Company, LLC d/b/a CenturyLink QCC
(Company)


(Authorized Signature)

William Turanchick, Premier Account Manager
on behalf of Sue Baker, Manager Pricing and Offer Management

(Representative Name, Title)

202 742 9387
(Phone Number) (Fax Number)

July 9, 2013
(Date)



Attachment 4**PURCHASING AFFIDAVIT**

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

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

DEFINITIONS:

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

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

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

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Qwest Communications Company, LLC d/b/a CenturyLink QCC

Authorized Signature: [Signature]

Date: 7-8-13

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this _____ day of _____, 2013.

My Commission expires _____, 2013.

AFFIX SEAL HERE

NOTARY PUBLIC _____



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Attachment 5**ADDENDUM ACKNOWLEDGEMENT FORM**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. Further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Qwest Communications Company, LLC d/b/a CenturyLink QCC
Company


Authorized Signature

7.8.13
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 03/04/2013



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Exhibits



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Exhibit 1**International Calling Rates****CenturyLink International Voice Pricing**

Country of Termination	Switched Origination - Switched Termination Rate Per Minute	Dedicated Origination - Switched Termination Rate Per Minute
Afghanistan	\$0.81	\$0.79
Albania	\$0.39	\$0.37
Albania - Mobile/Special Services	\$0.31	\$0.29
Algeria	\$0.33	\$0.32
Algeria - Mobile/Special Services	\$0.37	\$0.35
American Samoa	\$0.22	\$0.20
American Samoa – Mobile/Special Services	\$0.27	\$0.26
Andorra	\$0.16	\$0.14
Andorra - Mobile/Special Services	\$0.33	\$0.31
Angola	\$0.50	\$0.48
Angola - Mobile/Special Services	\$0.53	\$0.51
Anguilla	\$0.29	\$0.27
Anguilla - Mobile/Special Services	\$0.31	\$0.30
Antarctica	\$0.55	\$0.54
Antigua	\$0.25	\$0.24
Antigua – Mobile/Special Services	\$0.40	\$0.38
Argentina	\$0.11	\$0.09
Argentina - Mobile/Special Services	\$0.33	\$0.31
Armenia	\$0.42	\$0.40
Armenia - Mobile/Special Services	\$0.46	\$0.44
Aruba	\$0.22	\$0.20
Aruba - Mobile/Special Services	\$0.25	\$0.23
Ascension Island	\$1.06	\$1.04
Australia	\$0.06	\$0.04
Australia - Mobile/Special Services	\$0.24	\$0.22



Austria	\$0.10	\$0.08
Austria - Mobile/Special Services	\$0.31	\$0.29
Azerbaijan	\$0.47	\$0.45
Azerbaijan - Mobile/Special Services	\$0.47	\$0.45
Bahamas	\$0.14	\$0.12
Bahamas – Mobile/Special Services	\$0.19	\$0.17
Bahrain	\$0.36	\$0.34
Bahrain - Mobile/Special Services	\$0.39	\$0.38
Bangladesh	\$0.40	\$0.38
Bangladesh - Mobile/Special Services	\$0.59	\$0.57
Barbados	\$0.29	\$0.27
Barbados - Mobile/Special Services	\$0.32	\$0.30
Belarus	\$0.40	\$0.38
Belarus - Mobile/Special Services	\$0.43	\$0.41
Belgium	\$0.05	\$0.03
Belgium - Mobile/Special Services	\$0.28	\$0.26
Belize	\$0.36	\$0.34
Belize - Mobile/Special Services	\$0.52	\$0.51
Benin	\$0.32	\$0.30
Benin – Mobile/Special Services	\$0.44	\$0.43
Bermuda	\$0.18	\$0.16
Bermuda - Mobile/Special Services	\$0.21	\$0.19
Bhutan	\$0.72	\$0.70
Bhutan – Mobile/Special Services	\$0.78	\$0.77
Bolivia	\$0.27	\$0.25
Bolivia - Mobile/Special Services	\$0.37	\$0.35
Bosnia & Herzegovina	\$0.28	\$0.27
Bosnia & Herzegovina - Mobile/Special Services	\$0.38	\$0.36
Botswana	\$0.31	\$0.29
Botswana – Mobile/Special Services	\$0.37	\$0.36
Brazil	\$0.14	\$0.12
Brazil - Mobile/Special Services	\$0.29	\$0.27



British Virgin Islands	\$0.22	\$0.21
British Virgin Islands - Mobile/Special Services	\$0.18	\$0.16
Brunei	\$0.36	\$0.34
Brunei - Mobile/Special Services	\$0.39	\$0.38
Bulgaria	\$0.24	\$0.22
Bulgaria - Mobile/Special Services	\$0.32	\$0.30
Burkina Faso	\$0.39	\$0.38
Burkina Faso – Mobile/Special Services	\$0.44	\$0.43
Burundi	\$0.78	\$0.76
Burundi - Mobile/Special Services	\$0.33	\$0.31
Cambodia	\$0.87	\$0.85
Cambodia - Mobile/Special Services	\$0.90	\$0.89
Cameroon	\$0.37	\$0.36
Cameroon - Mobile/Special Services	\$0.56	\$0.54
Canada	\$0.04	\$0.03
Cape Verde Islands	\$0.45	\$0.43
Cape Verde Islands – Mobile/Special Services	\$0.57	\$0.55
Cayman Islands	\$0.20	\$0.19
Cayman Islands – Mobile/Special Services	\$0.23	\$0.21
Central African Republic	\$0.75	\$0.73
Central African Republic – Mobile/Special Services	\$0.78	\$0.77
Chad	\$1.18	\$1.16
Chad - Mobile/Special Services	\$0.85	\$0.83
Chile	\$0.15	\$0.14
Chile - Mobile/Special Services	\$0.32	\$0.30
China	\$0.16	\$0.14
China - Mobile/Special Services	\$0.25	\$0.23
Christmas & Cocos Islands	\$0.13	\$0.11
Colombia	\$0.17	\$0.15
Colombia - Mobile/Special Services	\$0.29	\$0.28
Comoros	\$0.63	\$0.62
Comoros - Mobile/Special Services	\$0.61	\$0.60



Congo, Republic of	\$0.50	\$0.48
Cook Islands	\$5.10	\$5.08
Cook Islands - Special Services	\$4.44	\$4.42
Costa Rica	\$0.21	\$0.20
Costa Rica - Mobile/Special Services	\$0.25	\$0.23
Croatia	\$0.27	\$0.25
Croatia - Mobile/Special Services	\$0.34	\$0.32
Cuba	\$0.87	\$0.85
Cuba - Guantanamo Bay	\$0.95	\$0.94
Cyprus	\$0.29	\$0.27
Cyprus - Mobile/Special Services	\$0.39	\$0.37
Czech Republic	\$0.22	\$0.21
Czech Republic - Mobile Special/Services	\$0.31	\$0.29
Denmark	\$0.10	\$0.09
Denmark - Mobile/Special Services	\$0.27	\$0.26
Diego Garcia	\$2.57	\$2.55
Djibouti	\$0.50	\$0.48
Djibouti - Mobile/Special Services	\$0.67	\$0.65
Dominica	\$0.30	\$0.28
Dominica – Mobile/Special Services	\$0.40	\$0.38
Dominican Republic	\$0.17	\$0.15
Dominican Republic - Mobile/Special Services	\$0.20	\$0.19
East Timor	\$1.28	\$1.28
Ecuador	\$0.25	\$0.23
Ecuador - Mobile/Special Services	\$0.35	\$0.33
Egypt	\$0.31	\$0.29
Egypt - Mobile Special/Services	\$0.44	\$0.42
El Salvador	\$0.21	\$0.19
El Salvador - Mobile/Special Services	\$0.24	\$0.22
Equatorial Guinea	\$0.91	\$0.89
Equatorial Guinea – Mobile/Special Services	\$0.95	\$0.94
Eritrea	\$0.63	\$0.62
Estonia	\$0.29	\$0.28



Estonia - Mobile/Special Services	\$0.46	\$0.45
Ethiopia	\$0.58	\$0.56
Ethiopia - Mobile/Special Services	\$0.61	\$0.60
Faeroe Islands	\$0.26	\$0.24
Falkland Islands (Islas Malvinas)	\$1.06	\$1.05
Fiji Islands	\$0.49	\$0.48
Fiji Islands - Mobile/Special Services	\$0.62	\$0.60
Finland	\$0.10	\$0.09
Finland - Mobile Special/Services	\$0.22	\$0.20
France	\$0.05	\$0.03
France - Mobile/Special Services	\$0.25	\$0.23
French Antilles (incl. Martinique)	\$0.26	\$0.24
French Guiana	\$0.34	\$0.32
French Guiana – Mobile/Special Services	\$0.44	\$0.43
French Polynesia	\$0.47	\$0.45
Gabon Republic	\$0.40	\$0.38
Gabon Republic - Mobile/Special Services	\$0.44	\$0.42
Gambia	\$0.35	\$0.33
Gambia - Mobile/Special Services	\$0.49	\$0.47
Georgia	\$0.50	\$0.48
Georgia - Mobile/Special Services	\$0.52	\$0.50
Germany	\$0.05	\$0.03
Germany - Mobile/Special Services	\$0.28	\$0.26
Ghana	\$0.31	\$0.30
Ghana - Mobile/Special Services	\$0.35	\$0.33
Gibraltar	\$0.36	\$0.34
Gibraltar- Mobile/Special Services	\$0.41	\$0.39
Greece	\$0.12	\$0.11
Greece - Mobile Special/Services	\$0.25	\$0.23
Greenland	\$0.72	\$0.71
Greenland - Mobile/Special Services	\$0.72	\$0.71
Grenada	\$0.31	\$0.29



Grenada - Mobile/Special Services	\$0.34	\$0.32
Guadeloupe	\$0.27	\$0.25
Guadeloupe - Mobile/Special Services	\$0.44	\$0.42
Guatemala	\$0.21	\$0.19
Guatemala - Mobile/Special Services	\$0.31	\$0.29
Guinea	\$0.41	\$0.39
Guinea - Mobile/Special Services	\$0.54	\$0.53
Guinea-Bissau	\$1.34	\$1.32
Guinea-Bissau - Mobile/Special Services	\$2.13	\$2.11
Guyana	\$0.50	\$0.48
Guyana - Mobile/Special Services	\$0.57	\$0.56
Haiti	\$0.35	\$0.33
Haiti - Mobile	\$0.41	\$0.39
Haiti - Special Services	\$0.51	\$0.49
Honduras	\$0.43	\$0.41
Honduras - Mobile/Special Services	\$0.49	\$0.48
Hong Kong	\$0.11	\$0.09
Hong Kong - Mobile/Special Services	\$0.16	\$0.14
Hungary	\$0.08	\$0.06
Hungary - Mobile/Special Services	\$0.33	\$0.31
Iceland	\$0.24	\$0.22
Iceland - Mobile/Special Services	\$0.35	\$0.34
India	\$0.25	\$0.23
India - Mobile/Special Services	\$0.39	\$0.38
Indonesia	\$0.11	\$0.10
Indonesia - Mobile/Special Services	\$0.31	\$0.29
INMARSAT - 870	\$5.95	\$5.93
INMARSAT - Atlantic East	\$5.95	\$5.93
INMARSAT - Atlantic West	\$5.95	\$5.93
INMARSAT - Indian	\$5.95	\$5.93
INMARSAT - Pacific	\$5.95	\$5.93
International Networks	\$4.00	\$3.98
Iran	\$0.44	\$0.42



Iran - Mobile/Special Services	\$0.59	\$0.57
Iraq	\$0.74	\$0.73
Ireland	\$0.10	\$0.09
Ireland - Mobile/Special Services	\$0.30	\$0.28
Iridium	\$3.45	\$3.43
Israel	\$0.06	\$0.04
Israel - Mobile/Special Services	\$0.16	\$0.15
Italy	\$0.05	\$0.03
Italy - Mobile/Special Services	\$0.27	\$0.25
Ivory Coast	\$0.50	\$0.49
Ivory Coast - Mobile/Special Services	\$0.61	\$0.59
Jamaica	\$0.30	\$0.29
Jamaica - Mobile/Special Services	\$0.43	\$0.40
Japan	\$0.06	\$0.05
Japan - Mobile/Special Services	\$0.29	\$0.26
Jordan	\$0.44	\$0.42
Jordan - Mobile/Special Services	\$0.51	\$0.49
Kazakhstan	\$0.19	\$0.17
Kazakhstan - Mobile/Special Services	\$0.25	\$0.23
Kenya	\$0.41	\$0.39
Kenya - Mobile/Special Services	\$0.44	\$0.43
Kiribati	\$0.87	\$0.85
Kiribati - Mobile/Special Services	\$1.06	\$1.05
Korea, North	\$0.78	\$0.76
Korea, South	\$0.12	\$0.10
Korea, South - Mobile/Special Services	\$0.14	\$0.13
Kuwait	\$0.36	\$0.34
Kuwait - Mobile/Special Services	\$0.50	\$0.49
Kyrgyzstan	\$0.24	\$0.22
Kyrgyzstan - Mobile/Special Services	\$0.44	\$0.42
Laos	\$0.78	\$0.77
Laos - Mobile/Special Services	\$0.98	\$0.96
Latvia	\$0.28	\$0.27
Latvia - Mobile/Special Services	\$0.42	\$0.41
Lebanon	\$0.41	\$0.40



