



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

State of West Virginia
Request for Quotation
35 — Telecomm

Proc Folder: 55913

Doc Description: ADDENDUM NO 2-STATEWIDE CONTRACT for Long Distance

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2015-01-09	2015-01-14 13:30:00	CRFQ 0212 SWC1500000011	3

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV

25305

US

VENDOR

Vendor Name, Address and Telephone Number:

METHOD ONE COMMUNICATIONS

PO BOX 12230

CHARLESTON, WV 25302-0230

(304) 720-6460

01/14/15 11:17:08
West Virginia Purchasing Division

FOR INFORMATION CONTACT THE BUYER

Dean Wingerd

(304) 558-0468

dean.c.wingerd@wv.gov

Signature X

Dean C. Wingerd

FEIN # 74-3088181

DATE January 12, 2015

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

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	3.1.1 Domestic Calls - Interstate - Initial 18 Seconds	1	Initial 18 seconds	\$0.0066	\$0.0066

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

THE WEST VIRGINIA PURCHASING DIVISION ON BEHALF OF THE WEST VIRGINIA OFFICE OF TECHNOLOGY (WVOT) AND ALL STATE AGENCIES AND POLITICAL SUBDIVISIONS IS SOLICITING BIDS TO PROVIDE AN OPEN-END STATEWIDE CONTRACT FOR 1) TRADITIONAL LONG DISTANCE SERVICES (INTRASTATE, INTERSTATE, CALLING CARD AND INTERNATIONAL); 2) TOLL FREE SERVICES; AND 3) DIRECTORY ASSISTANCE SERVICE, PER THE ATTACHED SPECIFICATIONS.

THIS SOLICITATION DOES NOT INCLUDE INTERNET PROTOCOL (IP) INBOUND TOLL FREE SERVICES WHICH ARE CURRENTLY AVAILABLE UNDER A SEPARATE STATEWIDE CONTRACT.*

LINE NUMBER 1- Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	3.1.1 Domestic Calls - Interstate - 6 Seconds Increment	1	6 seconds	\$0.0022	\$0.0022

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	3.1.1 Domestic Calls - Interstate - Per minute	1	Per Minute	\$0.0220	\$0.0220

Comm Code	Manufacturer	Specification	Model #
-----------	--------------	---------------	---------

83111502

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	3.1.1 Domestic Calls - Intrastate - Initial 18 Seconds	1	Initial 18 Seconds	\$0.0081	\$0.0081

Comm Code	Manufacturer	Specification	Model #
-----------	--------------	---------------	---------

33111502

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	3.1.1 Domestic Calls - Intrastate - 6 Seconds Increment	1	6 Seconds	\$0.0027	\$0.0027

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	3.1.1 Domestic Calls - Intrastate - Per minute	1	Per Minute	\$0.0270	\$0.0270

Comm Code	Manufacturer	Specification	Model #
33111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	3.1.1 International - Canada - Initial 18 Seconds	1	Initial 18 Seconds	\$0.0117	\$0.0117

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	3.1.1 International - Canada - 6 Seconds Increment	1	6 Seconds	\$0.0039	\$0.0039

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	3.1.1 International - Canada - Per minute	1	Per Minute	\$0.0390	\$0.0390

Comm Code	Manufacturer	Specification	Model #
33111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	3.1.1 Calling Card Service - Initial 18 Seconds	1	Initial 18 Seconds	\$0.0150	\$0.0150

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	3.1.1 Calling Card Service - 6 Seconds Increment	1	6 Seconds	\$0.0050	\$0.0050

Comm Code	Manufacturer	Specification	Model #
33111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	3.1.1 Calling Card Service - Per minute	1	Per Minute	\$0.0500	\$0.0500

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	3.1.2 Toll Free Interstate - Initial 18 Seconds	1	Initial 18 Seconds	\$0.0084	\$0.0084

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	3.1.2 Toll Free Interstate - 6 Seconds Increment	1	6 Seconds	\$0.0028	\$0.0028

Comm Code	Manufacturer	Specification	Model #
33111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	3.1.2 Toll Free Interstate - Per minute	1	Per Minute	\$0.0280	\$0.0280

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	3.1.2 Toll Free Intrastate - Initial 18 Seconds	1	Initial 18 Seconds	\$0.0084	\$0.0084

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	3.1.2 Toll Free Intrastate - 6 Seconds Increment	1	6 Seconds	\$0.0028	\$0.0028

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	3.1.2 Toll Free Intrastate - Per minute	1	Per Minute	\$0.0280	\$0.0280

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

Per Minute charges, shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	3.1.2 Inbound Toll Free from Payphone (surcharge)	1	Per Call	\$0.8500	\$0.8500

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2 Inbound Toll Free from Payphone (surcharge)

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	3.1.4 National Directory Assistance	1	Per Call	\$0.8500	\$0.8500

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.4 National Directory Assistance

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
21	3.1.2.3 Call Referral	1	Per Feature Monthly	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Call Referral

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	3.1.2.3 Call Transfer	1	Per Feature Monthly	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Call Transfer

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
23	3.1.2.3 Informational Announcements	1	Per Feature Monthly	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :
3.1.2.3 Informational Announcements

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	3.1.2.3 Area Code Routing	1	Per Toll Free Number	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :
3.1.2.3 Area Code Routing

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
25	3.1.2.3 Area Code Selection	1	Per Toll Free Number	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Area Code Selection

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	3.1.2.3 Area Code/Exchange Routing	1	Per Toll Free Number	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Area Code/Exchange Routing

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
27	3.1.2.3 Day of Week Routing	1	Per Toll Free Number	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Day of Week Routing

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER No City WV 99999 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	3.1.2.3 Time of Day Routing	1	Per Toll Free Number	\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
83111502			

Extended Description :

3.1.2.3 Time of Day Routing

SWC1500000011	Document Phase Final	Document Description ADDENDUM NO 2-STATEWIDE CONTRA CT for Long Distance	Page 14 of 14
---------------	--------------------------------	---	----------------------------

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.
2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.
3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

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

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

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

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

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

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

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

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

Question Submission Deadline: January 5, 2015 at 5:00pm

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

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.
6. **BID SUBMISSION:** All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile. The bid delivery address is:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

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

SEALED BID:

BUYER:

SOLICITATION NO.:

BID OPENING DATE:

BID OPENING TIME:

FAX NUMBER:

In the event that Vendor is responding to a request for proposal, and chooses to respond in a manner other than by electronic submission through wvOASIS, the Vendor shall submit one original technical and one original cost proposal plus convenience copies of each to the Purchasing Division at the address shown above. Additionally, if Vendor does not submit its bid through wvOASIS, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

☐ Technical

☐ Cost

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

Bid Opening Date and Time: January 14, 2015 at 1:30pm

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

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

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.
10. **ALTERNATES:** Any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.
11. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.
12. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.
13. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.
14. **UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.
15. **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 Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.
16. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the

same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

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

GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
2. **DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
 - 2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
 - 2.2. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
 - 2.3. "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. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
 - 2.6. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
 - 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 should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to THREE (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed 36 months in total. 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.

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

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

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional _____ successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited.

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

☐ **Other:** See attached.

4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.
5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.
- ☒ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.
- ☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.
- ☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- ☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.
6. **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.
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 of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.
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 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 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.

☒ **INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:

☒ **Commercial General Liability Insurance:** In the amount of _____
\$1,000,000.00 or more.

☐ **Builders 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, certifications, 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.

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

10. **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.

11. **LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount of

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.

- 12. 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 Award Document, upon receipt.
- 13. 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.
- 14. 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.
- 15. 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.
- 16. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.
- 17. TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.
- 18. 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.
- 19. COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable law.
- 20. 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.

21. **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.
22. **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.
23. **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.
24. **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.
25. **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 certain agency delegated or exempt purchases.
26. **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.
27. **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.
28. **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.

29. 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>.

30. 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. and the competitive bidding laws found West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-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. 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. Additionally, pricing or cost information will not be considered exempt from disclosure and requests to withhold publication of pricing or cost information 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 exemptions 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.

31. 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.

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

33. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

34. 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.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but

not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

- 36. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.
- 37. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, 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.
- 38. 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.
- 39. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.
- 40. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:
- ☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

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

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

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

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

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

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

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

For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

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

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

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

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

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, 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, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Method One Communications

(Company)

 Kent C. McMillion, President

(Authorized Signature) (Representative Name, Title)

(304) 720-6460; (304) 720-6461; January 12, 2015

(Phone Number) (Fax Number) (Date)

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

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 an open-end statewide contract for 1) traditional non-Internet Protocol (IP) based long distance services (intrastate, interstate, Calling card and international); 2) traditional non-IP based toll free services; and 3) directory assistance service.

CURRENT ENVIRONMENT

The WVOT currently processes billing for all agencies for both Inter and Intra State calling services. While the Custom Centrex and long distance services are covered under separate contracts, they work together to facilitate intra-state calling capability and inter-state calling services.

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

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

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

Examples:

- A. An agency is serviced through the Centrex node in Huntington, WV.

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

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

B. If this same agency (referenced in example A) wants to make a long distance interstate call, the call is routed from the Huntington Centrex node to the Charleston egress point - it transitions from the Centrex network to the Long Distance network to complete the call.

C. If this same agency (referenced in example A) wants to call another agency in the Bluefield area, the call is routed to the Charleston egress point where it switches to the Long Distance provider's network. It remains on the Long Distance provider's network to Bluefield, routes to the correct Central Office and completes the call.

D. When an agency that is not connected/serviced through a Centrex node wants to make a call to any place other than its local calling area (intra-LATA, inter-LATA, interstate, etc.), the calls is switched at the Central Office by means of a LPIC/PIC code to the Long Distance provider's network and the call is completed.

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

Description	Average Minutes
Domestic Interstate	105,551
Domestic Intrastate	594,095
Toll Free Interstate	266,088
Toll Free Intrastate	882,611
Payphone	2,036
Canada	715
Caribbean	132
Directory Assistance	28
Ded Outbound-Intrastate	77,502
Ded Outbound-Interstate	226,897
International	256
Mexico	-
Toll Free Non Mainland	1,295
Calling Card	1,815

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

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

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

home for intra-LATA calls NOT passed to your long distance carrier. These areas (in some localities called "zones") are typically listed in the front of your local phone book.