Lebanon - Mobile/Special Services	\$0.49	\$0.47
Lesotho	\$0.41	\$0.40
Lesotho - Mobile/Special Services	\$0.45	\$0.43
Liberia	\$0.31	\$0.30
Liberia - Mobile/Special Services	\$0.66	\$0.64
Libya	\$0.42	\$0.40
Libya – Mobile/Special Services	\$0.53	\$0.51
Liechtenstein	\$0.12	\$0.11
Liechtenstein - Mobile/Special Services	\$0.19	\$0.17
Lithuania	\$0.28	\$0.27
Lithuania - Mobile/Special Services	\$0.47	\$0.45
Luxembourg	\$0.10	\$0.09
Luxembourg - Mobile/Special Services	\$0.30	\$0.28
Macau	\$0.38	\$0.36
Macau - Mobile/Special Services	\$0.42	\$0.40
Macedonia	\$0.29	\$0.28
Macedonia - Mobile/Special Services	\$0.40	\$0.38
Madagascar	\$1.20	\$1.18
Madagascar - Mobile/Special Services	\$1.23	\$1.21
Malawi	\$0.33	\$0.31
Malawi - Mobile/Special Services	\$0.36	\$0.34
Malaysia	\$0.06	\$0.05
Malaysia - Mobile/Special Services	\$0.16	\$0.15
Maldives	\$0.65	\$0.63
Maldives - Mobile/Special Services	\$2.13	\$2.11
Mali Republic	\$0.53	\$0.51
Mali Republic - Mobile/Special Services	\$0.45	\$0.43
Malta	\$0.28	\$0.26
Malta - Mobile/Special Services	\$0.31	\$0.30
Marshall Islands	\$0.64	\$0.62
Mauritania	\$0.49	\$0.47
Mauritius	\$0.55	\$0.53



Mauritius – Mobile/Special Services	\$0.65	\$0.64
Mayotte Island	\$0.63	\$0.62
Mayotte Island - Mobile/Special Services	\$0.80	\$0.79
Mexico Step 1-3	\$0.11	\$0.09
Mexico Step 4 - 7	\$0.11	\$0.09
Mexico Step 8	\$0.12	\$0.10
Mexico – Mobile/Special Services	\$0.21	\$0.21
Micronesia	\$0.48	\$0.47
Moldova	\$0.37	\$0.36
Moldova - Mobile/Special Services	\$0.73	\$0.71
Monaco	\$0.10	\$0.09
Monaco - Mobile/Special Services	\$0.33	\$0.31
Mongolia	\$0.82	\$0.80
Montserrat	\$0.32	\$0.31
Montserrat - Mobile/Special Services	\$0.48	\$0.47
Morocco	\$0.39	\$0.37
Morocco - Mobile/Special Services	\$0.44	\$0.42
Mozambique	\$0.43	\$0.41
Mozambique - Mobile/Special Services	\$0.54	\$0.53
Myanmar (Formerly Burma)	\$1.03	\$1.01
Namibia	\$0.47	\$0.45
Namibia - Mobile/Special Services	\$0.38	\$0.36
Nauru	\$1.36	\$1.34
Nauru - Mobile/Special Services	\$2.10	\$2.05
Nepal	\$0.52	\$0.51
Nepal – Mobile/Special Services	\$0.65	\$0.64
Netherlands	\$0.05	\$0.03
Netherlands - Mobile/Special Services	\$0.32	\$0.31
Netherlands Antilles	\$0.23	\$0.21
Netherlands Antilles - Mobile/Special Services	\$0.31	\$0.29
New Caledonia	\$0.57	\$0.55
New Zealand	\$0.12	\$0.11
New Zealand - Mobile/Special Services	\$0.29	\$0.27



Nicaragua	\$0.29	\$0.27
Nicaragua - Mobile/Special Services	\$0.32	\$0.31
Niger Republic	\$0.49	\$0.47
Niger Republic - Mobile/Special Services	\$0.34	\$0.32
Nigeria	\$0.40	\$0.38
Nigeria - Mobile/Special Services	\$0.47	\$0.46
Niue	\$2.14	\$2.13
Niue - Mobile/Special Services	\$2.14	\$2.13
Norfolk Island	\$1.69	\$1.67
Norway	\$0.10	\$0.09
Norway - Mobile/Special Services	\$0.21	\$0.19
Oman	\$0.46	\$0.44
Oman - Mobile/Special Services	\$0.49	\$0.48
Pakistan	\$0.51	\$0.49
Pakistan - Mobile/Special Services	\$0.50	\$0.49
Palau, Republic of	\$0.51	\$0.49
Palestine	\$0.14	\$0.13
Palestine Mobile	\$0.19	\$0.17
Panama	\$0.28	\$0.27
Panama - Mobile/Special Services	\$0.33	\$0.31
Papua New Guinea	\$0.34	\$0.32
Papua New Guinea - Mobile/Special Services	\$1.70	\$1.68
Paraguay	\$0.31	\$0.30
Paraguay - Mobile/Special Services	\$0.36	\$0.35
Peru	\$0.22	\$0.20
Peru - Mobile/Special Services	\$0.32	\$0.30
Philippines	\$0.20	\$0.18
Philippines - Mobile/Special Services	\$0.31	\$0.30
Poland	\$0.07	\$0.06
Poland - Mobile Special/Services	\$0.34	\$0.33
Portugal	\$0.07	\$0.05
Portugal - Mobile/Special Services	\$0.28	\$0.26
Qatar	\$0.54	\$0.52
Qatar - Mobile/Special Services	\$0.60	\$0.58



Reunion Island	\$0.63	\$0.61
Reunion Island - Mobile/Special Services	\$0.68	\$0.67
Romania	\$0.19	\$0.17
Romania - Mobile/Special Services	\$0.40	\$0.38
Russia	\$0.18	\$0.16
Russia - Mobile/Special Services	\$0.24	\$0.22
Rwanda	\$0.59	\$0.57
San Marino	\$0.13	\$0.12
San Marino - Mobile/Special Services	\$1.91	\$1.90
Sao Tome	\$1.91	\$1.90
Saudi Arabia	\$0.37	\$0.36
Saudi Arabia - Mobile/Special Services	\$0.52	\$0.51
Senegal Republic	\$0.50	\$0.49
Senegal Republic - Mobile/Special Services	\$0.62	\$0.60
Seychelles Islands	\$0.70	\$0.68
Seychelles Islands - Mobile/Special Services	\$0.47	\$0.46
Sierra Leone	\$0.55	\$0.54
Sierra Leone - Mobile/Special Services	\$0.51	\$0.50
Singapore	\$0.15	\$0.13
Singapore - Mobile/Special Services	\$0.20	\$0.19
Slovak Republic	\$0.22	\$0.20
Slovak Republic - Mobile/Special Services	\$0.34	\$0.32
Slovenia	\$0.24	\$0.22
Slovenia - Mobile/Special Services	\$0.38	\$0.36
Solomon Islands	\$1.28	\$1.26
Solomon Islands - Mobile/Special Services	\$1.70	\$1.68
Somalia	\$1.25	\$1.23
South Africa	\$0.09	\$0.07
South Africa - Mobile/Special Services	\$0.32	\$0.30
Spain	\$0.05	\$0.03
Spain - Mobile/Special Services	\$0.32	\$0.30
Sri Lanka	\$0.49	\$0.47



Sri Lanka - Mobile/Special Services	\$0.52	\$0.51
St. Helena	\$0.86	\$0.84
St. Kitts/Nevis	\$0.26	\$0.24
St. Kitts/Nevis - Mobile/Special Services	\$0.40	\$0.38
St. Lucia	\$0.27	\$0.25
St. Lucia - Mobile/Special Services	\$0.45	\$0.43
St. Pierre/Miquelon	\$0.25	\$0.24
St. Vincent/Grenadines	\$0.32	\$0.30
St. Vincent/Grenadines - Mobile/Special Services	\$0.42	\$0.40
Sudan	\$0.60	\$0.58
Sudan - Mobile/Special Services	\$0.47	\$0.45
Suriname	\$0.61	\$0.59
Suriname - Mobile/Special Services	\$0.57	\$0.55
Swaziland	\$0.28	\$0.26
Swaziland - Mobile	\$0.31	\$0.30
Sweden	\$0.09	\$0.07
Sweden - Mobile/Special Services	\$0.31	\$0.29
Switzerland	\$0.05	\$0.03
Switzerland - Mobile/Special Services	\$0.37	\$0.35
Syrian Arab Republic	\$0.50	\$0.49
Syrian Arab Republic - Mobile/Special Services	\$0.54	\$0.52
Taiwan	\$0.11	\$0.09
Taiwan - Mobile/Special Services	\$0.14	\$0.13
Tajikistan	\$0.36	\$0.34
Tajikistan - Mobile/Special Services	\$0.36	\$0.34
Tanzania	\$0.46	\$0.44
Tanzania - Mobile/Special Services	\$0.55	\$0.53
Thailand	\$0.12	\$0.11
Thailand - Mobile/Special Services	\$0.28	\$0.26
Togo	\$0.51	\$0.50
Togo – Mobile/Special Services	\$0.65	\$0.64
Tokelau	\$1.71	\$1.69



Tokelau - Mobile/Special Services	\$1.73	\$1.72
Tonga Islands	\$0.52	\$0.51
Tonga Islands - Mobile/Special Services	\$0.47	\$0.46
Trinidad & Tobago	\$0.28	\$0.27
Trinidad & Tobago - Mobile/Special Services	\$0.28	\$0.27
Tunisia	\$0.37	\$0.35
Tunisia - Mobile/Special Services	\$0.37	\$0.35
Turkey	\$0.26	\$0.24
Turkey - Mobile/Special Services	\$0.32	\$0.30
Turkmenistan	\$0.57	\$0.55
Turkmenistan - Mobile/Special Services	\$0.57	\$0.55
Turks & Caicos	\$0.38	\$0.36
Turks & Caicos - Mobile/Special Services	\$0.42	\$0.40
Tuvalu	\$1.90	\$1.88
Tuvalu - Mobile/Special Services	\$4.69	\$4.68
Uganda	\$0.37	\$0.36
Uganda - Mobile/Special Services	\$0.42	\$0.40
Ukraine	\$0.23	\$0.22
Ukraine - Mobile/Special Services	\$0.34	\$0.32
United Arab Emirates	\$0.41	\$0.39
United Arab Emirates - Mobile/Special Services	\$0.55	\$0.54
United Kingdom	\$0.05	\$0.03
United Kingdom - Mobile/Special Services	\$0.34	\$0.32
Uruguay	\$0.31	\$0.29
Uruguay - Mobile/Special Services	\$0.34	\$0.32
Uzbekistan	\$0.24	\$0.22
Vanatu - Mobile/Special Services	\$2.02	\$2.00
Vanatu, Republic of	\$1.29	\$1.28
Venezuela	\$0.19	\$0.17
Venezuela - Mobile/Special Services	\$0.33	\$0.31
Vietnam	\$0.43	\$0.41
Vietnam - Mobile/Special	\$0.51	\$0.49



Services		
Wallis & Futuna Islands	\$2.14	\$2.13
Western Samoa	\$0.54	\$0.52
Yemen Arab Republic	\$0.48	\$0.46
Yemen Arab Republic - Mobile/Special Services	\$0.56	\$0.54
Yugoslavia - Mobile/Special Services	\$0.37	\$0.36
Yugoslavia (incl. Serbia)	\$0.33	\$0.31
Zaire, Republic of	\$0.54	\$0.52
Zaire, Republic of - Mobile/Special Services	\$0.65	\$0.63
Zambia	\$0.37	\$0.36
Zambia - Mobile/Special Services	\$0.42	\$0.40
Zimbabwe	\$0.31	\$0.29
Zimbabwe- Mobile/Special Services	\$0.43	\$0.41

Canada Services – To and From

Toll Free Services to and from Canada	
From Canada to United States	
Switched Origination - Switched Termination	\$0.06
Switched Origination - Dedicated Termination	\$0.04
Toll Free Service Terminating in Canada	Switched termination service available only
United States Switched Origination - Canada Switched Termination	\$0.06



Exhibit 2

Sample Invoice



Account Name: XXXXXXXXXXXX Account
Number: XXXXXXXXXXXX

P.O. Box XXXX
XXXXXXXXXXXXXXXXXXXX

Page: 1 of 22
Bill Date: Sep. 25, 2011

Previous Balance	Payments	Adjustments Credits	Current Charges
62,680.24	14,054.48 CR	829.14 CR	7,746.23
Payment Summary			
Previous Balance			62,680.24
Payment by check received on AUG 28			7,027.24 CR
Payment by check received on SEP 11			7,027.24 CR
Balance			48,625.76
Adjustments/Credits Summary			
Adjustments to Previous Balance (Details on Page 3)			829.14 CR
Total Adjustments			829.14 CR
Current Charge Summary			
Monthly Charges			6,212.07
One-Time Charges			0.00
Usage Charges			38.87
Discount			0.00
Adjustments			0.00
Taxes, Fees, and Surcharges			772.25
Late Fee			723.04
Total Current Charges			7,746.23
* Basic Services			6,979.88
Other Services			766.35
Due Date	Oct. 17, 2011	Amount Due	55,542.85

* Failure to pay Basic charges may result in the disconnection of those services.