- 2.12 "IXC"** means Inter Exchange Carrier.
- 2.13 "LATA"** means Local Access Transport Area also called Service areas by some telephone companies. It's a local (one of approximately 196) geographical area in the US with which a local telephone company may offer telecommunications services-local or long distance.
- 2.14 "Local Exchange Carrier (LEC)"** is the regulatory term in telecommunications for the local telephone company.
- 2.15 "Local Portability Charge"** means that under the Federal Communications Commission's "local number portability" (LNP) rules, so long as you remain in the same geographic area, you can switch telephone service providers and keep your existing phone number. Some vendors charge their customers fees to recover the costs that they incur in providing number portability.
- 2.16 "LPIC/PIC"** means Local Primary Interexchange Carrier/Primary Interexchange Carrier.
- 2.17 "NPA"** means Numbering Plan Area which is a three digit code commonly called an area code.
- 2.18 "NXX"** means central office code, also known as exchange or prefix.
- 2.19 "PBX"** means the Private Branch Exchange which is a telephone switch that serves a particular business or office site.
- 2.20 "PIC"** means Primary Interexchange Carrier – the primary long distance carrier through which all interstate long distance calls are made (1+ dialing).
- 2.21 "PoP"** stands for Point of Presence. PoP is an artificial demarcation point or interface point between communicating entities. A point of presence is a location where a long-distance carrier (IXC) could terminate services and provide connections into a local telephone network (LATA).
- 2.22 "PRI"** means Primary Rate Interface.

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

- 2.23** “Pricing Pages” means the schedule of prices and totals contained in wvOASIS or attached hereto as Exhibit A, and used to evaluate the Solicitation Response.
- 2.24** “Project Manager” means the responsible party for managing the implementation and conversion of this contract (Transition Project Manager), and the responsible party serving as the single point of contact for all problem resolution, billing issues, installation activity, etc. for the life of the contract (Contract Project Manager).
- 2.25** “P.01 Grade of Service” is the probability of a call in a circuit group being blocked or delayed for more than a specified interval. Rejected calls occur as a result of heavy traffic loads (congestion) on the system and can result in the call either being delayed or lost.
- 2.26** “RespOrg” means Responsible Organization, a term that refers to the companies with access to the Service Management System, the database that provides number management of all toll free telephone numbers. According to FCC regulations, the end user has the right to select their RespOrg and have their numbers transferred to their control.
- 2.27** “SLD” means Schools and Libraries Division of the Universal Service Administration Company
- 2.28** “Solicitation” means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.29** “SPOC” means Single Point of Contact.
- 2.30** “Switched” means network access via the State’s contracted Local Exchange Carriers for locations with traffic volumes that do not justify dedicated lines.
- 2.31** “T-1” is a dedicated phone connection consisting of 24 individual channels, each of which supports 64 Kbits per second. Each 64 bit per second channel can be configured to carry voice or data traffic.
- 2.32** “TCR” means Telecommunications Change Request.
- 2.33** “Toll Free service” means inbound calls that are completed at no cost to the entity originating the call, and are generally assigned a toll free number (800-type) for ease in dialing by the calling party.

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

2.34 "USAC" means Universal Service Administration Company.

2.35 "USF" means Universal Service Fund.

2.36 "WVOT" means West Virginia Office of Technology.

3. GENERAL REQUIREMENTS:

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

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

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

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.

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.

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

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

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

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. WVOT realizes any current

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

LPIC/PIC freeze will be the State's responsibility to lift until the new LPIC/PIC changes are made.

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

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

3.1.1.10 Vendor is responsible for providing agencies with calling cards on a per request basis. WVOT currently estimates approximately 400 calling cards per year.

3.1.1.11 Monthly call detail records must be provided in an electronic format compatible with Microsoft Suite Products such as Excel and/or .csv,, and shall include 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.

3.1.2 Toll Free Services

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

3.1.2.2 All converted and/or new dedicated facilities (i.e., T-1s, PRIs, etc.) must be included in the cost per minute. Vendor will maintain that services under one minute will be billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round to the 4th decimal point.

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

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

Call Referral: This feature allows the toll free call to connect to the Customer's CPE (Customer Premises Equipment). The toll free call is

REQUEST FOR QUOTATION LDPHONE15-Long Distance Services

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.").

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.

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.

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.

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

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.

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.

Time of Day Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

or dedicated) based on the time of the day. Days may be divided into 15 minute increments.

3.1.2.5 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" (RespOrg) transfer.

3.1.2.6 The monthly call detail records must be provided in an electronic format compatible with Microsoft Suite Products such as Excel and/or .csv 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.

3.1.3 T-1 Dedicated Facilities

3.1.3.1 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. All costs associated with the egress points must be paid by the vendor. Agency's responsibility is limited to the payment of the cost of service.

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

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

3.1.4 Directory Assistance

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

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

3.1.5 Implementation/Conversion

3.1.5.1 Within 14 calendar days of award, 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.

3.1.5.1.1 During this meeting, the vendor will provide 1) a detailed implementation plan that insures the smooth transition in the new service; this may be submitted in Excel or Microsoft Project and will include at a minimum the start and end dates of activities and tasks. Any feedback required from the agency in order to complete the implementation plan will be referred to as a "WVOT implementation deliverable." 2) a sample of the vendor's electronic billing in pdf or Excel will be presented for agency review and recommendation , and 3) an overview of the vendor's customer support and trouble resolution services. These may be presented with response times, escalation procedures, and pertinent vendor contacts at a minimum.

3.1.5.1.2 During this meeting, WVOT shall provide the long distance account inventory information, including Agency name, division, agency address, and agency telephone number(s).

3.1.5.1.3 Any modifications to the implementation plan shall be discussed in detail at the meeting. The revised implementation plan shall be submitted to WVOT for approval within 5 calendar days after the meeting.

3.1.5.2 Within 30 days of award, the implementation/conversion shall begin.

3.1.5.3 Implementation/Conversion of existing services shall be as per the following timeframes. Any anticipated delays in implementation must be acknowledged in a formal memo to WVOT and the Purchasing Division. Failure to notify WVOT of untimely delays will result in liquidated damages:

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

a. Outbound long distance (interexchange) services in place at the time of award must be converted to the vendor no later than 120 calendar days after award.

b. Dedicated outbound long distance services shall be converted within 120 calendar days after award.

c. Toll free services, without dedicated T-1s and/or advanced features, must be converted no later than 120 calendar days after award.

d. All remaining toll free services must be converted no later than 150 days after the award.

3.1.5.4 After each service is converted, the vendor will provide WVOT with a notice of completion via formal memo.

3.1.5.5 If the vendor fails to meet the required implementation/conversion timeframes within 150 calendar days from the award, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met.

3.1.5.6 The vendor should 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.

3.1.5.7 The vendor will be responsible for any PIC switching fees. This fee is charged by the local provider when you change long distance carriers.

3.1.5.8 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.

3.1.6 Project Management

3.1.6.1 Transition Project Manager

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

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

3.1.6.1.2 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.

3.1.6.2 Contract Project Manager

3.1.6.2.1 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 this includes billing issues, installation activity, and any service related queries for any agency users. 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.

3.1.6.2.2 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 new 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

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

Project Manager shall be responsible for ensuring appropriate vendor personnel are available to provide overall account management.

3.1.6.2.3 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, WVOT shall be notified in email.

3.1.5.1. 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.

3.1.6.2.4 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.

3.1.6.2.5 The Contract Project Manager is responsible for monitoring and reporting 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.

3.1.6.2.6 The Contract Project Manager is responsible for monitoring and reporting on the status of interruptions to service (incidents). For any outages, status updates are required every four hours via phone call to the agency point of contact provided and email to WVOT until service has been restored. Once service has been restored, the Vendor will make a courtesy call by next business day to the agency to ensure continued service.

3.1.7 Traffic Study

3.1.7.1 The Vendor shall perform and report a traffic study on the dedicated services no more than one hundred twenty (120) days after the implementation 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

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

of service that may stem from the results of the traffic study. Traffic facilities requiring P.01 Grade of Service is defined as a 1 percent or less probability of callers being blocked to the facilities.

3.1.7.2 Subsequent studies and their reports must be performed annually on the anniversary date of the first submission. These reports must be compatible with Microsoft Office Suite Products and include at a minimum the same information requested in 3.1.7.1.

3.1.8 Billing and Payment

All services offered under this contract that are managed by the 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. The detailed backup shows each major category and then for each call under that category, it shows the Date, Time of the Call, the Area Code and Number called, the Place Called (city and state), the Length of the Call (minutes) and the Billable Amount. The WVOT is responsible for administering the services under this contract, allocating the charges to the respective customers and collecting their payment, and then rendering payment to the vendor via the master account invoice.

3.1.8.1 The Telecommunications Change Request (TCR) form (see Attached Form) is required for any changes to an agency's long distance services, i.e., moves, additions, disconnects. This form is completed by WVOT and their supported agencies. Once approved by WVOT, the TCR is sent to the vendor to complete the requested services. **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 at no cost to WVOT. The TCR cannot be used to change the terms and conditions of the Contract; terms and conditions of the Contract can only be changed by formal Change Order, as approved by the WV State Purchasing Division and the WV Attorney General's Office (as to form only).

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

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

3.1.8.3 The state will not honor any invoices received from third party vendors and will only honor the invoices received directly from the vendor for due payment of services received.

3.1.8.4 In order to execute accurate and timely payment vendor's 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".

3.1.8.5 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.

3.1.8.6 The vendor will submit a single master account bill to the WVOT each month for all state entities. All charges must be at the designated subaccount level and must be broken down by type for each line/circuit.

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

3.1.8.7 The Vendor will provide the single master account bill, which must also include the detailed backup, in electronic format. If the bill is submitted in Portable Document Format (a .pdf file), the calling detail must be separated by individual accounts as defined by the WVOT since this appropriate detailed back-up must be included with the statement of charges allocated by the WVOT for each specific user. A backup file must also be provided in either a Microsoft Suite Excel and/or .csv format.

3.1.8.8 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.

3.1.8.9 The vendor must provide to WVOT a complete inventory list every two weeks in an electronic format compatible with Microsoft Suite Products such as Excel and/or .csv. This inventory must include a detailed list of the numbers/circuits on each account.