Just a friendly reminder that your account is past due. If you have already made your payment, thank you for bringing your account up to date.

IMPORTANT NEWS

PLEASE REMIT PAYMENT TO:

D

XXXXXXXXXX

CenturyLink
P.O. Box 1319
Charlotte, NC 28201-1319

Amount Due By Oct. 17, 2011

55,542.85

XXXXXXXXXXXXXXXXXXXX
Attn: XXXXXXXXXXXX
PO BOX XXXX
XXXXXXXXXXXXXXXXXXXX

FOR CHANGE OF ADDRESS OR PAYMENT AUTHORIZATION:
Please check here and complete reverse. Thank You.



00003111377615000004779662000000000092511000555428592000000

Account Number

P.O. Box XXXX
XXXXXXXXXXXXXXXXXXXX

Page: 3 of 22
Bill Date: Sep. 25, 2011

Detail of Payments and Adjustments

Detail of Adjustments (Reflected on Page 1)

Late Fee Adjustment	829.14 CR
Total Adjustments	829.14 CR

Current Charges Summary

Service From Sep. 25, 2011

Monthly Charges	Qty	Rate	Amount
10/100 UNI Connection	2 @	725.00	1,450.00
10/100 UNI Connection	1 @	450.00	450.00
100M ELAN Cir	2 @	563.00	1,126.00
10M Enhanced ELAN	1 @	250.00	250.00
1M Real Time	5 @	66.00	330.00
Centrex 3-Way Conf	2 @	4.40	8.80
Centrex Access Line	2 @	43.05	86.10
DID 100 Numbers	2 @	10.00	20.00
Fed Universal Service Chg	19 @	1.08	20.52
Fed Universal Service Chg	2 @	0.50	1.00
Foreign Listing-Bus	2 @	3.00	6.00
Mileage Fxd Over 8-25 Mi	2 @	56.50	113.00
Multi Line 1 Party Business	9 @	29.00	261.00
PRI Access Line	1 @	180.00	180.00
PRI Access T1	1 @	152.00	152.00
PRI Access Two-Way	1 @	143.00	143.00
PRI Access Two-Way	1 @	121.00	121.00
PRI B Channel	46 @	13.00	598.00
PRI D Channel	1 @	15.00	15.00
PRI D Channel	1 @	13.00	13.00
Subscriber Line Multi Line Interstate	21 @	6.65	139.65
Translink Chan Term	4 @	110.00	440.00
Translink Per Mile	16 @	11.75	188.00
Unlimited Local/ASAL	1 @	100.00	100.00
Total Monthly Charges			6,212.07
One-time Charges			
Late Payment Fee			723.04
Total One-time Charges			723.04
Usage Charges	Calls	Mins	
Directory Assistance - Local	2		2.78
Extended Calling Service	56	65.0	6.14
Third Party Provider	1		29.95
Total Usage Charges	59	65.0	38.87
Taxes, Fees and Surcharges			
COLLIER Communications Services Tax			129.88
COLLIER County 911 Surcharge			10.50
FLORIDA Communications Services Tax			415.65
FLORIDA Special Tax			157.52
FLORIDA State Telecommunications Relay Service Surcharge			2.31
Federal Excise Tax			52.94

Account Name: XXXXXXXXXXXX Account
Number: XXXXXXXXXXXX

P.O. Box XXXX
XXXXXXXXXXXXXXXXXXXX

Page: 4 of 22
Bill Date: Sep. 25, 2011

Current Charges Summary

Service From Sep. 25, 2011

Taxes, Fees and Surcharges

NAPLES Communications Services Tax	3.45
Total Taxes, Fees and Surcharges	772.25

Total Current Charges	7,746.23
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Contact Numbers

www.centurylink.com/myaccount	Pay Online
1-866-712-1996	Pay by Phone
1-800-786-6272	Customer Service
1-800-786-6272	Repair Service

Visit us online at www.centurylink.com.

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: XXXXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services		36.73
Total Monthly Charges		36.73

Charge Detail For XXXXXXXXXXXX	36.73
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Product-ID: XXXXXXXXXXXX

Monthly Charges

PON: FLV100598PDT03

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services		36.73
Total Monthly Charges		36.73

Usage Charges

Extended Calling Service	1.30	
Total Usage Charges		1.30

Charge Detail For XXXXXXXXXXXX	38.03
---------------------------------------	--------------

Product-ID: XXXXXXXXXXXX

Monthly Charges

Centrex Access Line	43.05
Fed Universal Service Chg	0.50

P.O. Box XXXX
XXXXXXXXXXXXXXXXXX

Page: 5 of 22
Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: XXXXXXXXXX

Monthly Charges

Subscriber Line Multi Line Interstate	6.65		
Total Local Exchange Services		50.20	
PON: FLV091599ABV01			
Centrex 3-Way Conf	4.40		
Total Optional Features/Services		4.40	
Total Monthly Charges			54.60

Charge Detail For XXXXXXXXXXXX	54.60
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Product-ID: XXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08		
Multi Line 1 Party Business	29.00		
Subscriber Line Multi Line Interstate	6.65		
Total Local Exchange Services		36.73	
Total Monthly Charges			36.73

Usage Charges

Extended Calling Service	2.90		
Total Usage Charges			2.90

Charge Detail For XXXXXXXXXXXX	39.63
--------------------------------	-------

Product-ID: XXXXXXXXXX

Monthly Charges

PON: FLV041599DAS24			
Fed Universal Service Chg	1.08		
Multi Line 1 Party Business	29.00		
Subscriber Line Multi Line Interstate	6.65		
Total Local Exchange Services		36.73	
Total Monthly Charges			36.73

Usage Charges

Extended Calling Service	0.58		
Total Usage Charges			0.58

Charge Detail For XXXXXXXXXXXX	37.31
--------------------------------	-------

Product-ID: XXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08		
Multi Line 1 Party Business	29.00		
Subscriber Line Multi Line Interstate	6.65		
Total Local Exchange Services		36.73	
Total Monthly Charges			36.73

P.O. Box XXXX
XXXXXXXXXXXXXXXXXX

Page: 6 of 22
Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: XXXXXXXXXXXX

Usage Charges

Extended Calling Service	0.40	
Total Usage Charges		0.40

Charge Detail For XXXXXXXXXXXX	37.13
--------------------------------	-------

Product-ID: XXXXXXXXXXXX

Monthly Charges

PRI B Channel	13.00	
PON: OM740J01815902BCUS		
Fed Universal Service Chg	5.40	
PRI Access T1	152.00	
PRI Access Two-Way	121.00	
PRI B Channel	299.00	
PRI D Channel	13.00	
Subscriber Line Multi Line Interstate	33.25	
Total Local Exchange Services		636.65
Foreign Listing-Bus	6.00	
Unlimited Local/ASAL	100.00	
PON: OM740J01815902BCUS		
DID 100 Numbers	20.00	
Total Optional Features/Services		126.00
Total Monthly Charges		762.65

Usage Charges

Directory Assistance - Local	2.78	
Third Party Provider	29.95	
Total Usage Charges		32.73

Charge Detail For XXXXXXXXXXXX	795.38
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Product-ID: XXXXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services		36.73
Total Monthly Charges		36.73

Charge Detail For XXXXXXXXXXXX	36.73
--------------------------------	-------

Product-ID: XXXXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	

P.O. Box XXXX
XXXXXXXXXXXXXXXXXXXX

Page: 7 of 22
Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: XXXXXXXXXXXX

Monthly Charges

Total Local Exchange Services	36.73	
Total Monthly Charges		36.73

Charge Detail For XXXXXXXXXXXX	36.73
--------------------------------	-------

Product-ID: XXXXXXXXXXXX

Monthly Charges

Centrex Access Line	43.05	
Fed Universal Service Chg	0.50	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services	50.20	

PON: FLV101999DAS09

Centrex 3-Way Conf	4.40	
Total Optional Features/Services	4.40	
Total Monthly Charges		54.60

Charge Detail For XXXXXXXXXXXX	54.60
--------------------------------	-------

Product-ID: XXXXXXXXXXXX

Monthly Charges

PON: FLV101900ERS40

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services	36.73	
Total Monthly Charges		36.73

Usage Charges

Extended Calling Service	0.96	
Total Usage Charges		0.96

Charge Detail For XXXXXXXXXXXX	37.69
--------------------------------	-------

Product-ID: XXXXXXXXXXXX

Monthly Charges

Fed Universal Service Chg	1.08	
Multi Line 1 Party Business	29.00	
Subscriber Line Multi Line Interstate	6.65	
Total Local Exchange Services	36.73	
Total Monthly Charges		36.73

Charge Detail For XXXXXXXXXXXX	36.73
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P.O. Box XXX
XXXXXXXXXXXXXXXXXXXX

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Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: B00-030-0158 XXXXXXXXX
Circuit-ID: 60.DHZX.586648..UFLG

Monthly Charges

PON: 2004-005160

Mileage Fxd Over 8-25 Mi	56.50		
Translink Chan Term	220.00		
Translink Per Mile	94.00		
Total Optional Features/Services		370.50	
Total Monthly Charges			370.50

Charge Detail For B00-030-0158	370.50
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Product-ID: B00-030-0159 XXXXXXXXX
Circuit-ID: 60.DHZX.597178..UFLG

Monthly Charges

Mileage Fxd Over 8-25 Mi	56.50		
Translink Chan Term	220.00		
Translink Per Mile	94.00		
Total Optional Features/Services		370.50	
Total Monthly Charges			370.50

Charge Detail For B00-030-0159	370.50
--------------------------------	--------

Product-ID: B00-030-0162 XXXXXXXXX
Circuit-ID: 60.L1XX.570823..UFLG

Monthly Charges

PON: 10029940A

1M Real Time	66.00		
Total Optional Features/Services		66.00	
Total Monthly Charges			66.00

Charge Detail For B00-030-0162	66.00
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Product-ID: B00-030-0163 XXXXXXXXX
Circuit-ID: 60.L2XX.334751..UFLG

Monthly Charges

PON: 10029940A

1M Real Time	66.00		
Total Optional Features/Services		66.00	
Total Monthly Charges			66.00

Charge Detail For B00-030-0163	66.00
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P.O. Box XXXX
XXXXXXXXXXXXXXXXXX

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Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: B00-030-0164 XXXXXXXXX
Circuit-ID: 60.L2XX.478963..UFLG

Monthly Charges

PON: 10029940A

1M Real Time

66.00

Total Optional Features/Services

66.00

Total Monthly Charges

66.00

Charge Detail For B00-030-0164

66.00

Product-ID: B00-030-0165 XXXXXXXXX
Circuit-ID: 60.L2XX.478964..UFLG

Monthly Charges

PON: 10029940A

1M Real Time

66.00

Total Optional Features/Services

66.00

Total Monthly Charges

66.00

Charge Detail For B00-030-0165

66.00

Product-ID: B00-030-0166 XXXXXXXXX
Circuit-ID: 60.L3XX.578964..UFLG

Monthly Charges

PON: 10029940A

1M Real Time

66.00

Total Optional Features/Services

66.00

Total Monthly Charges

66.00

Charge Detail For B00-030-0166

66.00

Product-ID: I00-000-3480 XXXXXXXXX
Circuit-ID: 60.IPZX.586084..UFLG

Monthly Charges

PON: 09-001219-02

Fed Universal Service Chg

5.40

PRI Access Line

180.00

PRI Access Two-Way

143.00

PRI B Channel

286.00

PRI D Channel

15.00

Subscriber Line Multi Line Interstate

33.25

Total Local Exchange Services

662.65

Total Monthly Charges

662.65

Charge Detail For I00-000-3480

662.65

P.O. BoxXXXX
XXXXXXXXXXXXXXXXXX

Page: 10 of 22
Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: M00-000-7619 XXXXXXXXX
Circuit-ID: 60.L2XX.478963..UFLG

Monthly Charges

PON: 09-020061-04

10/100 UNI Connection

725.00

Total Optional Features/Services

725.00

Total Monthly Charges

725.00

Charge Detail For M00-000-7619

725.00

Product-ID: M00-000-8078 XXXXXXXXX
Circuit-ID: 60.CUXM.478964..UFLG

Monthly Charges

PON: 09-020061-04

100M ELAN Cir

563.00

Total Optional Features/Services

563.00

Total Monthly Charges

563.00

Charge Detail For M00-000-8078

563.00

Product-ID: M00-000-8434 XXXXXXXXX
Circuit-ID: 60.CUXM.578964..UFLG

Monthly Charges

PON: 09-020061-04

10M Enhanced ELAN

250.00

Total Optional Features/Services

250.00

Total Monthly Charges

250.00

Charge Detail For M00-000-8434

250.00

Product-ID: M00-000-8506 XXXXXXXXX
Circuit-ID: 60.L2XX.478964..UFLG

Monthly Charges

PON: 09-020061-04

10/100 UNI Connection

725.00

Total Optional Features/Services

725.00

Total Monthly Charges

725.00

Charge Detail For M00-000-8506

725.00

Product-ID: M00-000-9387 XXXXXXXXX
Circuit-ID: 60.CUXM.478963..UFLG

Monthly Charges

PON: 09-020061-04

100M ELAN Cir

563.00

P.O. Box XXXX
XXXXXXXXXXXXXXXXXXXX

Page: 11 of 22
Bill Date: Sep. 25, 2011

Charge Detail

Local Service from SEP 25 to OCT 24

Product-ID: M00-000-9387 XXXXXXXXX
Circuit-ID: 60.CUXM.478963..UFLG

Monthly Charges

PON: 09-020061-04

Total Optional Features/Services	563.00	
Total Monthly Charges		563.00

Charge Detail For M00-000-9387	563.00
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Product-ID: M00-000-9910 XXXXXXXXX
Circuit-ID: 60.L3XX.578964..UFLG

Monthly Charges

PON: 09-020061-04

10/100 UNI Connection	450.00	
Total Optional Features/Services	450.00	
Total Monthly Charges		450.00

Charge Detail For M00-000-9910	450.00
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Total Charge Detail	6,250.94
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Tax, Fees and Surcharges	772.25
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Total Current Charges	7,023.19
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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
1	AUG24	09:19 am		FORT MYERS	FL	239-433-3270	DIRECT CALL	1.0	0.10
2	AUG29	12:16 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
3	AUG29	02:09 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
4	AUG29	02:10 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
5	AUG29	03:47 pm		FORT MYERS	FL	239-768-9559	DIRECT CALL	1.0	0.10
6	AUG31	03:41 pm		FORT MYERS	FL	239-275-8005	DIRECT CALL	1.0	0.10
7	SEP01	03:13 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
8	SEP01	03:14 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
9	SEP02	11:47 am		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
10	SEP07	03:56 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
11	SEP14	03:45 pm		FORT MYERS	FL	239-437-7170	DIRECT CALL	1.0	0.10
12	SEP21	12:06 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
13	SEP21	04:08 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
Total for XXXXXXXXXX								13.0	1.30
14	AUG24	08:29 am		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
15	AUG24	03:08 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
16	AUG25	11:16 am		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
17	AUG26	01:18 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
18	AUG29	01:58 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
19	AUG31	11:59 am		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
20	SEP02	03:48 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
21	SEP06	12:56 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10
22	SEP06	04:59 pm		FORT MYERS	FL	239-275-6455	DIRECT CALL	1.0	0.10

P.O. Box XXXX
XXXXXXXXXXXXXXXXXX

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
23	SEP07	09:28 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
24	SEP07	12:54 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
25	SEP07	02:31 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
26	SEP08	08:40 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
27	SEP08	03:24 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
28	SEP09	10:32 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
29	SEP09	11:19 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
30	SEP12	04:17 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
31	SEP13	08:54 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
32	SEP13	10:02 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
33	SEP13	01:19 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
34	SEP13	05:07 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
35	SEP14	04:15 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
36	SEP15	01:36 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
37	SEP16	09:03 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
38	SEP16	09:05 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
39	SEP19	02:38 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
40	SEP19	03:01 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
41	SEP21	11:06 am		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
42	SEP22	06:41 pm		FORT MYERS	FL 239-275-6455		DIRECT CALL	1.0	0.10
Total for		XXXXXXXXXX						29.0	2.90
43	SEP08	02:13 pm		FORT MYERS	FL 239-603-2321		DIRECT CALL	9.0	0.58
Total for		XXXXXXXXXX						9.0	0.58
44	AUG25	04:48 pm		FORT MYERS	FL 239-334-3716		DIRECT CALL	1.0	0.10
45	AUG25	05:07 pm		FORT MYERS	FL 239-334-0404		DIRECT CALL	1.0	0.10
46	SEP09	12:32 pm		FORT MYERS	FL 239-985-1911		DIRECT CALL	1.0	0.10
47	SEP09	12:40 pm		FORT MYERS	FL 239-985-1911		DIRECT CALL	1.0	0.10
Total for		XXXXXXXXXX						4.0	0.40
48	AUG24	08:12 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
49	AUG24	08:28 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
50	AUG24	08:36 am		FORT MYERS	FL 239-482-1010		DIRECT CALL	1.0	0.00
51	AUG24	08:52 am		FORT MYERS	FL 239-433-6880		DIRECT CALL	2.0	0.00
52	AUG24	09:04 am		FORT MYERS	FL 239-245-0583		DIRECT CALL	1.0	0.00
53	AUG24	09:08 am		IMMOKALEE	FL 239-324-1908		DIRECT CALL	1.0	0.00
54	AUG24	09:20 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	3.0	0.00
55	AUG24	09:34 am		FORT MYERS	FL 239-707-5854		DIRECT CALL	7.0	0.00
56	AUG24	09:40 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	4.0	0.00
57	AUG24	09:49 am		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	1.0	0.00
58	AUG24	09:50 am		IMMOKALEE	FL 239-657-2014		DIRECT CALL	1.0	0.00
59	AUG24	10:05 am		FTMYERSBCH	FL 239-233-4745		DIRECT CALL	1.0	0.00
60	AUG24	10:56 am		FORT MYERS	FL 239-340-0346		DIRECT CALL	2.0	0.00
61	AUG24	11:19 am		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
62	AUG24	11:48 am		FORT MYERS	FL 239-274-8200		DIRECT CALL	2.0	0.00
63	AUG24	02:33 pm		FORT MYERS	FL 239-989-1982		DIRECT CALL	1.0	0.00
64	AUG24	02:47 pm		NCAPECORAL	FL 239-458-9656		DIRECT CALL	1.0	0.00
65	AUG24	02:50 pm		IMMOKALEE	FL 239-657-2014		DIRECT CALL	1.0	0.00
66	AUG24	02:51 pm		SNCVISNDS	FL 239-472-5767		DIRECT CALL	1.0	0.00
67	AUG24	02:54 pm		FORT MYERS	FL 239-433-1207		DIRECT CALL	1.0	0.00
68	AUG24	04:02 pm		FORT MYERS	FL 239-229-2018		DIRECT CALL	4.0	0.00
69	AUG24	04:03 pm		FORT MYERS	FL 239-707-5854		DIRECT CALL	2.0	0.00
70	AUG24	04:08 pm		FORT MYERS	FL 239-561-6365		DIRECT CALL	1.0	0.00
71	AUG25	08:05 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	1.0	0.00
72	AUG25	08:06 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	2.0	0.00
73	AUG25	08:22 am		FORT MYERS	FL 239-561-6365		DIRECT CALL	4.0	0.00
74	AUG25	09:47 am		FORT MYERS	FL 239-343-6666		DIRECT CALL	4.0	0.00
75	AUG25	10:40 am		FORT MYERS	FL 239-437-1177		DIRECT CALL	2.0	0.00
76	AUG25	10:44 am		FORT MYERS	FL 239-437-1177		DIRECT CALL	1.0	0.00
77	AUG25	10:46 am		FORT MYERS	FL 239-297-7070		DIRECT CALL	3.0	0.00
78	AUG25	11:48 am		FORT MYERS	FL 239-433-6880		DIRECT CALL	2.0	0.00
79	AUG25	12:20 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
80	AUG25	12:25 pm		FORT MYERS	FL 239-433-6880		DIRECT CALL	2.0	0.00
81	AUG25	12:56 pm		FORT MYERS	FL 239-225-4012		DIRECT CALL	5.0	0.00
82	AUG25	02:26 pm		EVERGLADES	FL 239-695-8454		DIRECT CALL	1.0	0.00
83	AUG25	02:32 pm		FORT MYERS	FL 239-340-0346		DIRECT CALL	2.0	0.00

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Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
84	AUG25	02:39 pm		IMMOKALEE	FL	239-324-3987	DIRECT CALL	1.0	0.00
85	AUG25	02:46 pm		FORT MYERS	FL	239-275-9571	DIRECT CALL	1.0	0.00
86	AUG25	03:09 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	2.0	0.00
87	AUG25	03:25 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	12.0	0.00
88	AUG25	03:59 pm		FORT MYERS	FL	239-334-6626	DIRECT CALL	2.0	0.00
89	AUG25	04:01 pm		FORT MYERS	FL	239-334-6626	DIRECT CALL	3.0	0.00
90	AUG26	08:12 am		FORT MYERS	FL	239-822-8021	DIRECT CALL	1.0	0.00
91	AUG26	09:32 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	3.0	0.00
92	AUG26	09:40 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
93	AUG26	09:44 am		NCAPECORAL	FL	239-424-3838	DIRECT CALL	1.0	0.00
94	AUG26	09:49 am		NCAPECORAL	FL	239-424-3838	DIRECT CALL	1.0	0.00
95	AUG26	09:50 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
96	AUG26	10:00 am		FORT MYERS	FL	239-343-6666	DIRECT CALL	9.0	0.00
97	AUG26	10:50 am		IMMOKALEE	FL	239-658-3018	DIRECT CALL	2.0	0.00
98	AUG26	10:53 am		FORT MYERS	FL	239-247-9573	DIRECT CALL	1.0	0.00
99	AUG26	11:02 am		FORT MYERS	FL	239-432-9277	DIRECT CALL	3.0	0.00
100	AUG26	11:11 am		IMMOKALEE	FL	239-658-3018	DIRECT CALL	1.0	0.00
101	AUG26	11:20 am		IMMOKALEE	FL	239-658-3018	DIRECT CALL	1.0	0.00
102	AUG26	11:49 am		FORT MYERS	FL	239-561-8270	DIRECT CALL	3.0	0.00
103	AUG26	12:05 pm		FORT MYERS	FL	239-218-2777	DIRECT CALL	1.0	0.00
104	AUG26	12:07 pm		IMMOKALEE	FL	239-657-4486	DIRECT CALL	2.0	0.00
105	AUG26	12:16 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	2.0	0.00
106	AUG26	12:21 pm		IMMOKALEE	FL	239-867-5495	DIRECT CALL	6.0	0.00
107	AUG26	12:28 pm		IMMOKALEE	FL	239-657-4486	DIRECT CALL	2.0	0.00
108	AUG26	01:10 pm		LEHIGHACRS	FL	239-369-1979	DIRECT CALL	5.0	0.00
109	AUG26	01:21 pm		FORT MYERS	FL	239-333-9323	DIRECT CALL	3.0	0.00
110	AUG26	01:49 pm		IMMOKALEE	FL	239-657-6363	DIRECT CALL	2.0	0.00
111	AUG26	01:55 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	4.0	0.00
112	AUG26	02:03 pm		FORT MYERS	FL	239-415-7777	DIRECT CALL	3.0	0.00
113	AUG26	02:27 pm		FORT MYERS	FL	239-437-1966	DIRECT CALL	1.0	0.00
114	AUG26	02:38 pm		FORT MYERS	FL	239-247-0609	DIRECT CALL	1.0	0.00
115	AUG26	02:40 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
116	AUG26	02:58 pm		FORT MYERS	FL	239-334-1331	DIRECT CALL	15.0	0.00
117	AUG26	03:02 pm		FORT MYERS	FL	239-415-9000	DIRECT CALL	1.0	0.00
118	AUG26	03:09 pm		IMMOKALEE	FL	239-675-6338	DIRECT CALL	1.0	0.00
119	AUG26	03:26 pm		FORT MYERS	FL	239-274-5660	DIRECT CALL	1.0	0.00
120	AUG26	03:31 pm		IMMOKALEE	FL	239-658-3015	DIRECT CALL	1.0	0.00
121	AUG26	03:34 pm		FORT MYERS	FL	239-822-8378	DIRECT CALL	2.0	0.00
122	AUG29	09:09 am		FORT MYERS	FL	239-689-5000	DIRECT CALL	1.0	0.00
123	AUG29	09:48 am		FORT MYERS	FL	239-357-6172	DIRECT CALL	3.0	0.00
124	AUG29	09:50 am		FORT MYERS	FL	239-225-4012	DIRECT CALL	1.0	0.00
125	AUG29	10:42 am		FORT MYERS	FL	239-707-5854	DIRECT CALL	4.0	0.00
126	AUG29	11:23 am		FORT MYERS	FL	239-533-6530	DIRECT CALL	2.0	0.00
127	AUG29	12:19 pm		FTMYERSBCH	FL	239-463-0986	DIRECT CALL	3.0	0.00
128	AUG29	12:29 pm		FORT MYERS	FL	239-246-8432	DIRECT CALL	3.0	0.00
129	AUG29	12:40 pm		IMMOKALEE	FL	239-658-3015	DIRECT CALL	1.0	0.00
130	AUG29	12:41 pm		IMMOKALEE	FL	239-658-3015	DIRECT CALL	1.0	0.00
131	AUG29	01:43 pm		IMMOKALEE	FL	239-658-3124	DIRECT CALL	4.0	0.00
132	AUG29	01:44 pm		FORT MYERS	FL	239-433-4014	DIRECT CALL	5.0	0.00
133	AUG29	01:55 pm		FORT MYERS	FL	239-225-4012	DIRECT CALL	2.0	0.00
134	AUG29	01:58 pm		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
135	AUG29	02:00 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	1.0	0.00
136	AUG29	02:03 pm		FORT MYERS	FL	239-344-7066	DIRECT CALL	1.0	0.00
137	AUG29	02:18 pm		FORT MYERS	FL	239-822-8378	DIRECT CALL	5.0	0.00
138	AUG29	02:37 pm		FORT MYERS	FL	239-267-6395	DIRECT CALL	1.0	0.00
139	AUG29	02:50 pm		FORT MYERS	FL	239-464-2990	DIRECT CALL	1.0	0.00
140	AUG29	02:52 pm		FORT MYERS	FL	239-225-3022	DIRECT CALL	3.0	0.00
141	AUG29	03:02 pm		FORT MYERS	FL	239-243-7269	DIRECT CALL	1.0	0.00
142	AUG29	03:11 pm		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
143	AUG29	03:45 pm		FORT MYERS	FL	239-768-5313	DIRECT CALL	1.0	0.00
144	AUG29	03:59 pm		FORT MYERS	FL	239-218-2777	DIRECT CALL	1.0	0.00
145	AUG29	04:24 pm		FORT MYERS	FL	239-768-5313	DIRECT CALL	2.0	0.00
146	AUG29	04:54 pm		FORT MYERS	FL	239-633-0931	DIRECT CALL	2.0	0.00
147	AUG30	08:10 am		FORT MYERS	FL	239-274-8200	DIRECT CALL	3.0	0.00
148	AUG30	08:14 am		FORT MYERS	FL	239-461-6987	DIRECT CALL	1.0	0.00
149	AUG30	09:23 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
150	AUG30	09:36 am		FORT MYERS	FL	239-225-4012	DIRECT CALL	3.0	0.00
151	AUG30	09:39 am		IMMOKALEE	FL	239-658-3018	DIRECT CALL	1.0	0.00
152	AUG30	09:41 am		IMMOKALEE	FL	239-658-3124	DIRECT CALL	2.0	0.00