3.1.8.10 When a new service/line is activated, the vendor must notify WVOT by phone within 48 hours to insure that billing records can be updated. Notification will include the name of the end client, description of changes in services if any, official billing cycle start date and any prior outstanding billing information if applicable.

3.1.8.11 WVOT will send the vendor disputes to the bill via email within 30 days of receipt of the invoice. The vendor must respond via email (either agreeing or disagreeing with documentation) within 45 days of receipt of the dispute.

3.1.8.12 The services requested in this solicitation must be provided by a telecommunications carrier, i.e., an organization recognized by the FCC as providing telecommunications 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.

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

3.1.8.13 The vendor must provide a single point of contact to manage/discuss any billing disputes, resolve any issues that occur (such as fraud resolution), and answer any questions.

3.1.9 Training and Support

3.1.9.1 Upon request, the Contract Project Manager shall respond via email or phone to queries about service and support this includes but is not limited to explanations to WVOT staff regarding how to read the invoice, define the billing line items, explain the detailed back-up that is provided, etc. The Contract Project Manager may be requested to travel on-site at WVOT to explain this periodically if a question arises with the vendor's billing. There will be no additional cost borne by the state associated to the expenses incurred in vendor travel.

3.1.9.2 The vendor shall provide three (3) on-site training classes for up to five (5) WVOT staff on the electronic billing platform prior to the first billing cycle. This training will serve as an opportunity for the vendor to also train WVOT staff on the vendor's preference in coordinating the recommended ordering procedures. The WVOT staff shall consist of programmers and billing clerks. This training shall be repeated if the vendor's electronic billing platform changes and/or if WVOT experiences staff changes. There will be no additional cost borne by the state associated to the expenses incurred by the vendor

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price for all Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall cost. The price items provided in the Pricing Page for Oasis will be used in processing each billing cycle therefore all payments will be reconciled to this Pricing Page.

4.2 Pricing Section: Vendor should complete the Pricing Page and Exhibit A by inputting the requested cost of services. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

- 4.2.1 Usage charges shall be based and billed on six (6) second increments after the initial eighteen (18) second minimum. Vendor will round decimal to the 4th decimal point.
- 4.2.2 The vendor must absorb regulatory costs that are in addition to the usage costs, such as Universal Service Fund (USF) fees. **These fees should be borne by the vendor for the life of this contract.**
- 4.2.3 The pricing section will then calculate the Total Cost by adding all the line item costs. All items will be evaluated for this solicitation. If there is a 'zero-cost' item, vendor should enter \$0.00 or NA.
- 4.2.4 The vendor meeting the mandatory requirements of the bid with the lowest total cost based on the Vendor Pricing Sheet will be considered the successful vendor.

No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: Dean.C.Wingerd@wv.gov.

Notwithstanding the foregoing, the Purchasing Division may correct errors at its discretion.

5. PAYMENT

- 5.1 Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 5.2 Only those costs identified in the Pricing Page will be considered legitimate charges. The WVOT reserves the right to refuse payment for all other fees/charges.
- 5.3 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 solicitation that it offers to any other customer similarly situated.

REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services

6. VENDOR DEFAULT:

6.1 The following shall be considered a vendor default under this Contract.

- 6.1.1** Failure to provide Contract Items in accordance with the requirements contained herein.
- 6.1.2** Failure to comply with other specifications and requirements contained herein.
- 6.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 6.1.4** Failure to remedy deficient performance upon request.

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

- 6.2.1** Immediate cancellation of the Contract.
- 6.2.2** Immediate cancellation of one or more release orders issued under this Contract.
- 6.2.3** Any other remedies available in law or equity.

7. MISCELLANEOUS:

- 7.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 7.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

**REQUEST FOR QUOTATION
LDPHONE15-Long Distance Services**

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

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

Contract Manager: Kent C. McMillion

Telephone

Number: (304) 720-6460

Fax Number: (304) 720-6461

Email Address: kmcmillion@Method1.net

Exhibit A- VENDOR PRICING SHEET

ALL BLANK CELLS of Exhibit A are to be completed by the bidding vendor. If a Cost per Unit does not apply, please enter \$0.00 or N/A.

Solicitation Specification Reference	Service Type	Unit of Measure	Cost per unit
3.1.1	Domestic Interstate	Initial 18 Seconds	\$0.0066
3.1.1	Domestic Interstate	6 Second Increment	\$0.0022
3.1.1	Domestic Interstate	Per minute	\$0.0220
3.1.1	Domestic Intrastate	Initial 18 Seconds	\$0.0081
3.1.1	Domestic Intrastate	6 Second Increment	\$0.0027
3.1.1	Domestic Intrastate	Per minute	\$0.0270
3.1.1	International - Canada	Initial 18 Seconds	\$0.0117
3.1.1	International - Canada	6 Second Increment	\$0.0039
3.1.1	International - Canada	Per minute	\$0.0390
3.1.1	Calling Card Service	Initial 18 Seconds	\$0.0150
3.1.1	Calling Card Service	6 Second Increment	\$0.0050
3.1.1	Calling Card Service	Per minute	\$0.0500
3.1.2	Toll Free Interstate	Initial 18 Seconds	\$0.0084
3.1.2	Toll Free Interstate	6 Second Increment	\$0.0028
3.1.2	Toll Free Interstate	Per minute	\$0.0280
3.1.2	Toll Free Intrastate	Initial 18 Seconds	\$0.0084
3.1.2	Toll Free Intrastate	6 Second Increment	\$0.0028
3.1.2	Toll Free Intrastate	Per minute	\$0.0280
3.1.2	Inbound Toll Free from Payphone (surcharge)	Per Call	\$0.8500
3.1.4	National Directory Assistance	Per Call	\$0.8500
	SUBTOTAL A: COST OF LONG DISTANCE, TOLL FREE and NATIONAL DIRECTORY ASSISTANCE		\$ 1.97 -
INTERACTIVE TOLL-FREE SERVICES			
Solicitation Specification Reference	Service Type	Unit of Measure	Cost per unit
3.1.2.3	Call Referral	Per Call	\$0.00
3.1.2.3	Call Transfer	Per Call	\$0.00
3.1.2.3	Informational Announcements	Per Call	\$0.00
3.1.2.3	Area Code Routing	Per Call	\$0.00
3.1.2.3	Area Code Selection	Per Call	\$0.00
3.1.2.3	Area Code/Exchange Routing	Per Call	\$0.00
3.1.2.3	Day of Week Routing	Per Call	\$0.00
3.1.2.3	Time of Day Routing	Per Call	\$0.00
	SUBTOTAL B: COST OF INTERACTIVE TOLL FREE SERVICES		\$ 0.00 -
TOTAL: COST OF LONG DISTANCE, TOLL FREE AND NATIONAL DIRECTORY ASSISTANCE SERVICES \$ 1.97 -			

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

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

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

☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

☒ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

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

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

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

☐ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

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

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

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

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

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

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

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

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

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

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

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Method One Communications

Signed: [Signature]

Date: January 12, 2015

Title: President and Owner

STATE OF WEST VIRGINIA

Purchasing Division

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: Method One CommunicationsAuthorized Signature: [Signature] Date: January 12, 2015State of West VirginiaCounty of Kanawha, to-wit:Taken, subscribed, and sworn to before me this 13th day of January, 2015.My Commission expires October 4, 2023.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 07/01/2012)



ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: SWC1500000011

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. I 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.

Method One Communications

Company

Authorized Signature

January 12, 2015

Date

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

Revised 6/8/2012

CRFQ-SWC1500000011

**Response and
Solutions Proposal**

**Prepared exclusively
for the State of West Virginia**

Presented by:



Method One Communications
Charleston, WV 25302

January 12, 2015

State of West Virginia
Mr. Dean Wingerd, Senior Buyer
WV Department of Administration; Purchasing Division
2019 Washington Street East
Charleston, WV 25305

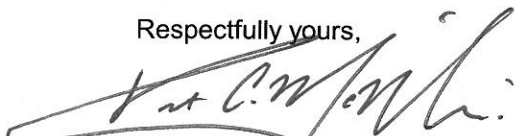
Mr. Wingerd:

Thank you for the opportunity to be invited in the RFQ process for your statewide Calling Cards, Dedicated facilities and Switched long-distance needs. As the incumbent Statewide vendor for Long-Distance telephone services, we are proud to present you with this detailed proposal which focuses on best of industry pricing, viability of the recommended vendor, (SLA's) Service Level Agreements, and references. We show several ways how the State can increase its profits, improve its high standards of State services, increase efficiencies of telecommunications management, and most importantly, reduce its operating expenses.

The opportunities outlined in this RFQ response can help the State of West Virginia meet its key telecommunications and financial objectives in 2015 and beyond. We hope that you will be pleased with our recommendations and view this RFQ response as a unique opportunity for the State of West Virginia and Method One Communications to continue our successful relationship.

Beyond this information, however, we want to offer our continual personal commitment to service the State of West Virginia and to work closely with the State to ensure that our promises are kept and that Method One Communications meets your needs as the State's business grows.

Respectfully yours,



Kent C. McMillion
President & Owner

Table of Contents

Executive Summary.....	Page 4
Product & Services	Page 5
Pricing	Page 6
Regulatory Fees & Universal Service Fund.....	Page 8
General Requirements	Page 8
Dedicated Facilities	Page 8
Additional Services & Incentives	Page 9
Vendor Information	Page 9
References	Page 11
Implementation & Support	Page 11
Installation & Escalation	Page 12
Addendum A	Page 15
Addendum B	Page 24
Addendum C	Page 38

Executive Summary

Method One Communications and TouchTone Communications are pleased to submit our proposal to the State of West Virginia for calling cards, dedicated and switched long-distance.

This proposal is submitted from a joint team of Method One Communications, a multi-faceted communications company, located in Charleston, West Virginia and TouchTone Communications, a nationwide integrated communications provider. Below, we have provided credentials of all parties involved to highlight how our robust team will provide the State of West Virginia with the products, services and competitive pricing they desire.

Method One Communications is a West Virginia based telecommunications company that concentrates on the coordination, consulting and management of the entities which make up organizations' telecommunications expenses. Method One Communications uses its vast knowledge of the telecom industry to ensure that vendor services are selected, contracted, provisioned and supported in a manner which optimizes industry capabilities to fully address the telecommunication needs of their customers. As a bonus to this extensive and in-depth coordination and consulting, Method One Communications will act as the customer's "Project" manager on an ongoing basis to ensure that customers stay abreast of all industry changes that may affect the customer's bottom line. Method One Communications is a distributor and authorized channel partner of TouchTone Communications. As a local distributor, Method One Communications will be responsible for managing the relationship between the State of West Virginia, the customer, and TouchTone Communications, the provider.

TouchTone Communications will be responsible for providing the State of West Virginia with a complete long distance service solution including T1 access services, calling cards, switched access and toll free services. This service solution includes provisioning, activations, billing, customer service and support as well as emergency contacts to address any of the State of West Virginia's service issues on a 7x24 hour basis. TouchTone Communications has 20 years of experience in providing quality voice and data services exclusively to the marketplace through its authorized distributors. Since inception, TouchTone Communications has expanded in size and offerings to incorporate all of the advanced telecom products into its product portfolio and to service its customers effectively. To effectively bundle services in a manner to meet the ever-increasing technical needs of customers today, TouchTone Communications works closely with a number of telecom service providers. TouchTone Communications bundles these services together to provide one comprehensive service solution.

Collectively, we have been able to facilitate the entire long-distance communications process for the State of West Virginia and bring a strong team capable of engineering and handling any size project with a set goal in mind. Through several top tier carrier relationships, we have the ability to integrate multiple services and to provide the best telecommunications service solution while maintaining extremely competitive rates. Our carrier relations are very strong which affords the ability to provide prompt and competent provisioning and activations services to customers. Billing capabilities have been customized for the State of West Virginia that provides State Agencies and the West Virginia Office of Technology with an easy-to-read 2-color electronic invoice; complete with a suite of in-depth management reports and itemized call detail. Customer care, simplicity of billing, and support remain at the forefront of the corporate philosophy for Method One Communications and TouchTone Communications as the State of West Virginia's current vendor.

Most importantly, the State of West Virginia will continue to receive the most competitive rates in the industry, as well as the thorough level of service and customer attention that every business and government entity deserves. We pride ourselves in establishing and maintaining tight internal

relationships among departments to provide the ultimate product delivery and customer service experience.

Products and Services

This document proposes the following Long-Distance interexchange components as listed in the LDPHONE15 RFQ specifications to provide "traditional long distance services (intrastate, interstate, Calling card and International)" and necessary dedicated T-1's or facilities to handle the traffic. This RFQ response is also inclusive of inbound toll free calling, directory assistance, and advanced features:

- Switched and Dedicated Long Distance Services both domestically and internationally including:
 - Interstate
 - Intrastate
 - IntraLATA
 - Toll Free
- Calling Cards
- Dedicated Voice T-1 Access
- This proposal is also inclusive of the RFQ Requirements including:
 - Project Management
 - On-Site Training
 - Electronic and Paper invoicing
 - Dedicated Account Team

The above services can be provided and installed on the following time parameters:

- Switched Services will be provided approximately 7-14 business days after the order of the services has been submitted and accepted by Method One Communications via meeting or conference call.
- Dedicated Services will be installed in approximately 30-45 business days after the order of the services has been submitted and accepted by Method One Communications via meeting or conference call.

Pricing Summary

The proposed pricing with TouchTone Communications is as follows:

PRICING FOR THE STATE OF WEST VIRGINIA

	CPM
--	-----

***LONG-DISTANCE**

Peak/Off Peak

InterState Rates: - Outbound

\$0.0220 - 4 digit rounding

InterState Rates: - Inbound

\$0.0280 - 4 digit rounding

***LONG-DISTANCE**

Peak/Off Peak

IntraState/LATA Rates: - Outbound (WV)

\$0.0270 - 4 digit rounding

IntraState/LATA Rates: - Inbound (WV)

\$0.0280 - 4 digit rounding

CALLING CARDS

Peak/Off Peak

Outbound Flat Rated

\$0.0500 - 4 digit rounding

****Long-Distance Rates are the same for both dedicated and switched facilities per RFQ Requirements.***

INTERNATIONAL RATES

Attached as Addendum A

Dedicated Facilities (T-1):	\$0.00 per T-1 (inclusive in above pricing)
Directory Assistance:	\$0.85
Toll Free MRC:	\$0.00
Calling Card – Operator Assisted:	\$0.00 Fee (\$0.0500 cents per minute)
PICC CHARGE:	\$0.00 (No Charge)
USF:	\$0.00 (inclusive in above pricing)
Billing Increments:	
Domestic	18-6 Dedicated
	18-6 Switched
International	18-6
Mexico	18-6

*****Advanced features including Call Referral, Call Transfer, Informational Announcement, Area Code Routing, Area Code Selection, Area Code/Exchange Routing, Day of Week Routing, and Time of Day Routing will be provided to the State of West Virginia at no additional charge.***

Calls are billed in 4 decimals – see example below of additional savings.

Call Rounding – Switched & Dedicated Services

TouchTone Communications' customers with dedicated or switched services enjoy the benefits of 4-digit call rounding. Just look at the chart below to compare the savings! Call examples are based on a rate of \$.025 cents per minute. Individual calls are billed to the 4th decimal place and rounded to the nearest penny at the summary level.

CALL DETAIL SUMMARY

MIN	DESTINATION	CALLED	COST (4 Decimal)	vs	COST (2 Decimal)	% SAVINGS With 4 Decimal Rounding
0.2	Philadelphia, PA	724-999-1234	\$0.0050		\$0.01	50%
0.2	Charleston, WV	304-720-6460	\$0.0050		\$0.01	50%
1.1	Louisville, KY	502-376-4098	\$0.0275		\$0.03	8%
0.3	New Albany, IN	812-941-8015	\$0.0075		\$0.01	25%
0.1	Elizabeth, KY	270-300-5888	\$0.0275		\$0.01	75%
0.2	Santa Ynez, CA	805-123-4567	\$0.0050		\$0.01	50%
0.3	Dallas, TX	603-930-3600	\$0.0075		\$0.01	25%

2.4 Total Minutes

TOTAL:	\$0.0600	\$0.090	33%
ROUNDED TO:	0.06	0.09	
SUMMARY RATE PER MINUTE:	\$0.0250	\$0.038	33%

Regulatory Fees & Universal Service Fund

The State of West Virginia **will not** be charged any regulatory fees, PICC charges, Government Mandated Charges, or Universal Service Fund (USF) charges throughout the term of the 1-year contract and optional two renewals as described in **CRFQ Section 4.2.2**. Method One Communications understands that the State of West Virginia does not want to be assessed any additional or “hidden charges” and this has been taken in consideration and factored into the proposed pricing.

Although the State of West Virginia **will not** be charged a Universal Service Fund Fee, Method One Communications will contribute the current USF Fee of .168 or 16.8% on behalf of the State of West Virginia. The USF Fee is subject to be changed quarterly depending on the needs of Universal Service Programs. Method One Communications respectfully requests the State take this into consideration during the evaluation of telecommunications costs. Method One Communications has waived these charges throughout the existing contract and renewals as the State's incumbent vendor and agrees to continue this practice for the upcoming term agreement. The State can confirm changes of the USF contribution factor for reference purposes at:

<http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>

General Requirements

As the incumbent vendor for current Long-Distance services, Method One Communications adheres and complies with the Mandatory Contract Services Requirements and Deliverables as outlined in the RFQ. All of these requirements are in place and fulfilled today under the current Method One Communications and the State of West Virginia contract as defined in subsequent agreements LDPHONE08 and ISCP0078.

Dedicated Facilities

Method One Communications and TouchTone Communications collectively and currently provide 24-Hour Proactive Network Monitoring of the State's dedicated Long-Distance and Egress facilities as outlined in the RFQ. This proactive monitoring ensures the continuous integrity of the State's calls, as well as, monitor long-distance traffic allowing for P.01 Grade of Service. Method One Communications will provide the State a quarterly analysis, traffic studies, and utilization reports as specified in the RFQ. The State of West Virginia will be provided dedicated T-1's via the egress points and additional facilities to support both dedicated and switched traffic at **no additional cost** to the State. In the event that the State needs to add an additional T-1 under the 1-year contract or optional renewals, there will be **no** associated one-time costs or monthly recurring costs associated with the additional T-1(s). Although this monthly recurring cost **will not** be charged to the State in any event, the T-1 rate is based on the end user's proximity to the nearest serving POP. TouchTone Communications through their established carrier relationships have serving local POPs in Beckley, Bluefield, Charleston, Clarksburg, Huntington, Martinsburg, Parkersburg, and Wheeling. Detailed POP information including CLLI Codes and addresses are available on request by e-mail at stateofwv@method1.net or sales@method1.net.

Additional Services & Incentives

Customized Invoicing: Method One Communications in conjunction with the West Virginia Office of Technology designed and customized the current invoice and electronic billing for the State of West Virginia and Office of Technology. The invoice was designed, customized, and includes a message window to communicate WVOT information and updates with State Agencies. The invoice was also customized by billing groups (subaccounts) as defined by the State for the simplicity of administrative distribution among State agencies. **(Addendum B)**

Customized Calling Cards: Method One Communications' Calling Card was designed in conjunction with the West Virginia Office of Technology and the West Virginia Secretary of State. The current calling card platform has been customized to include the State of West Virginia Seal, as well as, incorporate the "blue and gold" color scheme. Method One Communications will continue to distribute the customized calling cards upon successful award of the bid at **no** additional charge for customization and card printing. **(Addendum C)**

IP Based Toll Free Services (optional): Method One Communications' Toll Free platform supports both a traditional PSTN end point as well as an IP Address, SIP trunk, or IP based voice network end point. The Toll Free inbound rate per minute proposed within this RFQ response will be offered by Method One Communications to the State of West Virginia whether the call terminates to a traditional PSTN endpoint or IP based platform.

Early Incentive Credit: In the event an invoice is paid within 30 days of confirmed receipt by the State of West Virginia, a 1.5% credit will be issued on the following billable invoice.

Example: An invoice is generated in the amount of **\$100,000.00**. An additional "early payment" incentive would be posted in the amount of **\$1,500.00** on the following invoice in the event payment was received within 30 business days of confirmed receipt of the invoice by the WVOT.