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Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
153	AUG30	09:43 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	1.0	0.00
154	AUG30	10:04 am		FORT MYERS	FL 239-822-8021		DIRECT CALL	2.0	0.00
155	AUG30	10:06 am		FORT MYERS	FL 239-482-0510		DIRECT CALL	1.0	0.00
156	AUG30	10:06 am		FORT MYERS	FL 239-277-0718		DIRECT CALL	2.0	0.00
157	AUG30	10:08 am		FORT MYERS	FL 239-482-0510		DIRECT CALL	2.0	0.00
158	AUG30	11:00 am		FORT MYERS	FL 239-994-4504		DIRECT CALL	1.0	0.00
159	AUG30	11:17 am		IMMOKALEE	FL 239-658-3124		DIRECT CALL	1.0	0.00
160	AUG30	12:21 pm		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	6.0	0.00
161	AUG30	01:07 pm		FORT MYERS	FL 239-288-0528		DIRECT CALL	2.0	0.00
162	AUG30	01:12 pm		NCAPECORAL	FL 239-424-2447		DIRECT CALL	1.0	0.00
163	AUG30	01:14 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
164	AUG30	01:16 pm		FORT MYERS	FL 239-340-0346		DIRECT CALL	2.0	0.00
165	AUG30	01:19 pm		FORT MYERS	FL 239-560-9666		DIRECT CALL	8.0	0.00
166	AUG30	01:38 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
167	AUG30	01:47 pm		FORT MYERS	FL 239-288-0528		DIRECT CALL	2.0	0.00
168	AUG30	01:50 pm		FORT MYERS	FL 239-321-9377		DIRECT CALL	1.0	0.00
169	AUG30	02:08 pm		FORT MYERS	FL 239-561-8221		DIRECT CALL	1.0	0.00
170	AUG30	02:15 pm		FORT MYERS	FL 239-745-9513		DIRECT CALL	5.0	0.00
171	AUG30	02:25 pm		FORT MYERS	FL 239-243-7742		DIRECT CALL	1.0	0.00
172	AUG30	02:27 pm		FORT MYERS	FL 239-332-0830		DIRECT CALL	1.0	0.00
173	AUG30	02:46 pm		FORT MYERS	FL 239-437-5695		DIRECT CALL	2.0	0.00
174	AUG30	03:22 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
175	AUG30	04:37 pm		FORT MYERS	FL 239-288-9171		DIRECT CALL	1.0	0.00
176	AUG30	04:38 pm		FORT MYERS	FL 239-288-9177		DIRECT CALL	3.0	0.00
177	AUG30	04:41 pm		FORT MYERS	FL 239-560-5581		DIRECT CALL	1.0	0.00
178	AUG30	04:45 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	3.0	0.00
179	AUG30	04:55 pm		FORT MYERS	FL 239-288-9971		DIRECT CALL	1.0	0.00
180	AUG30	04:55 pm		FORT MYERS	FL 239-288-9177		DIRECT CALL	1.0	0.00
181	AUG30	04:58 pm		FORT MYERS	FL 239-346-8024		DIRECT CALL	1.0	0.00
182	AUG31	08:26 am		FORT MYERS	FL 239-939-1700		DIRECT CALL	1.0	0.00
183	AUG31	08:40 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
184	AUG31	08:52 am		IMMOKALEE	FL 239-324-6868		DIRECT CALL	1.0	0.00
185	AUG31	09:13 am		FORT MYERS	FL 239-561-6365		DIRECT CALL	2.0	0.00
186	AUG31	09:40 am		FORT MYERS	FL 239-322-5600		DIRECT CALL	3.0	0.00
187	AUG31	10:22 am		FORT MYERS	FL 239-980-3707		DIRECT CALL	2.0	0.00
188	AUG31	10:56 am		FORT MYERS	FL 239-479-4599		DIRECT CALL	1.0	0.00
189	AUG31	11:22 am		FORT MYERS	FL 239-334-7278		DIRECT CALL	3.0	0.00
190	AUG31	11:53 am		FORT MYERS	FL 239-340-0346		DIRECT CALL	2.0	0.00
191	AUG31	12:41 pm		FORT MYERS	FL 239-297-7070		DIRECT CALL	11.0	0.00
192	AUG31	01:03 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	3.0	0.00
193	AUG31	01:13 pm		IMMOKALEE	FL 239-658-3124		DIRECT CALL	1.0	0.00
194	AUG31	02:20 pm		FORT MYERS	FL 239-689-5000		DIRECT CALL	3.0	0.00
195	AUG31	02:54 pm		FORT MYERS	FL 239-334-7278		DIRECT CALL	1.0	0.00
196	AUG31	03:07 pm		FORT MYERS	FL 239-603-4595		DIRECT CALL	1.0	0.00
197	SEP01	04:59 am		FORT MYERS	FL 239-244-8278		DIRECT CALL	1.0	0.00
198	SEP01	05:03 am		FORT MYERS	FL 239-244-8278		DIRECT CALL	2.0	0.00
199	SEP01	08:29 am		IMMOKALEE	FL 239-658-3076		DIRECT CALL	1.0	0.00
200	SEP01	08:42 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
201	SEP01	08:54 am		FORT MYERS	FL 239-561-6365		DIRECT CALL	2.0	0.00
202	SEP01	09:01 am		IMMOKALEE	FL 239-324-6868		DIRECT CALL	1.0	0.00
203	SEP01	09:02 am		IMMOKALEE	FL 239-658-3076		DIRECT CALL	1.0	0.00
204	SEP01	09:02 am		FORT MYERS	FL 239-560-8336		DIRECT CALL	1.0	0.00
205	SEP01	09:31 am		NOFT MYERS	FL 239-656-6055		DIRECT CALL	1.0	0.00
206	SEP01	09:34 am		FORT MYERS	FL 239-878-3194		DIRECT CALL	1.0	0.00
207	SEP01	09:34 am		FORT MYERS	FL 239-561-1800		DIRECT CALL	1.0	0.00
208	SEP01	10:15 am		FORT MYERS	FL 239-334-7000		DIRECT CALL	3.0	0.00
209	SEP01	10:16 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	1.0	0.00
210	SEP01	10:18 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	1.0	0.00
211	SEP01	10:24 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	1.0	0.00
212	SEP01	10:48 am		FORT MYERS	FL 239-533-6530		DIRECT CALL	3.0	0.00
213	SEP01	11:13 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	3.0	0.00
214	SEP01	11:34 am		FORT MYERS	FL 239-849-2290		DIRECT CALL	1.0	0.00
215	SEP01	11:39 am		FORT MYERS	FL 239-849-2298		DIRECT CALL	1.0	0.00
216	SEP01	12:06 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
217	SEP01	12:28 pm		FORT MYERS	FL 239-849-2874		DIRECT CALL	19.0	0.00
218	SEP01	01:01 pm		FORT MYERS	FL 239-334-3996		DIRECT CALL	2.0	0.00
219	SEP01	01:07 pm		FORT MYERS	FL 239-745-2678		DIRECT CALL	1.0	0.00
220	SEP01	01:29 pm		IMMOKALEE	FL 239-658-3015		DIRECT CALL	1.0	0.00
221	SEP01	02:37 pm		IMMOKALEE	FL 239-658-3124		DIRECT CALL	3.0	0.00

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Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
222	SEP01	02:51 pm		FORT MYERS	FL 239-590-7095		DIRECT CALL	1.0	0.00
223	SEP01	03:17 pm		FORT MYERS	FL 239-222-0363		DIRECT CALL	2.0	0.00
224	SEP01	03:19 pm		FORT MYERS	FL 239-222-0363		DIRECT CALL	1.0	0.00
225	SEP01	04:00 pm		FORT MYERS	FL 239-481-6247		DIRECT CALL	1.0	0.00
226	SEP02	08:56 am		FORT MYERS	FL 239-292-3436		DIRECT CALL	3.0	0.00
227	SEP02	09:21 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	2.0	0.00
228	SEP02	09:41 am		FORT MYERS	FL 239-440-2320		DIRECT CALL	1.0	0.00
229	SEP02	10:11 am		FORT MYERS	FL 239-340-0346		DIRECT CALL	2.0	0.00
230	SEP02	11:25 am		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
231	SEP02	11:35 am		EVERGLADES	FL 239-695-4849		DIRECT CALL	1.0	0.00
232	SEP02	11:55 am		FORT MYERS	FL 239-810-7583		DIRECT CALL	5.0	0.00
233	SEP02	12:00 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	3.0	0.00
234	SEP02	12:05 pm		FORT MYERS	FL 239-810-7583		DIRECT CALL	1.0	0.00
235	SEP02	01:05 pm		NCAPECORAL	FL 239-424-2482		DIRECT CALL	1.0	0.00
236	SEP02	01:53 pm		NCAPECORAL	FL 239-424-2484		DIRECT CALL	2.0	0.00
237	SEP02	02:11 pm		FORT MYERS	FL 239-938-0800		DIRECT CALL	2.0	0.00
238	SEP02	02:13 pm		NCAPECORAL	FL 239-574-8385		DIRECT CALL	1.0	0.00
239	SEP02	02:14 pm		IMMOKALEE	FL 239-324-6868		DIRECT CALL	9.0	0.00
240	SEP02	02:18 pm		FORT MYERS	FL 239-938-0890		DIRECT CALL	3.0	0.00
241	SEP02	02:26 pm		FORT MYERS	FL 239-292-3436		DIRECT CALL	1.0	0.00
242	SEP02	02:27 pm		IMMOKALEE	FL 239-324-3987		DIRECT CALL	1.0	0.00
243	SEP02	02:32 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
244	SEP02	02:33 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	2.0	0.00
245	SEP02	02:37 pm		FORT MYERS	FL 239-466-3111		DIRECT CALL	2.0	0.00
246	SEP02	02:39 pm		FORT MYERS	FL 239-223-2300		DIRECT CALL	1.0	0.00
247	SEP02	03:59 pm		FORT MYERS	FL 239-343-9415		DIRECT CALL	2.0	0.00
248	SEP02	04:43 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
249	SEP06	07:38 am		FORT MYERS	FL 239-481-0762		DIRECT CALL	1.0	0.00
250	SEP06	07:38 am		FORT MYERS	FL 239-898-1324		DIRECT CALL	1.0	0.00
251	SEP06	07:47 am		FORT MYERS	FL 239-481-0762		DIRECT CALL	1.0	0.00
252	SEP06	07:47 am		FORT MYERS	FL 239-898-1324		DIRECT CALL	1.0	0.00
253	SEP06	08:04 am		FORT MYERS	FL 239-481-0762		DIRECT CALL	1.0	0.00
254	SEP06	08:04 am		FORT MYERS	FL 239-898-1324		DIRECT CALL	1.0	0.00
255	SEP06	08:23 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
256	SEP06	09:13 am		FORT MYERS	FL 239-440-2320		DIRECT CALL	16.0	0.00
257	SEP06	09:34 am		FORT MYERS	FL 239-440-2320		DIRECT CALL	3.0	0.00
258	SEP06	09:55 am		FORT MYERS	FL 239-481-6247		DIRECT CALL	1.0	0.00
259	SEP06	10:59 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
260	SEP06	11:00 am		FORT MYERS	FL 239-745-9513		DIRECT CALL	1.0	0.00
261	SEP06	11:19 am		FORT MYERS	FL 239-634-9034		DIRECT CALL	4.0	0.00
262	SEP06	11:26 am		FORT MYERS	FL 239-437-1606		DIRECT CALL	1.0	0.00
263	SEP06	12:17 pm		FORT MYERS	FL 239-340-0346		DIRECT CALL	5.0	0.00
264	SEP06	01:09 pm		IMMOKALEE	FL 239-324-3132		DIRECT CALL	10.0	0.00
265	SEP06	01:57 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
266	SEP06	02:03 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
267	SEP06	02:24 pm		FORT MYERS	FL 239-745-9513		DIRECT CALL	1.0	0.00
268	SEP06	03:14 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
269	SEP06	04:05 pm		LEHIGHACRS	FL 239-303-5801		DIRECT CALL	4.0	0.00
270	SEP06	04:21 pm		FORT MYERS	FL 239-275-1012		DIRECT CALL	1.0	0.00
271	SEP06	04:21 pm		FORT MYERS	FL 239-225-6705		DIRECT CALL	1.0	0.00
272	SEP06	04:42 pm		FORT MYERS	FL 239-245-4727		DIRECT CALL	1.0	0.00
273	SEP07	09:03 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
274	SEP07	09:16 am		NCAPECORAL	FL 239-424-2484		DIRECT CALL	1.0	0.00
275	SEP07	09:19 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
276	SEP07	10:18 am		NCAPECORAL	FL 239-424-2484		DIRECT CALL	3.0	0.00
277	SEP07	10:18 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
278	SEP07	10:33 am	NO NAPLES	FL DIR ASST	FL 239-411 0000		DIR ASSIST		1.39
279	SEP07	10:36 am		FORT MYERS	FL 239-343-1000		DIRECT CALL	1.0	0.00
280	SEP07	11:21 am		FORT MYERS	FL 239-297-9390		DIRECT CALL	1.0	0.00
281	SEP07	11:43 am		FORT MYERS	FL 239-939-5524		DIRECT CALL	3.0	0.00
282	SEP07	11:52 am		FORT MYERS	FL 239-898-0234		DIRECT CALL	10.0	0.00
283	SEP07	12:07 pm		FORT MYERS	FL 239-560-9666		DIRECT CALL	2.0	0.00
284	SEP07	12:08 pm		FORT MYERS	FL 239-332-0417		DIRECT CALL	2.0	0.00
285	SEP07	12:28 pm		LEHIGHACRS	FL 239-303-5801		DIRECT CALL	2.0	0.00
286	SEP07	01:07 pm		FORT MYERS	FL 239-770-6087		DIRECT CALL	3.0	0.00
287	SEP07	01:12 pm		FORT MYERS	FL 239-440-2320		DIRECT CALL	12.0	0.00
288	SEP07	01:20 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	3.0	0.00
289	SEP07	01:43 pm		IMMOKALEE	FL 239-657-4486		DIRECT CALL	2.0	0.00
290	SEP07	02:04 pm		EVERGLADES	FL 239-695-2711		DIRECT CALL	1.0	0.00