Method One Communications is in full compliance and agreement with the payment process as outlined in **Section 5** of the RFQ. However, the aforementioned incentive will be put into place with the State of West Virginia and will continue upon successful award of the bid throughout the 1-Year Term optional renewals.

Vendor Information

Method One Communications, LLC (Authorized Distributor)



Founded in June 2003, Method One Communications, LLC is a Charleston, West Virginia based company. Method One Communications is a full service telecommunications company that offers a full array of telecommunications products and services. We are a multi-faceted communications company that is on the leading edge of technology. Our service portfolio includes Switched and Dedicated voice products, complete Data Line Circuits, Video on Demand, Internet Access and competitive Local Access pricing.

Our status as one of the industries leading distributors and channel partners allows us to create product packages with the best prices and services from the nation's foremost carriers. Method One Communications provides a single source solution for the following telecommunications products:

- Complete network services including MPLS, private lines and VPN
- Switched and Dedicated phone services, including 1-plus and toll free outbound and inbound calling
- Nationwide Internet Access and Web Hosting and development services
- Customized Calling Cards
- Wireless personal communications
- Debit Cards (Pre-paid phone cards)
- VoIP, SIP Trunks and Hosted PBX systems
- Billing software for customized billing reports
- Multimedia conference services such as Conference Calling and Video Conferencing

Method One Communications offers an organization a unique "buyers advantage". Our entrepreneurial spirit has redefined the communications industry. Because of our strategic partnerships, we have been able to offer the State of West Virginia choices and customization of products that no other company can match. Turn key solutions that embrace the evolution of technology to gain a competitive advantage. The benefits to our clients are:

1. Pre-sale consulting with a large inventory of potential alternatives and solutions
2. Multi-network options (redundancy capabilities)
3. Well developed strategic partnerships/alliances with the most respected names in the industry
4. Dual level engineering support (network and hardware)
5. Post sales support, project implementation and management, platinum level customer service
6. Simplicity and customization of billing

Our core competency is the ability to bundle a variety of network and hardware options into a seamless solution. By working to understand where you are today and where you are headed tomorrow, we have strived to go beyond the traditional lines of a telecommunications provider and work towards a solution that encompasses your entire enterprise system.

TouchTone Communications

TouchTone communications

TouchTone Communications is a full service provider of communication services with over forty thousand customers nationwide. The company was established in 1993 with one goal in mind, to offer the highest quality service at the most competitive prices, while maintaining the highest possible level of customer service. Since TouchTone's inception they have focused on growing their product base without ever losing sight of the original goal. TouchTone Communications has an FCC 214 license to operate as a facilities-based International provider and is licensed to provide service originating from all 50 continental United States. TouchTone's switching facilities are located in Newark, New Jersey with Major Points of Presence (POPs) that include Atlanta, Chicago and Los Angeles. The company maintains long-standing relationships with service providers around the world, including Tier One and emerging carriers.

Touchtone offers a full range of voice, data/internet, and VoIP solutions serving residential business, government, and wholesale customers across the country and internationally. TouchTone prides itself on providing the highest quality services at the most competitive prices, while maintaining first-class customer support service. With TouchTone's Network Operations Center (NOC), provisioning, and customer service departments and local distributors, customers can depend on both superior service and support.

References

References are available upon fax request by e-mail at sales@method1.net.

References include West Virginia County Governments, West Virginia County School Systems, Hospitals, and Fortune 1000 companies that are either headquartered or have an established presence within the State of West Virginia.

Implementation and Support

The Method One Communications' Operations Department is fully equipped with personnel who are trained to provision both switched and dedicated accounts as well as work with TouchTone Communications who will provide the network necessary to operate these products. This department was recently restructured in 2013 to provide vertical support for all services within each area of the State of West Virginia. Personnel are separated into geographic regions to provide specific functions of service to enhance the level of support for our customers. For example, each region has specialists in the areas of Major Accounts/Dedicated Repair, Technical Services, Error Processing, and Switched Accounts/Repair.

The Executive Customer Care Team provides superior direct customer care to all customers. In an increasingly complex and often confusing industry, we work to ensure that our customers receive quality long distance services, accurate billing, and access to business professionals who understand the many changes and opportunities in the industry. Our goal is to take on your issues as our own and manage them to your satisfaction. In the current telecommunications environment of carrier mergers and consolidations, our Service Operations Department strives to build a personalized business relationship with our customers. The more we understand our customer's needs and requirements, the better we can provide answers and products that not only meet but exceed customer expectations.

Below are the Installation Contact and Escalation List that will be used for implementation of the project management plan. It includes the implementation team with titles and functional roles.

Installation Contact and Escalation List

TECHNICAL SVCS ESCALATION LEVEL	CONTACT	PHONE INFORMATION
Level 1	<u>Ronald S. Hahn</u> Operations Manager Project Manager (Transition) rhahn@method1.net	Phone: 304-720-6460 x104 Cellular: 304-553-4378 Fax: 304-720-6461
Level 1A (if level 1 unavailable)	<u>Kent C. McMillion</u> President & Owner Contract Project Manager kcmcmillion@method1.net	Phone: 304-720-6460 x102 Cellular: 304-545-1954 Fax: 304-720-6461
Level 2	<u>Peggy Johnson</u> Technical Services Specialist pjohnson@method1.net	Phone: 304-720-6460 x105 Cellular: 304-395-8325 Fax: 304-720-6461
Level 3	<u>S. Argyle McMillion</u> Chief Operating Officer argyle@method1.net	Phone: 304-720-6460 x103 Cellular: 304-421-1501 Fax: 304-720-6461

Method One Communications will provide additional local resources in addition to the mandatory requirements described in the Project and Contract Management requirements of the RFQ. These additional resources include a daily on-site Project Manager, as well as, continued daily and "on-call" support from the Project Manager beyond the transition period. Furthermore, daily, weekly, and monthly reports will be provided to the State at no additional cost. Beyond the scope of the RFQ, a local account team will make themselves available to the State for on-site visits, vendor meetings, and any additional support that is deemed necessary by the State of West Virginia.

Upon successful award of the bid, Method One Communications in conjunction with TouchTone Communications will begin the following implementation/conversion process as mutually agreed upon by the WVOT and the aforementioned parties as needed. Although all of the switched, dedicated, calling cards, and Egress facilities are in place with Method One Communications as the incumbent long-distance vendor; the following implementation / conversion schedule will be in place if any additional services are needed and agreed upon by the State of West Virginia and Method One Communications:

Pre-Start Date:

Identify State's locations and Network Services: Method One Communications will require the following level of detail for the State's facilities:

- Agency locations including address.
- An inventory of ANIs (working telephone numbers), Toll Free Numbers, Toll Free Features, and Calling Cards associated with each location.
- An inventory of existing dedicated facilities (T-1's) associated with each location.
- Signaling and feature arrangements associated with each location related to equipment.

Start Date:

1. **Project Manager reviews Network Services:** Method One Communications' Project Manager will verify accounts and sub-accounts, Toll Free Numbers, Features, and Dedicated facilities (2-days).
2. **Project Manager submits order to TouchTone Communications:** Acceptance of the orders will be summarized to the WVOT by post summary e-mail (72 hours).
3. **Daily Plan Updates:** Project Manager in conjunction with TouchTone Communications will provide daily information regarding activation status of all switched ANIs, Toll Free Numbers, and Dedicated Services on all accounts and sub-accounts. These daily updates will include 1st call dates, deactivation / activation of service and status codes from the local exchange provider.
4. **Daily Work Flow:** Project Manager works with Local Exchange Carriers on PICC issues, ASR's, FOC Dates, Testing, Perform Pre-service Testing and Schedule / Conduct Cut-overs for dedicated facilities.
5. **Establish Billing Hierarchy**
6. **Initiate Billing**

STANDARD TIMELINE INFORMATION:

- Calling Cards: 14 business days
- Switched Outbound Long-Distance Services: 7-14 business days
- Switched Inbound Long-Distance Services: 7-14 business days
- Dedicated Facilities: 30-45 business days
- Dedicated Inbound Long-Distance Services: Available upon completion of individual Dedicated Facilities.

Trouble Report and Resolution Services

Method One Communications Trouble Reporting and Customer Care Escalation Referral List

- To open a Trouble Ticket 24 Hours a Day, 7 Days a Week, 365 Days a Year, please call our Customer Care Support Group at **304-720-6460** or **888-720-6460** or use the following e-mail addresses that correspond to the inquiry:
 - stateofwv@method1.net or statewv@method-one.net
 - customercare@method1.net

Please have the following information ready for your Customer Support Specialist when you call in a trouble report:

- Billing Telephone Number, Agency Number, or Billing Group ID.
- Circuit ID, Number you are trying to call from, toll free number, or calling card number.
- For voice services, a sample within the last (12) hours of a call you have tried to make.
 - The number you attempted to call.
 - The approximate time of the call.
 - The result of the call (Please write down any intercept message you might have heard when you attempted to make the call, including any trailer tag line information at the end of the message).
- Contact Name & Contact Number
- Method One Communications will provide you with a System Trouble Ticket number to be used in reference to follow-up, through conclusion, for the open service issue.
- By providing the information requested above we will be able to process & investigate your request more expeditiously and completely.
- Method One Communications will then work with the State to provide a proactive response/update time frame through to the conclusion of the service issue
- Method One Communications will internally escalate to TouchTone Communications' Management and Sr. Management based on the hours and severity of the open service issue
- Standard Response/Escalation Timeframes are as follows:

Service Impact Escalation	Criteria *For Switched & Dedicated Long Distance Services *Calling Card Services	SLA Guideline
Minor	Affects less than 25% of incoming/outgoing service	<ul style="list-style-type: none"> • 2 Hour Response • 4 Hour Repair
Major	Affects more than 25% but less than 75% of incoming/outgoing service	<ul style="list-style-type: none"> • 2 Hour Response • 4 Hour Repair/Escalation
Severe	Affects more than 75% of incoming/outgoing service	<ul style="list-style-type: none"> • 1 Hour Response • 2 Hour Repair/Escalation

Severe Outage Service Escalation Levels

Level	Escalation	Contact	Phone Numbers
Level 1	0-2 Hours	Ronald S. Hahn Operations Manger Project Manager (Transition)	Phone: 304-720-6460 ext. 104 888-720-6460 ext. 104 (24x7) Fax: 304-720-6461 E-mail: rhahn@method1.net
Level 2	2 Hours	Peggy Johnson Technical Services Specialist	Phone: 304-720-6460 ext. 105 888-720-6460 ext. 105 (24x7) Fax: 304-720-6461 E-mail: pjohnson@method1.net
Level 2	2 Hours	Kent McMillion President & Owner (Contact Project Manager)	Phone: 304-720-6460 ext. 102 Cell: 304-545-1954 Direct: 304-932-4715 888-720-6460 ext. 102 Fax: 304-720-6461 E-mail: kmcmillion@method1.net
Level 3	4 Hours	TouchTone Business Support	Phone: 800-900-5474 E-mail: business.support@touchtone.net
Level 3	4 Hours	Helena Pereira Manager, Business Support	Phone: 800-900-5474 ext. 4222 E-mail: hpereira@touchtone.net
Level 4	6 Hours	Neil Morazan Manager, Network Operations	Phone: 866-269-8001 E-mail: touchtone@touchtone.net
Level 5	8 Hours	Dillon Kim Director, Operations	Phone: 973-739-9300 ext. 4201 E-mail: dkim@touchtone.net

Addendum A:

International Long-Distance & International Calling Card Rates

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
93	Afghanistan **	\$0.690	\$0.790
355	Albania	\$0.210	\$0.310
213	Algeria	\$0.230	\$0.330
684	American Samoa **	\$0.200	\$0.300
376	Andorra	\$0.110	\$0.210
376(x)	Andorra - Mobile	\$0.300	\$0.400
244	Angola **	\$0.260	\$0.360
264*	Anguilla	\$0.290	\$0.390
672	Antarctica **	\$0.830	\$0.930
268	Antigua	\$0.310	\$0.410
54	Argentina	\$0.049	\$0.165
54(x)	Argentina - Mobile	\$0.250	\$0.350
374	Armenia	\$0.190	\$0.290
297	Aruba	\$0.220	\$0.300
247	Ascension Island **	\$0.690	\$0.790
61	Australia	\$0.049	\$0.120
61(x)	Australia - Mobile	\$0.300	\$0.400
43	Austria	\$0.049	\$0.159
43(x)	Austria - Mobile	\$0.330	\$0.430
994	Azerbaijan Rep.	\$0.190	\$0.360
992	Azores	\$0.240	\$0.340
242*	Bahamas	\$0.150	\$0.250
973	Bahrain **	\$0.390	\$0.490
880	Bangladesh **	\$0.270	\$0.370
246*	Barbados	\$0.220	\$0.380
375	Belarus	\$0.249	\$0.350
375(x)	Belarus - Mobile	\$0.340	\$0.440
32	Belgium	\$0.070	\$0.150
32(x)	Belgium - Mobile	\$0.320	\$0.420
501	Belize	\$0.390	\$0.450
229	Benin **	\$0.230	\$0.330
441*	Bermuda	\$0.150	\$0.250
975	Bhutan **	\$0.280	\$0.380
591	Bolivia	\$0.250	\$0.350
387	Bosnia-Herzegovina	\$0.260	\$0.360
267	Botswana **	\$0.190	\$0.290
55	Brazil	\$0.049	\$0.199
55(x)	Brazil - Mobile	\$0.250	\$0.350
284*	British Virgin Islands	\$0.200	\$0.300

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
673	Brunei **	\$0.130	\$0.230
359	Bulgaria	\$0.160	\$0.260
359(x)	Bulgaria - Mobile	\$0.750	\$0.750
226	Burkina Faso **	\$0.270	\$0.370
257	Burundi **	\$0.230	\$0.330
855	Cambodia **	\$0.540	\$0.640
237	Cameroon **	\$0.470	\$0.570
403	Canada - Alberta	\$0.039	\$0.090
604	Canada - British Columbia	\$0.039	\$0.090
204	Canada - Manitoba	\$0.039	\$0.090
506	Canada - New Brunswick	\$0.039	\$0.090
709	Canada - Newfoundland	\$0.039	\$0.090
902	Canada - Nova Scotia	\$0.039	\$0.090
205	Canada - Ontario	\$0.039	\$0.090
416	Canada - Ontario	\$0.039	\$0.090
519	Canada - Ontario	\$0.039	\$0.090
613	Canada - Ontario	\$0.039	\$0.090
807	Canada - Ontario	\$0.039	\$0.090
905	Canada - Ontario	\$0.039	\$0.090
418	Canada - Quebec	\$0.039	\$0.090
450	Canada - Quebec	\$0.039	\$0.090
514/819	Canada - Quebec	\$0.039	\$0.090
306	Canada - Saskatchewan	\$0.039	\$0.090
238	Cape Verde Islands **	\$0.450	\$0.550
345*	Cayman Islands	\$0.160	\$0.290
236	Central African Rep. **	\$0.260	\$0.360
235	Chad Republic **	\$0.530	\$0.630
56	Chile	\$0.070	\$0.170
56(x)	Chile - Mobile	\$0.270	\$0.370
86	China	\$0.049	\$0.155
57	Colombia	\$0.150	\$0.250
269	Comoros	\$0.990	\$0.990
242	Congo **	\$0.270	\$0.370
682	Cook Islands **	\$1.150	\$1.250
506	Costa Rica	\$0.100	\$0.200
385	Croatia	\$0.150	\$0.250
53	Cuba **	\$1.100	\$1.200
357	Cyprus	\$0.120	\$0.220
420	Czech Republic	\$0.090	\$0.190
420(x)	Czech Republic - Mobile	\$0.300	\$0.400

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
45	Denmark	\$0.070	\$0.150
45(x)	Denmark - Mobile	\$0.310	\$0.410
246	Diego Garcia **	\$0.960	\$1.060
253	Djibouti **	\$0.490	\$0.590
767*	Dominica	\$0.290	\$0.390
809*	Dominican Republic	\$0.079	\$0.229
593	Ecuador	\$0.149	\$0.309
20	Egypt	\$0.199	\$0.309
503	El Salvador	\$0.200	\$0.300
240	Equi Guinea **	\$0.480	\$0.580
291	Eritrea **	\$0.550	\$0.650
372	Estonia	\$0.090	\$0.390
372(x)	Estonia - Mobile	\$0.250	\$0.450
251	Ethiopia **	\$0.580	\$0.680
298	Faeroe Islands **	\$0.240	\$0.340
500	Falkland Islands **	\$0.890	\$0.990
679	Fiji Islands	\$0.450	\$0.550
358	Finland	\$0.090	\$0.190
358(x)	Finland - Mobile	\$0.300	\$0.400
33	France	\$0.049	\$0.120
33(x)	France - Mobile	\$0.300	\$0.400
596	French Ant.-Martinique	\$0.230	\$0.330
596(x)	French Ant.-Martinique - Mobile	\$0.300	\$0.400
594	French Guiana	\$0.250	\$0.350
594(x)	French Guiana - Mobile	\$0.300	\$0.400
689	French Polynesia	\$0.390	\$0.490
241	Gabon **	\$0.290	\$0.390
220	Gambia **	\$0.350	\$0.450
995	Georgia	\$0.140	\$0.240
995(x)	Georgia - Mobile	\$0.250	\$0.350
49	Germany	\$0.049	\$0.100
49(x)	Germany - Mobile	\$0.340	\$0.400
233	Ghana **	\$0.210	\$0.310
350	Gibraltar **	\$0.100	\$0.200
30	Greece	\$0.090	\$0.190
30210	Greece - Athens	\$0.070	\$0.170
30(x)	Greece - Mobile	\$0.270	\$0.350
299	Greenland	\$0.690	\$0.690
473*	Grenada	\$0.310	\$0.410
590	Guadeloupe	\$0.200	\$0.290

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
590(x)	Guadeloupe - Mobile	\$0.340	\$0.440
671	Guam	\$0.290	\$0.290
539	Guantanamo Bay	\$0.400	\$0.500
502	Guatemala	\$0.220	\$0.290
224	Guinea **	\$0.250	\$0.350
592	Guyana **	\$0.450	\$0.550
509	Haiti **	\$0.250	\$0.350
504	Honduras	\$0.440	\$0.440
852	Hong Kong	\$0.070	\$0.170
36	Hungary	\$0.049	\$0.180
36(x)	Hungary - Mobile	\$0.310	\$0.400
354	Iceland	\$0.100	\$0.200
354(x)	Iceland - Mobile	\$0.330	\$0.430
91	India	\$0.150	\$0.290
9122	India - Bombay	\$0.150	\$0.290
91(x)	India - Mobile	\$0.290	\$0.390
9111	India - New Delhi	\$0.150	\$0.290
62	Indonesia	\$0.190	\$0.290
874	Inmarisat - W. Atlantic	\$10.000	\$10.000
873	Inmarisat - Indian Ocean	\$10.000	\$10.000
872	Inmarisat - Pacific Ocean	\$10.000	\$10.000
871	Inmarisat- Atlantic	\$10.000	\$10.000
98	Iran	\$0.200	\$0.300
964	Iraq **	\$0.530	\$0.630
353	Ireland	\$0.049	\$0.160
353(x)	Ireland - Mobile	\$0.300	\$0.400
972	Israel	\$0.049	\$0.170
972(x)	Israel - Mobile	\$0.160	\$0.250
39	Italy	\$0.049	\$0.150
39(x)	Italy - Mobile	\$0.330	\$0.400
225	Ivory Coast **	\$0.350	\$0.450
876*	Jamaica **	\$0.150	\$0.320
81	Japan	\$0.049	\$0.170
81(x)	Japan - Mobile	\$0.250	\$0.350
962	Jordan	\$0.290	\$0.390
310-7318, 7320-733	Kazakhstan	\$0.199	\$0.350
254	Kenya **	\$0.380	\$0.480
686	Kiribati **	\$1.100	\$1.200
850	Korea, North **	\$0.780	\$0.880
82	Korea, South	\$0.070	\$0.170