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
291	SEP07	02:15 pm		FORT MYERS	FL 239-226-0003		DIRECT CALL	2.0	0.00
292	SEP07	02:25 pm		LEHIGHACRS	FL 239-369-5590		DIRECT CALL	2.0	0.00
293	SEP07	02:51 pm		FORT MYERS	FL 239-334-0404		DIRECT CALL	1.0	0.00
294	SEP07	02:58 pm		FORT MYERS	FL 239-770-3010		DIRECT CALL	8.0	0.00
295	SEP07	03:09 pm		FORT MYERS	FL 239-440-3010		DIRECT CALL	1.0	0.00
296	SEP07	03:09 pm		FORT MYERS	FL 239-770-3010		DIRECT CALL	1.0	0.00
297	SEP07	03:49 pm		FORT MYERS	FL 239-223-8528		DIRECT CALL	1.0	0.00
298	SEP08	06:40 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
299	SEP08	07:45 am		IMMOKALEE	FL 239-658-3175		DIRECT CALL	1.0	0.00
300	SEP08	08:17 am		FORT MYERS	FL 239-560-9666		DIRECT CALL	1.0	0.00
301	SEP08	08:40 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	4.0	0.00
302	SEP08	09:00 am		FORT MYERS	FL 239-770-3010		DIRECT CALL	1.0	0.00
303	SEP08	09:08 am		FORT MYERS	FL 239-265-6730		DIRECT CALL	1.0	0.00
304	SEP08	09:11 am		IMMOKALEE	FL 239-867-4539		DIRECT CALL	1.0	0.00
305	SEP08	09:16 am		IMMOKALEE	FL 239-675-0651		DIRECT CALL	1.0	0.00
306	SEP08	09:19 am		NCAPECORAL	FL 239-573-3470		DIRECT CALL	3.0	0.00
307	SEP08	10:05 am		FORT MYERS	FL 239-437-1800		DIRECT CALL	2.0	0.00
308	SEP08	11:29 am		FORT MYERS	FL 239-332-0417		DIRECT CALL	2.0	0.00
309	SEP08	11:33 am		IMMOKALEE	FL 239-658-3199		DIRECT CALL	1.0	0.00
310	SEP08	11:33 am		FORT MYERS	FL 239-344-2304		DIRECT CALL	1.0	0.00
311	SEP08	12:24 pm		FORT MYERS	FL 239-590-7095		DIRECT CALL	4.0	0.00
312	SEP08	01:55 pm		FORT MYERS	FL 239-437-1800		DIRECT CALL	1.0	0.00
313	SEP08	01:56 pm		FORT MYERS	FL 239-297-0968		DIRECT CALL	1.0	0.00
314	SEP08	02:33 pm		FORT MYERS	FL 239-332-8855		DIRECT CALL	4.0	0.00
315	SEP08	03:07 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
316	SEP08	03:35 pm		FORT MYERS	FL 239-994-9196		DIRECT CALL	1.0	0.00
317	SEP08	03:36 pm		FORT MYERS	FL 239-243-5307		DIRECT CALL	6.0	0.00
318	SEP08	03:48 pm		FORT MYERS	FL 239-344-9072		DIRECT CALL	2.0	0.00
319	SEP08	03:54 pm		FORT MYERS	FL 239-878-9734		DIRECT CALL	2.0	0.00
320	SEP08	04:02 pm		IMMOKALEE	FL 239-867-4097		DIRECT CALL	4.0	0.00
321	SEP09	06:55 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
322	SEP09	07:16 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
323	SEP09	07:26 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
324	SEP09	08:57 am		FORT MYERS	FL 239-994-9815		DIRECT CALL	1.0	0.00
325	SEP09	09:46 am		MOOREHAVEN	FL 863-509-8090		DIRECT CALL	2.0	0.00
326	SEP09	10:09 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
327	SEP09	11:07 am		IMMOKALEE	FL 239-658-3199		DIRECT CALL	1.0	0.00
328	SEP09	11:21 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	3.0	0.00
329	SEP09	11:41 am		IMMOKALEE	FL 239-658-3018		DIRECT CALL	2.0	0.00
330	SEP09	01:07 pm		FORT MYERS	FL 239-334-3716		DIRECT CALL	1.0	0.00
331	SEP09	01:21 pm		FORT MYERS	FL 239-332-2388		DIRECT CALL	1.0	0.00
332	SEP09	01:22 pm		FORT MYERS	FL 239-332-2388		DIRECT CALL	1.0	0.00
333	SEP09	01:29 pm		FORT MYERS	FL 239-297-6265		DIRECT CALL	6.0	0.00
334	SEP09	01:38 pm		IMMOKALEE	FL 239-658-3076		DIRECT CALL	1.0	0.00
335	SEP09	01:57 pm		FORT MYERS	FL 239-910-8306		DIRECT CALL	2.0	0.00
336	SEP09	02:08 pm		FORT MYERS	FL 239-297-1142		DIRECT CALL	1.0	0.00
337	SEP09	02:25 pm		IMMOKALEE	FL 239-503-0198		DIRECT CALL	1.0	0.00
338	SEP09	02:33 pm		FORT MYERS	FL 239-243-3136		DIRECT CALL	1.0	0.00
339	SEP09	02:34 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	3.0	0.00
340	SEP09	02:55 pm		FORT MYERS	FL 239-243-5745		DIRECT CALL	1.0	0.00
341	SEP09	03:03 pm		FORT MYERS	FL 239-823-4083		DIRECT CALL	1.0	0.00
342	SEP09	03:23 pm		IMMOKALEE	FL 239-503-6553		DIRECT CALL	1.0	0.00
343	SEP09	03:24 pm		FORT MYERS	FL 239-878-3194		DIRECT CALL	1.0	0.00
344	SEP09	03:28 pm		FORT MYERS	FL 239-415-9000		DIRECT CALL	1.0	0.00
345	SEP09	03:37 pm		FORT MYERS	FL 239-433-4014		DIRECT CALL	1.0	0.00
346	SEP09	04:03 pm		FORT MYERS	FL 239-994-9815		DIRECT CALL	7.0	0.00
347	SEP09	04:05 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
348	SEP09	04:24 pm		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
349	SEP09	04:43 pm		MOOREHAVEN	FL 863-509-8090		DIRECT CALL	2.0	0.00
350	SEP12	08:17 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
351	SEP12	08:18 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	3.0	0.00
352	SEP12	08:21 am		FORT MYERS	FL 239-297-5378		DIRECT CALL	2.0	0.00
353	SEP12	08:41 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
354	SEP12	09:36 am		NCAPECORAL	FL 239-574-8200		DIRECT CALL	1.0	0.00
355	SEP12	10:12 am		FORT MYERS	FL 239-274-9700		DIRECT CALL	7.0	0.00
356	SEP12	10:15 am		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	1.0	0.00
357	SEP12	10:18 am		SNCPVISNDS	FL 239-472-0700		DIRECT CALL	2.0	0.00
358	SEP12	10:56 am		FORT MYERS	FL 239-440-2320		DIRECT CALL	3.0	0.00
359	SEP12	11:18 am		FORT MYERS	FL 239-334-6626		DIRECT CALL	4.0	0.00