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
965	Kuwait	\$0.190	\$0.290
996	Kyrgyzstan	\$0.210	\$0.310
856	Laos **	\$0.290	\$0.390
371	Latvia	\$0.320	\$0.390
961	Lebanon	\$0.220	\$0.320
266	Lesotho **	\$0.190	\$0.290
231	Liberia **	\$0.310	\$0.410
218	Libya **	\$0.230	\$0.330
423	Liechtenstein	\$0.120	\$0.220
423(x)	Liechtenstein - Mobile	\$0.250	\$0.350
370	Lithuania	\$0.190	\$0.290
370(x)	Lithuania - Mobile	\$0.300	\$0.400
352	Luxembourg	\$0.090	\$0.190
352(x)	Luxembourg - Mobile	\$0.300	\$0.400
853	Macau**	\$0.100	\$0.190
389	Macedonia	\$0.350	\$0.390
261	Madagascar **	\$0.440	\$0.540
265	Malawi	\$0.130	\$0.230
60	Malaysia	\$0.090	\$0.190
960	Maldives	\$0.520	\$0.620
223	Mali Republic **	\$0.390	\$0.490
356	Malta	\$0.220	\$0.320
692	Marshall Islands **	\$0.590	\$0.690
222	Mauritania **	\$0.450	\$0.550
230	Mauritius **	\$0.360	\$0.460
52	Mexico	\$0.099	\$0.230
52	Mexico - Guadalajara	\$0.060	\$0.200
52	Mexico - Mexico City & Monterrey	\$0.060	\$0.200
52(x)	Mexico - Mobile	\$0.300	\$0.300
691	Micronesia **	\$0.610	\$0.710
373	Moldova	\$0.200	\$0.300
373(x)	Moldova - Mobile	\$0.250	\$0.350
377	Monaco	\$0.110	\$0.220
377(x)	Monaco - Mobile	\$0.300	\$0.400
976	Mongolia	\$0.220	\$0.320
664*	Montserrat	\$0.390	\$0.490
212	Morocco	\$0.350	\$0.450
258	Mozambique **	\$0.240	\$0.340
95	Myanmar-Burma **	\$0.690	\$0.790
264	Namibia **	\$0.250	\$0.350

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
674	Nauru **	\$1.050	\$1.150
977	Nepal **	\$0.610	\$0.710
31	Netherlands	\$0.070	\$0.170
31(x)	Netherlands - Mobile	\$0.370	\$0.450
599	Netherlands Antilles	\$0.290	\$0.390
869*	Nevis	\$0.290	\$0.390
687	New Caledonia **	\$0.530	\$0.630
64	New Zealand	\$0.070	\$0.080
64(x)	New Zealand - Mobile	\$0.360	\$0.450
505	Nicaragua	\$0.320	\$0.420
227	Niger **	\$0.300	\$0.400
234	Nigeria **	\$0.270	\$0.370
683	Niue Island **	\$1.200	\$1.300
47	Norway	\$0.070	\$0.170
47(x)	Norway - Mobile	\$0.300	\$0.400
968	Oman **	\$0.390	\$0.490
92	Pakistan **	\$0.410	\$0.510
680	Palau **	\$0.640	\$0.740
507	Panama	\$0.190	\$0.290
675	Papua New Guinea **	\$0.490	\$0.590
595	Paraguay	\$0.290	\$0.390
51	Peru	\$0.150	\$0.250
51(x)	Peru - Mobile	\$0.350	\$0.450
63	Philippines	\$0.240	\$0.340
63(x)	Philippines - Mobile	\$0.300	\$0.400
48	Poland	\$0.049	\$0.160
22	Poland - Warsaw	\$0.049	\$0.160
48(x)	Poland - Mobile	\$0.330	\$0.400
351	Portugal	\$0.049	\$0.180
351(x)	Portugal - Mobile	\$0.370	\$0.450
262	Reunion Island	\$0.290	\$0.390
40	Romania	\$0.130	\$0.300
40(x)	Romania - Mobile	\$0.360	\$0.450
7	Russia	\$0.049	\$0.190
7(x)	Russia - Mobile	\$0.079	\$0.190
7095	Russia - Moscow	\$0.049	\$0.170
7812	Russia - St. Petersburg	\$0.049	\$0.170
250	Rwanda **	\$0.290	\$0.390
378	San Marino	\$0.090	\$0.190
239	Sao Tome **	\$1.490	\$1.590
966	Saudi Arabia **	\$0.390	\$0.490

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
221	Senegal Republic **	\$0.370	\$0.470
381	Serbia / Yugoslavia	\$0.250	\$0.350
248	Seychelles Island **	\$0.360	\$0.460
232	Sierra Leone **	\$0.450	\$0.550
65	Singapore	\$0.060	\$0.160
421	Slovakia	\$0.140	\$0.240
421(x)	Slovakia - Mobile	\$0.320	\$0.400
386	Slovenia	\$0.130	\$0.230
386(x)	Slovenia - Mobile	\$0.330	\$0.400
677	Solomon Island **	\$1.150	\$1.250
252	Somalia **	\$1.100	\$1.200
27	South Africa	\$0.150	\$0.250
27(x)	South Africa - Mobile	\$0.300	\$0.400
34	Spain	\$0.049	\$0.150
34(x)	Spain - Mobile	\$0.330	\$0.400
94	Sri Lanka **	\$0.310	\$0.410
290	St. Helena **	\$0.890	\$0.990
869*	St. Kitts	\$0.390	\$0.490
758*	St. Lucia	\$0.290	\$0.490
508	St. Pierre/Miquelon	\$0.350	\$0.450
784*	St. Vincent	\$0.320	\$0.320
249	Sudan **	\$0.390	\$0.490
597	Suriname **	\$0.430	\$0.530
268	Swaziland **	\$0.210	\$0.310
46	Sweden	\$0.049	\$0.110
46(x)	Sweden - Mobile	\$0.320	\$0.400
41	Switzerland	\$0.049	\$0.100
41(x)	Switzerland - Mobile	\$0.370	\$0.400
963	Syria **	\$0.560	\$0.660
886	Taiwan	\$0.070	\$0.170
886(x)	Taiwan - Mobile	\$0.150	\$0.250
992	Tajikistan	\$0.290	\$0.390
255	Tanzania **	\$0.470	\$0.570
66	Thailand	\$0.190	\$0.290
228	Togo **	\$0.340	\$0.440
690	Tokelan **	\$0.990	\$1.090
676	Tonga **	\$0.660	\$0.760
868*	Trinidad/Tobago	\$0.180	\$0.320
216	Tunisia	\$0.180	\$0.490
90	Turkey	\$0.099	\$0.310

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
90212, 90216	Turkey - Istanbul	\$0.099	\$0.260
90(x)	Turkey - Mobile	\$0.300	\$0.400
993	Turkmenistan	\$0.290	\$0.390
649*	Turks/Caicos	\$0.280	\$0.380
256	Uganda **	\$0.220	\$0.320
380	Ukraine	\$0.099	\$0.250
971	United Arab Emirates **	\$0.400	\$0.500
44	United Kingdom	\$0.049	\$0.090
44(x)	United Kingdom - Mobile	\$0.300	\$0.400
598	Uruguay	\$0.260	\$0.360
998	Uzbekistan	\$0.230	\$0.330
678	Vanuatu **	\$0.990	\$1.090
39669	Vatican City	\$0.070	\$0.150
58	Venezuela	\$0.049	\$0.190
582	Venezuela - Caracas	\$0.049	\$0.190
84	Vietnam **	\$0.510	\$0.610
681	Wallis/Futuna **	\$1.050	\$1.150
967	Yemen **	\$0.310	\$0.410
243	Zaire **	\$0.430	\$0.530
260	Zambia **	\$0.190	\$0.290
263	Zimbabwe **	\$0.170	\$0.270
263(x)	Zimbabwe-Mobile**	\$0.220	\$0.320
Calling to U.S. Territories			
907	Alaska	\$0.150	\$0.150
808	Hawaii	\$0.079	\$0.150
939	Puerto Rico	\$0.090	\$0.090
340	U.S.V.I.	\$0.090	\$0.150
Toll Free Service to U.S.			
907	Alaska	\$0.150	\$0.150
808	Hawaii	\$0.079	\$0.150
939	Puerto Rico	\$0.150	\$0.150
340	U.S.V.I.	\$0.150	\$0.150
All areas	Canada	\$0.150	\$0.150

Unless otherwise stated, prices reflect calls made to landlines. For all countries marked with an asterisk (*), you must dial 1 + country code + number. For all others, dial 011 + country code + city code + number. For all countries marked with 2 asterisks (**), you must notify us if you need calling access to these countries.

Addendum B:

Sample Paper Invoice Copy CDR Call and Group Types CDR Field Descriptions



SUMMARY OF ACCOUNT HISTORY

Amount of Last Statement	\$13.19
Payments Received 03/17/04	\$13.19CB

PAST DUE BALANCE	\$.00
Current Charges	\$11.88

TOTAL DUE BY 04/30/04	\$11.88
------------------------------	----------------

SUMMARY OF CHARGES

BILLING DETAIL	\$11.88
TOTAL CALL CHARGES	\$10.01
INTERNATIONAL CALLS	\$10.01
Federal - Federal Excise Tax	\$.33
Federal - Fed USF Combined Hig	\$.87
Federal - Fed Telecommunicatio	\$.00
State -Sales Tax	\$.65

TOTAL CURRENT CHARGES	\$11.88
------------------------------	----------------

**JOE CUSTOMER
123 MAIN STREET
ANYTOWN, US 12345**


Invoice Date 10/15/2002

Account Number 00000

Invoice Number 000000

Customer Service Information

Customer Service 800-555-1212

 Web site www.touchtone.com

 E-mail info@touchtone.com

Fax 800-555-1212

Repair 800-555-1212

Important Information

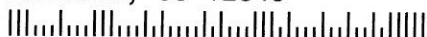
Please remember that if you are changing or adding telephone numbers with your local phone company it is also very important to contact TouchTone's Customer Service Department to notify us of the changes.

BACK TO SCHOOL SPECIAL!

Let your students call home anytime, anywhere with a TouchTone 800 Number or TouchTone Calling Card. Contact Customer Service for more information!