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
360	SEP12	11:51 am		FORT MYERS	FL	239-878-7954	DIRECT CALL	2.0	0.00
361	SEP12	12:20 pm		FORT MYERS	FL	239-994-9815	DIRECT CALL	1.0	0.00
362	SEP12	12:20 pm	NO NAPLES	DIR ASST	FL	239-411 0000	DIR ASSIST	1.39	
363	SEP12	01:36 pm		NCAPECORAL	FL	239-424-2484	DIRECT CALL	3.0	0.00
364	SEP12	01:41 pm		IMMOKALEE	FL	239-658-3018	DIRECT CALL	5.0	0.00
365	SEP12	01:57 pm		FORT MYERS	FL	239-878-7954	DIRECT CALL	1.0	0.00
366	SEP12	02:13 pm		FORT MYERS	FL	239-822-8021	DIRECT CALL	1.0	0.00
367	SEP12	02:15 pm		FORT MYERS	FL	239-222-5854	DIRECT CALL	1.0	0.00
368	SEP12	02:31 pm		OKEECHOBEE	FL	863-261-3939	DIRECT CALL	1.0	0.00
369	SEP12	02:41 pm		FORT MYERS	FL	239-560-9666	DIRECT CALL	1.0	0.00
370	SEP12	02:43 pm		FORT MYERS	FL	239-994-9815	DIRECT CALL	2.0	0.00
371	SEP12	02:55 pm		FORT MYERS	FL	239-313-1402	DIRECT CALL	3.0	0.00
372	SEP12	03:10 pm		FORT MYERS	FL	239-343-7900	DIRECT CALL	5.0	0.00
373	SEP12	03:33 pm		FORT MYERS	FL	239-851-6882	DIRECT CALL	4.0	0.00
374	SEP12	03:41 pm		IMMOKALEE	FL	239-658-3018	DIRECT CALL	5.0	0.00
375	SEP12	03:58 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
376	SEP12	04:47 pm		FORT MYERS	FL	239-357-0492	DIRECT CALL	3.0	0.00
377	SEP13	07:06 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
378	SEP13	07:07 am		FORT MYERS	FL	239-297-5378	DIRECT CALL	1.0	0.00
379	SEP13	07:08 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	4.0	0.00
380	SEP13	07:19 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	2.0	0.00
381	SEP13	08:01 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	1.0	0.00
382	SEP13	08:42 am		FORT MYERS	FL	239-936-4190	DIRECT CALL	1.0	0.00
383	SEP13	09:24 am		FORT MYERS	FL	239-334-0404	DIRECT CALL	2.0	0.00
384	SEP13	09:49 am		FTMYERSBCH	FL	239-233-3928	DIRECT CALL	1.0	0.00
385	SEP13	10:18 am		LEHIGHACRS	FL	239-674-7106	DIRECT CALL	1.0	0.00
386	SEP13	10:20 am		LEHIGHACRS	FL	239-674-7106	DIRECT CALL	1.0	0.00
387	SEP13	10:50 am		SNCPVISNDS	FL	239-472-5767	DIRECT CALL	1.0	0.00
388	SEP13	10:52 am		SNCPVISNDS	FL	239-472-5767	DIRECT CALL	3.0	0.00
389	SEP13	11:22 am		FTMYERSBCH	FL	239-233-2178	DIRECT CALL	2.0	0.00
390	SEP13	12:52 pm		FORT MYERS	FL	239-226-0003	DIRECT CALL	4.0	0.00
391	SEP13	01:20 pm		IMMOKALEE	FL	239-658-3124	DIRECT CALL	9.0	0.00
392	SEP13	01:25 pm		FORT MYERS	FL	239-898-7949	DIRECT CALL	1.0	0.00
393	SEP13	01:27 pm		FORT MYERS	FL	239-822-8021	DIRECT CALL	1.0	0.00
394	SEP13	01:33 pm		NCAPECORAL	FL	239-574-2229	DIRECT CALL	1.0	0.00
395	SEP13	02:54 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	3.0	0.00
396	SEP13	03:01 pm		IMMOKALEE	FL	239-658-3076	DIRECT CALL	1.0	0.00
397	SEP13	03:02 pm		FORT MYERS	FL	239-745-9513	DIRECT CALL	2.0	0.00
398	SEP13	03:05 pm		FORT MYERS	FL	239-243-3136	DIRECT CALL	5.0	0.00
399	SEP13	03:29 pm		IMMOKALEE	FL	239-658-3018	DIRECT CALL	4.0	0.00
400	SEP13	03:30 pm		FORT MYERS	FL	239-247-3664	DIRECT CALL	1.0	0.00
401	SEP13	03:39 pm		FORT MYERS	FL	239-560-3988	DIRECT CALL	1.0	0.00
402	SEP13	04:48 pm		FORT MYERS	FL	239-292-3887	DIRECT CALL	1.0	0.00
403	SEP14	07:53 am		FORT MYERS	FL	239-691-9966	DIRECT CALL	2.0	0.00
404	SEP14	08:17 am		FORT MYERS	FL	239-297-5378	DIRECT CALL	3.0	0.00
405	SEP14	08:22 am		FORT MYERS	FL	239-745-9513	DIRECT CALL	2.0	0.00
406	SEP14	08:59 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	2.0	0.00
407	SEP14	09:14 am		FORT MYERS	FL	239-297-5378	DIRECT CALL	1.0	0.00
408	SEP14	09:56 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	3.0	0.00
409	SEP14	10:59 am		IMMOKALEE	FL	239-657-1612	DIRECT CALL	2.0	0.00
410	SEP14	11:50 am		FORT MYERS	FL	239-340-0346	DIRECT CALL	9.0	0.00
411	SEP14	12:12 pm		FORT MYERS	FL	239-437-0525	DIRECT CALL	2.0	0.00
412	SEP14	12:27 pm		EVERGLADES	FL	239-719-0555	DIRECT CALL	2.0	0.00
413	SEP14	12:28 pm		FORT MYERS	FL	239-425-6516	DIRECT CALL	2.0	0.00
414	SEP14	12:41 pm		FORT MYERS	FL	239-935-8364	DIRECT CALL	1.0	0.00
415	SEP14	01:20 pm		EVERGLADES	FL	239-695-2535	DIRECT CALL	2.0	0.00
416	SEP14	01:47 pm		FORT MYERS	FL	239-225-4012	DIRECT CALL	2.0	0.00
417	SEP14	02:12 pm		FORT MYERS	FL	239-292-3887	DIRECT CALL	1.0	0.00
418	SEP14	02:20 pm		FORT MYERS	FL	239-482-7550	DIRECT CALL	1.0	0.00
419	SEP14	02:28 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	1.0	0.00
420	SEP14	02:30 pm		PTCHARLOTT	FL	941-875-0883	DIRECT CALL	1.0	0.00
421	SEP14	03:01 pm		IMMOKALEE	FL	239-658-3076	DIRECT CALL	1.0	0.00
422	SEP14	03:05 pm		IMMOKALEE	FL	239-658-3076	DIRECT CALL	1.0	0.00
423	SEP14	03:08 pm		IMMOKALEE	FL	239-658-3076	DIRECT CALL	1.0	0.00
424	SEP14	03:25 pm		FORT MYERS	FL	239-343-0118	DIRECT CALL	5.0	0.00
425	SEP14	03:37 pm		CAPE CORAL	FL	239-699-4775	DIRECT CALL	2.0	0.00
426	SEP14	03:43 pm		FORT MYERS	FL	239-437-8008	DIRECT CALL	1.0	0.00
427	SEP14	03:48 pm		FORT MYERS	FL	239-297-2109	DIRECT CALL	1.0	0.00
428	SEP14	03:49 pm		FORT MYERS	FL	239-671-0893	DIRECT CALL	1.0	0.00

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
429	SEP14	03:53 pm		IMMOKALEE	FL	239-658-3076	DIRECT CALL	1.0	0.00
430	SEP14	04:13 pm		FORT MYERS	FL	239-225-6705	DIRECT CALL	2.0	0.00
431	SEP14	04:16 pm		IMMOKALEE	FL	239-324-2727	DIRECT CALL	1.0	0.00
432	SEP14	04:17 pm		IMMOKALEE	FL	239-324-2727	DIRECT CALL	1.0	0.00
433	SEP14	05:13 pm		FORT MYERS	FL	239-481-0762	DIRECT CALL	1.0	0.00
434	SEP14	05:14 pm		FORT MYERS	FL	239-898-1324	DIRECT CALL	1.0	0.00
435	SEP15	07:17 am		FORT MYERS	FL	239-225-4012	DIRECT CALL	1.0	0.00
436	SEP15	07:31 am		FORT MYERS	FL	239-297-5378	DIRECT CALL	7.0	0.00
437	SEP15	09:42 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
438	SEP15	10:03 am		IMMOKALEE	FL	239-658-3018	DIRECT CALL	1.0	0.00
439	SEP15	10:06 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	3.0	0.00
440	SEP15	10:16 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	2.0	0.00
441	SEP15	10:18 am		FORT MYERS	FL	239-340-0346	DIRECT CALL	2.0	0.00
442	SEP15	10:21 am		FORT MYERS	FL	239-936-4190	DIRECT CALL	1.0	0.00
443	SEP15	10:46 am		FORT MYERS	FL	239-849-2874	DIRECT CALL	1.0	0.00
444	SEP15	10:48 am		FORT MYERS	FL	239-340-0346	DIRECT CALL	1.0	0.00
445	SEP15	10:49 am		EVERGLADES	FL	239-695-2535	DIRECT CALL	1.0	0.00
446	SEP15	11:00 am		FORT MYERS	FL	239-340-0346	DIRECT CALL	16.0	0.00
447	SEP15	11:14 am		FORT MYERS	FL	239-425-4516	DIRECT CALL	3.0	0.00
448	SEP15	11:52 am		FORT MYERS	FL	239-849-2874	DIRECT CALL	7.0	0.00
449	SEP15	12:10 pm		IMMOKALEE	FL	239-658-3124	DIRECT CALL	1.0	0.00
450	SEP15	01:18 pm		FORT MYERS	FL	239-849-2298	DIRECT CALL	2.0	0.00
451	SEP15	01:22 pm		FORT MYERS	FL	239-243-3136	DIRECT CALL	3.0	0.00
452	SEP15	02:30 pm		IMMOKALEE	FL	239-657-1479	DIRECT CALL	1.0	0.00
453	SEP15	02:51 pm		EVERGLADES	FL	239-695-8462	DIRECT CALL	1.0	0.00
454	SEP15	02:57 pm		FORT MYERS	FL	239-738-2375	DIRECT CALL	1.0	0.00
455	SEP15	03:43 pm		FORT MYERS	FL	239-245-0063	DIRECT CALL	1.0	0.00
456	SEP15	03:44 pm		FORT MYERS	FL	239-533-6530	DIRECT CALL	1.0	0.00
457	SEP15	03:49 pm		FORT MYERS	FL	239-826-2414	DIRECT CALL	1.0	0.00
458	SEP15	03:49 pm		FORT MYERS	FL	239-437-1966	DIRECT CALL	3.0	0.00
459	SEP16	08:20 am		IMMOKALEE	FL	239-657-1479	DIRECT CALL	1.0	0.00
460	SEP16	08:24 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
461	SEP16	08:58 am		FORT MYERS	FL	239-334-0404	DIRECT CALL	1.0	0.00
462	SEP16	09:21 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
463	SEP16	09:51 am		FORT MYERS	FL	239-561-8270	DIRECT CALL	3.0	0.00
464	SEP16	09:53 am		FORT MYERS	FL	239-437-1966	DIRECT CALL	1.0	0.00
465	SEP16	09:57 am		FORT MYERS	FL	239-246-1525	DIRECT CALL	2.0	0.00
466	SEP16	10:16 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
467	SEP16	10:37 am		FORT MYERS	FL	239-340-0346	DIRECT CALL	1.0	0.00
468	SEP16	10:38 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	1.0	0.00
469	SEP16	11:09 am		FTMYERSBCH	FL	239-463-0986	DIRECT CALL	1.0	0.00
470	SEP16	12:28 pm		FORT MYERS	FL	239-590-7095	DIRECT CALL	1.0	0.00
471	SEP16	12:33 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	2.0	0.00
472	SEP16	12:49 pm		PITCHARLOTT	FL	941-380-1040	DIRECT CALL	1.0	0.00
473	SEP16	01:05 pm		FORT MYERS	FL	239-645-8044	DIRECT CALL	5.0	0.00
474	SEP16	01:05 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	1.0	0.00
475	SEP16	01:11 pm		FORT MYERS	FL	239-689-5000	DIRECT CALL	2.0	0.00
476	SEP16	01:18 pm		FORT MYERS	FL	239-645-8044	DIRECT CALL	4.0	0.00
477	SEP16	01:21 pm		FORT MYERS	FL	239-691-9966	DIRECT CALL	3.0	0.00
478	SEP16	01:30 pm		FTMYERSBCH	FL	239-463-5746	DIRECT CALL	2.0	0.00
479	SEP16	02:11 pm		FORT MYERS	FL	239-440-2320	DIRECT CALL	3.0	0.00
480	SEP16	02:57 pm		IMMOKALEE	FL	239-657-1283	DIRECT CALL	18.0	0.00
481	SEP16	03:08 pm		LEHIGHACRS	FL	239-674-7029	DIRECT CALL	1.0	0.00
482	SEP16	03:11 pm		IMMOKALEE	FL	239-503-7317	DIRECT CALL	1.0	0.00
483	SEP16	03:45 pm		IMMOKALEE	FL	239-324-3142	DIRECT CALL	1.0	0.00
484	SEP16	04:13 pm		FORT MYERS	FL	239-340-0346	DIRECT CALL	3.0	0.00
485	SEP16	04:28 pm		LEHIGHACRS	FL	239-369-1545	DIRECT CALL	11.0	0.00
486	SEP16	06:26 pm		FORT MYERS	FL	239-437-1966	DIRECT CALL	1.0	0.00
487	SEP19	08:28 am		FORT MYERS	FL	239-440-2320	DIRECT CALL	5.0	0.00
488	SEP19	08:43 am		LEHIGHACRS	FL	239-369-2101	DIRECT CALL	2.0	0.00
489	SEP19	09:10 am		FORT MYERS	FL	239-437-0525	DIRECT CALL	2.0	0.00
490	SEP19	10:07 am		FORT MYERS	FL	239-936-1629	DIRECT CALL	1.0	0.00
491	SEP19	10:16 am		FORT MYERS	FL	239-432-5100	DIRECT CALL	1.0	0.00
492	SEP19	10:19 am		IMMOKALEE	FL	239-658-3516	DIRECT CALL	1.0	0.00
493	SEP19	10:22 am		FORT MYERS	FL	239-938-4386	DIRECT CALL	2.0	0.00
494	SEP19	10:26 am		FORT MYERS	FL	239-440-2320	DIRECT CALL	4.0	0.00
495	SEP19	10:32 am		FORT MYERS	FL	239-243-3136	DIRECT CALL	1.0	0.00
496	SEP19	10:34 am		FTMYERSBCH	FL	239-463-0986	DIRECT CALL	3.0	0.00
497	SEP19	10:45 am		FORT MYERS	FL	239-561-8033	DIRECT CALL	2.0	0.00

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
498	SEP19	10:52 am		FORT MYERS	FL 239-243-3136		DIRECT CALL	1.0	0.00
499	SEP19	12:01 pm		FORT MYERS	FL 239-218-5439		DIRECT CALL	2.0	0.00
500	SEP19	12:04 pm		FORT MYERS	FL 239-343-6050		DIRECT CALL	1.0	0.00
501	SEP19	12:09 pm		FTMYERSBCH	FL 239-463-3600		DIRECT CALL	2.0	0.00
502	SEP19	12:32 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	3.0	0.00
503	SEP19	12:42 pm		FORT MYERS	FL 239-343-6050		DIRECT CALL	1.0	0.00
504	SEP19	01:02 pm		FORT MYERS	FL 239-343-6050		DIRECT CALL	7.0	0.00
505	SEP19	01:09 pm		FORT MYERS	FL 239-343-6050		DIRECT CALL	2.0	0.00
506	SEP19	01:21 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
507	SEP19	01:43 pm		FORT MYERS	FL 239-939-1991		DIRECT CALL	7.0	0.00
508	SEP19	02:28 pm		FORT MYERS	FL 239-218-3198		DIRECT CALL	1.0	0.00
509	SEP19	02:33 pm		FORT MYERS	FL 239-246-6103		DIRECT CALL	6.0	0.00
510	SEP19	02:37 pm		FORT MYERS	FL 239-340-0346		DIRECT CALL	1.0	0.00
511	SEP19	02:45 pm		FORT MYERS	FL 239-939-2616		DIRECT CALL	2.0	0.00
512	SEP19	02:45 pm		FORT MYERS	FL 239-440-2320		DIRECT CALL	1.0	0.00
513	SEP19	02:50 pm		FORT MYERS	FL 239-440-2320		DIRECT CALL	5.0	0.00
514	SEP19	03:12 pm		FTMYERSBCH	FL 239-233-2899		DIRECT CALL	1.0	0.00
515	SEP19	03:23 pm		FORT MYERS	FL 239-440-5518		DIRECT CALL	1.0	0.00
516	SEP19	03:58 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	5.0	0.00
517	SEP19	04:03 pm		FORT MYERS	FL 239-343-5000		DIRECT CALL	1.0	0.00
518	SEP19	04:05 pm		FORT MYERS	FL 239-274-5660		DIRECT CALL	1.0	0.00
519	SEP19	05:04 pm		FORT MYERS	FL 239-939-0999		DIRECT CALL	1.0	0.00
520	SEP19	05:08 pm		FORT MYERS	FL 239-274-5669		DIRECT CALL	1.0	0.00
521	SEP19	05:17 pm		FORT MYERS	FL 239-561-8270		DIRECT CALL	4.0	0.00
522	SEP20	07:49 am		NCAPECORAL	FL 239-574-4440		DIRECT CALL	1.0	0.00
523	SEP20	07:50 am		FORT MYERS	FL 239-334-4544		DIRECT CALL	1.0	0.00
524	SEP20	08:16 am		FORT MYERS	FL 239-343-7954		DIRECT CALL	2.0	0.00
525	SEP20	08:22 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
526	SEP20	08:43 am		FORT MYERS	FL 239-334-6626		DIRECT CALL	3.0	0.00
527	SEP20	09:19 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
528	SEP20	09:26 am		FORT MYERS	FL 239-489-9363		DIRECT CALL	1.0	0.00
529	SEP20	09:31 am		FORT MYERS	FL 239-896-2520		DIRECT CALL	1.0	0.00
530	SEP20	09:37 am		FORT MYERS	FL 239-340-0346		DIRECT CALL	1.0	0.00
531	SEP20	09:47 am		FORT MYERS	FL 239-590-1000		DIRECT CALL	2.0	0.00
532	SEP20	09:50 am		FORT MYERS	FL 239-590-1000		DIRECT CALL	2.0	0.00
533	SEP20	10:15 am		FORT MYERS	FL 239-243-3136		DIRECT CALL	7.0	0.00
534	SEP20	10:36 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	4.0	0.00
535	SEP20	10:59 am		FORT MYERS	FL 239-433-7727		DIRECT CALL	1.0	0.00
536	SEP20	11:04 am		FORT MYERS	FL 239-433-7727		DIRECT CALL	6.0	0.00
537	SEP20	11:06 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
538	SEP20	12:50 pm		IMMOKALEE	FL 239-503-5954		DIRECT CALL	1.0	0.00
539	SEP20	01:08 pm		FORT MYERS	FL 239-745-9513		DIRECT CALL	6.0	0.00
540	SEP20	01:13 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
541	SEP20	01:47 pm		FORT MYERS	FL 239-745-9513		DIRECT CALL	1.0	0.00
542	SEP20	01:53 pm		FORT MYERS	FL 239-936-5822		DIRECT CALL	2.0	0.00
543	SEP20	01:55 pm		FORT MYERS	FL 239-477-2100		DIRECT CALL	1.0	0.00
544	SEP20	01:56 pm		FORT MYERS	FL 239-603-8700		DIRECT CALL	3.0	0.00
545	SEP20	01:58 pm		FORT MYERS	FL 239-277-1336		DIRECT CALL	3.0	0.00
546	SEP20	02:17 pm		FORT MYERS	FL 239-745-9513		DIRECT CALL	1.0	0.00
547	SEP20	02:46 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	5.0	0.00
548	SEP20	03:21 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
549	SEP20	03:26 pm		FORT MYERS	FL 239-896-2520		DIRECT CALL	3.0	0.00
550	SEP20	03:31 pm		FORT MYERS	FL 239-334-4157		DIRECT CALL	1.0	0.00
551	SEP20	03:33 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	5.0	0.00
552	SEP20	04:06 pm		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	2.0	0.00
553	SEP20	05:04 pm		FORT MYERS	FL 239-357-0492		DIRECT CALL	1.0	0.00
554	SEP21	09:15 am		FORT MYERS	FL 239-292-3887		DIRECT CALL	1.0	0.00
555	SEP21	09:19 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	1.0	0.00
556	SEP21	09:20 am		FORT MYERS	FL 239-561-8270		DIRECT CALL	4.0	0.00
557	SEP21	10:12 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	2.0	0.00
558	SEP21	10:22 am		IMMOKALEE	FL 239-324-3132		DIRECT CALL	5.0	0.00
559	SEP21	11:44 am		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	1.0	0.00
560	SEP21	12:19 pm		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	1.0	0.00
561	SEP21	01:11 pm		FORT MYERS	FL 239-340-0346		DIRECT CALL	1.0	0.00
562	SEP21	01:31 pm		FORT MYERS	FL 239-690-1136		DIRECT CALL	1.0	0.00
563	SEP21	01:38 pm		FORT MYERS	FL 239-482-5655		DIRECT CALL	1.0	0.00
564	SEP21	01:40 pm		FORT MYERS	FL 239-277-3336		DIRECT CALL	2.0	0.00
565	SEP21	02:07 pm		FORT MYERS	FL 239-343-2000		DIRECT CALL	25.0	0.00
566	SEP21	03:20 pm		FORT MYERS	FL 239-590-9214		DIRECT CALL	1.0	0.00

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Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
567	SEP21	03:45 pm		FORT MYERS	FL 239-693-9573		DIRECT CALL	1.0	0.00
568	SEP21	04:05 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
569	SEP21	04:23 pm		FORT MYERS	FL 239-225-6705		DIRECT CALL	1.0	0.00
570	SEP21	06:10 pm		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	1.0	0.00
571	SEP22	06:25 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
572	SEP22	08:13 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	4.0	0.00
573	SEP22	08:19 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
574	SEP22	08:27 am		IMMOKALEE	FL 239-503-0699		DIRECT CALL	1.0	0.00
575	SEP22	08:45 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	1.0	0.00
576	SEP22	09:05 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
577	SEP22	09:14 am		LEHIGHACRS	FL 239-368-7744		DIRECT CALL	5.0	0.00
578	SEP22	09:20 am		NCAPECORAL	FL 239-424-2456		DIRECT CALL	3.0	0.00
579	SEP22	11:27 am		FORT MYERS	FL 239-432-5858		DIRECT CALL	1.0	0.00
580	SEP22	11:52 am		FORT MYERS	FL 239-432-5858		DIRECT CALL	2.0	0.00
581	SEP22	11:54 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
582	SEP22	11:59 am		FORT MYERS	FL 239-225-4012		DIRECT CALL	3.0	0.00
583	SEP22	12:29 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
584	SEP22	12:36 pm		FORT MYERS	FL 239-243-3136		DIRECT CALL	2.0	0.00
585	SEP22	12:38 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
586	SEP22	01:21 pm		FORT MYERS	FL 239-939-0999		DIRECT CALL	3.0	0.00
587	SEP22	01:33 pm		FTMYERSBCH	FL 239-463-0986		DIRECT CALL	2.0	0.00
588	SEP22	01:34 pm		CAPE CORAL	FL 239-699-2639		DIRECT CALL	1.0	0.00
589	SEP22	01:34 pm		CAPE CORAL	FL 239-699-2639		DIRECT CALL	8.0	0.00
590	SEP22	01:44 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	1.0	0.00
591	SEP22	01:46 pm		IMMOKALEE	FL 239-503-0699		DIRECT CALL	2.0	0.00
592	SEP22	02:13 pm		FORT MYERS	FL 239-343-2000		DIRECT CALL	1.0	0.00
593	SEP22	02:14 pm		FORT MYERS	FL 239-343-2000		DIRECT CALL	8.0	0.00
594	SEP22	02:27 pm		FORT MYERS	FL 239-939-0999		DIRECT CALL	4.0	0.00
595	SEP22	03:22 pm		FORT MYERS	FL 239-939-0999		DIRECT CALL	4.0	0.00
596	SEP22	03:23 pm		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
597	SEP22	03:26 pm		FORT MYERS	FL 239-939-0999		DIRECT CALL	2.0	0.00
598	SEP22	03:28 pm		FORT MYERS	FL 239-565-1828		DIRECT CALL	1.0	0.00
599	SEP22	03:53 pm		FORT MYERS	FL 239-321-7428		DIRECT CALL	1.0	0.00
600	SEP22	05:13 pm		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
601	SEP22	05:14 pm		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
602	SEP23	08:06 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
603	SEP23	08:09 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
604	SEP23	08:28 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
605	SEP23	09:00 am		FORT MYERS	FL 239-437-0525		DIRECT CALL	1.0	0.00
606	SEP23	09:00 am		FORT MYERS	FL 239-461-6952		DIRECT CALL	2.0	0.00
607	SEP23	09:23 am		FORT MYERS	FL 239-936-4190		DIRECT CALL	1.0	0.00
608	SEP23	09:36 am		FTMYERSBCH	FL 239-233-2178		DIRECT CALL	2.0	0.00
609	SEP23	10:48 am		FORT MYERS	FL 239-246-1930		DIRECT CALL	1.0	0.00
610	SEP23	10:57 am		FORT MYERS	FL 239-826-0624		DIRECT CALL	1.0	0.00
611	SEP23	11:14 am		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
612	SEP23	01:45 pm		FORT MYERS	FL 239-425-6516		DIRECT CALL	4.0	0.00
613	SEP23	02:06 pm		FORT MYERS	FL 239-691-9966		DIRECT CALL	2.0	0.00
614	SEP23	02:20 pm		FORT MYERS	FL 239-849-2874		DIRECT CALL	1.0	0.00
615	SEP23	02:34 pm		FORT MYERS	FL 239-267-7385		DIRECT CALL	4.0	0.00
616	SEP23	03:01 pm		FORT MYERS	FL 239-297-5378		DIRECT CALL	8.0	0.00
617	SEP23	03:11 pm		FORT MYERS	FL 239-415-9000		DIRECT CALL	2.0	0.00
618	SEP23	03:13 pm		FORT MYERS	FL 239-849-2874		DIRECT CALL	1.0	0.00
619	SEP23	04:50 pm		FORT MYERS	FL 239-940-0024		DIRECT CALL	1.0	0.00
Total for		XXXXXXXXXX						1287.0	2.78
620	AUG25	02:37 pm		FORT MYERS	FL 239-791-1079		DIRECT CALL	2.0	0.16
621	AUG25	03:29 pm		FORT MYERS	FL 239-437-5507		DIRECT CALL	1.0	0.10
622	AUG31	09:30 am		FORT MYERS	FL 239-561-6264		DIRECT CALL	1.0	0.10
623	SEP01	12:30 pm		FORT MYERS	FL 239-334-0404		DIRECT CALL	1.0	0.10
624	SEP01	01:46 pm		FORT MYERS	FL 239-333-2272		DIRECT CALL	1.0	0.10
625	SEP06	09:45 am		FORT MYERS	FL 239-343-9108		DIRECT CALL	1.0	0.10
626	SEP07	01:15 pm		FORT MYERS	FL 239-693-7494		DIRECT CALL	1.0	0.10
627	SEP09	11:44 am		FORT MYERS	FL 239-985-3750		DIRECT CALL	1.0	0.10
628	SEP19	10:16 am		FORT MYERS	FL 239-432-0629		DIRECT CALL	1.0	0.10

Account Name: XXXXXXXXXXXX Account
Number: XXXXXXXXX

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Bill Date: Sep. 25, 2011

Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
	Total for	XXXXXXXXXX						10.0	0.96
Total Of Itemized Calls								1352.0	8.92

Account Name: XXXXXXXXXXXX Account
Number: XXXXXXXXXXXX

P.O. Box XXXX
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Bill Date: Sep. 25, 2011

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

Detail of Charges

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
1	SEP03	12:01 am	HEALTHCONFIRM MTHLY FEE		XXXXXXXXXX			0	29.95
Total for XXXXXXXXXXXX								0	29.95
Total For ILDTESERVICES INC									29.95



The above calls are presented for carrier ILDTESERVICES INC If you have questions regarding these calls please contact ILDTESERVICES INC at 800-433-4518.

ILDTESERVICES INC billing on behalf of Healthconfirm.com

Total Of Itemized Charges 0 29.95

Taxes, Fees and Surcharges

COLLIER Communications Services Tax	0.63
FLORIDA Communications Services Tax	1.99
FLORIDA Special Tax	0.75

Total Taxes, Fees and Surcharges 3.37

Total Third Party Providers	33.32
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This portion of your bill is provided as a service to the company identified above. There is no connection between CenturyLink and this company. If you have any questions concerning this section of your bill, please call the number(s) listed above.