☐ For address change and or to pay by credit card check box. (see reverse side)

JOE CUSTOMER
123 MAIN STREET
ANYTOWN, US 12345

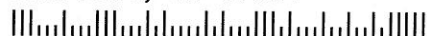


Phone Number	000-000-0000
Account Number	00000000000000
Invoice Date	00/00/0000
Due Date	00/00/0000

04/05/04

\$11.88

TOUCHTONE COMMUNICATIONS
P.O. Box 135
WHIPPANY, NJ 07981



000

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
201-313-9932 INTERNATIONAL CALLS

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/21	09:24A	506-3782394	COSTA RICA CR 1	.5	.11
TAXES:					.02

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
866-970-1999 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/01	01:04P	718-377-4928	BROOKLYN NY 1	3.0	1.862
03/01	03:58P	718-377-4928	BROOKLYN NY 1	.6	.0294
03/02	05:20P	703-534-9326	FLS CHURCH VA 1	.3	.0147
03/03	06:22P	973-885-8223	LIVINGSTON NJ 1	.6	.0294
03/03	08:40P	201-233-3337	CLIFFSIDE NJ 1	11.6	5.684
03/03	09:50P	973-885-8223	CLIFFSIDE NJ 1	.6	.0294
03/08	10:14A	201-969-9768	CLIFFSIDE NJ 1	3.0	1.470
03/08	06:46P	201-641-2926	HACKENSACK NJ 1	4.6	2.254
03/08	08:27P	201-641-2926	HACKENSACK NJ 1	.3	.0147
03/09	12:30P	201-905-8756	CLOSTER NJ 1	9.4	4.606
03/09	07:33P	201-403-4611	HACKENSACK NJ 1	6.4	3.136
03/15	10:23P	718-377-4928	BROOKLYN NY 1	2.6	1.274
03/16	05:39P	718-377-4928	BROOKLYN NY 1	.8	.0392
03/31	03:23P	201-233-3337	CLIFFSIDE NJ 1	2.8	1.372
03/31	06:07P	201-941-4116	CLIFFSIDE NJ 1	.8	.0392
03/31	07:12P	201-233-3337	CLIFFSIDE NJ 1	.6	.0294
22 CALLS				54.1	2.6509
TAXES:					.29

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
888-284-2468 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/01	10:09A	914-788-4200	PEEKSKILL NY 1	1.2	.0510
03/01	01:03P	718-377-4928	BROOKLYN NY 1	.6	.0255
03/01	04:31P	917-289-2030	MANHATTAN NY 1	.8	.0340
03/01	07:34P	609-882-3577	EWING NJ 1	.3	.0128
03/02	09:27A	609-882-3577	EWING NJ 1	6.8	2.890
03/02	01:36P	212-227-4739	NEW YORK NY 1	1.4	.0595
03/02	01:59P	718-888-0476	QUEENS NY 1	.6	.0255
03/02	04:35P	212-986-6110	NEW YORK NY 1	6.6	2.805
03/02	05:20P	703-534-9326	FLS CHURCH VA 1	20.9	8.755
03/03	09:36A	631-591-4994	RIVERHEAD NY 1	1.0	.0425
03/03	10:51A	631-591-4994	RIVERHEAD NY 1	.7	.0340
03/03	04:39P	609-925-0100	HOPEWELL NJ 1	.3	.0128
03/04	01:16P	718-625-6620	BROOKLYN NY 1	.8	.0392
03/04	02:14P	212-986-7906	NEW YORK NY 1	.3	.0128
03/05	11:40A	212-986-7906	NEW YORK NY 1	.3	.0128

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
888-284-2468 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/05	12:02P	973-392-4141	NEWARK NJ 1	.8	.0340
03/05	03:18P	212-227-4739	NEW YORK NY 1	.3	.0128
03/05	03:47P	212-227-4531	NEW YORK NY 1	.4	.0170
03/05	04:01P	212-227-4739	NEW YORK NY 1	1.0	.0425
03/05	04:13P	703-532-2860	FLS CHURCH VA 1	.3	.0128
03/05	04:26P	609-925-0100	HOPEWELL NJ 1	3.2	1.360
03/06	11:55A	215-880-0012	PHILA PA 1	.6	.0255
03/08	09:29A	914-788-4200	PEEKSKILL NY 1	6.0	2.550
03/08	12:11P	212-227-4739	NEW YORK NY 1	1.2	.0510
03/08	01:56P	845-634-8963	NEW CITY NY 1	.6	.0255
03/08	03:07P	917-289-2030	MANHATTAN NY 1	9.0	3.825
03/08	03:43P	201-556-9240	HACKENSACK NJ 1	3.2	1.360
03/08	03:50P	201-556-9245	HACKENSACK NJ 1	5.8	2.465
03/08	04:08P	845-634-8942	NEW CITY NY 1	6.0	2.550
03/08	04:49P	631-668-1540	MONTAUK PT NY 1	2.6	1.105
03/08	05:06P	845-634-8942	NEW CITY NY 1	1.4	.0595
03/09	09:59A	914-788-4200	PEEKSKILL NY 1	2.6	1.105
03/09	11:07A	703-532-2860	FLS CHURCH VA 1	11.2	4.760
03/09	12:17P	212-227-4538	NEW YORK NY 1	.3	.0128
03/09	12:20P	917-289-2030	MANHATTAN NY 1	1.4	.0595
03/09	02:13P	973-392-4141	NEWARK NJ 1	1.0	.0425
03/09	02:53P	917-289-2030	MANHATTAN NY 1	.3	.0128
03/09	03:17P	203-459-1562	TRUMBULL CT 1	3.8	1.615
03/09	03:20P	973-392-4141	NEWARK NJ 1	.6	.0255
03/09	04:25P	703-532-2860	FLS CHURCH VA 1	12.6	5.355
03/10	02:07P	703-532-2860	FLS CHURCH VA 1	4.0	1.700
03/10	06:51P	212-259-6000	NEW YORK NY 1	1.0	.0425
03/11	09:17A	631-591-4994	RIVERHEAD NY 1	.3	.0128
03/11	01:56P	516-747-5991	GARDENCITY NY 1	.6	.0255
03/11	01:57P	516-747-5992	GARDENCITY NY 1	.3	.0128
03/12	08:54A	516-747-5993	GARDENCITY NY 1	.4	.0170
03/12	10:50A	914-699-6716	MT VERNON NY 1	.3	.0128
03/12	11:41A	646-262-6349	NEW YORK NY 1	.3	.0128
03/12	02:21P	914-699-6750	MT VERNON NY 1	.3	.0128
03/12	05:55P	703-532-2860	FLS CHURCH VA 1	.6	.0255
03/15	09:23A	212-986-4841	NEW YORK NY 1	1.2	.0510
03/15	10:44A	973-574-7665	PASSAIC NJ 1	2.8	1.190
03/16	10:01A	212-986-7902	NEW YORK NY 1	.3	.0128
03/16	11:03A	646-262-6349	NEW YORK NY 1	3.8	1.615
03/16	11:09A	631-770-0067	FARMINGDL NY 1	14.0	5.950
03/16	03:18P	914-788-4200	PEEKSKILL NY 1	.8	.0340
03/16	03:30P	631-770-0067	FARMINGDL NY 1	.3	.0128
03/16	03:48P	631-770-0067	FARMINGDL NY 1	27.2	1.1560
03/16	04:34P	914-788-4200	PEEKSKILL NY 1	3.2	1.360
03/17	08:59A	845-634-8956	NEW CITY NY 1	.4	.0170
03/17	09:53A	845-634-8995	NEW CITY NY 1	2.6	1.105
03/17	10:26A	631-770-0066	FARMINGDL NY 1	1.6	.0680
03/17	11:44A	203-459-1562	TRUMBULL CT 1	1.4	.0595
03/17	12:20P	631-286-5503	BELLPORT NY 1	.8	.0340
03/17	01:24P	631-591-4994	RIVERHEAD NY 1	.3	.0128
03/17	03:06P	845-634-8956	NEW CITY NY 1	.8	.0340
03/17	03:18P	631-770-0067	FARMINGDL NY 1	7.8	3.315
03/17	05:55P	631-286-5503	BELLPORT NY 1	3.8	1.615
03/18	10:18A	631-630-4700	CENTRAISL NY 1	14.8	6.290
03/18	12:33P	973-275-3286	SO ORANGE NJ 1	.8	.0340

continued

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
888-284-2468 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/18	03:18P	212-372-2000	NEW YORK NY 1	3.0	1.275
03/18	04:31P	212-725-8633	NEW YORK NY 1	.6	.0255
03/18	06:05P	718-217-8804	QUEENS VLG NY 1	12.6	5.355
03/18	09:55P	214-492-2823	IRVING TX 1	.4	.0170
03/18	09:59P	212-410-1075	NEW YORK NY 1	.4	.0170
03/19	10:45A	201-576-0300	ORADELL NJ 1	46.2	1.9635
03/19	11:37A	201-576-0213	ORADELL NJ 1	1.4	.0445
03/19	12:22P	201-576-0213	ORADELL NJ 1	13.2	5.610
03/19	01:46P	718-625-6620	BROOKLYN NY 1	.6	.0255
03/19	02:25P	201-576-0213	ORADELL NJ 1	.8	.0340
03/19	03:32P	703-532-2860	FLS CHURCH VA 1	.6	.0255
03/19	03:51P	631-770-0067	FARMINGDL NY 1	.3	.0128
03/19	03:53P	631-770-0067	FARMINGDL NY 1	.3	.0128
03/19	03:54P	631-770-0067	FARMINGDL NY 1	.6	.0255
03/20	01:19P	631-770-0066	FARMINGDL NY 1	5.6	2.380
03/21	08:28P	253-203-0022	TACOMA WA 1	.3	.0128
03/22	09:20A	516-747-2094	GARDENCITY NY 1	5.0	2.125
03/22	09:55A	201-871-0177	INGLEWOOD NJ 1	5.6	2.380
03/22	10:07A	914-788-4200	PEEKSKILL NY 1	4.6	1.955
03/22	10:15A	631-770-0066	FARMINGDL NY 1	1.6	.0680
03/22	10:37A	212-986-7906	NEW YORK NY 1	2.4	1.020
03/22	11:26A	973-477-4033	NEWARK NJ 1	.6	.0255
03/22	01:20P	914-699-6711	MT VERNON NY 1	4.2	1.785
03/22	02:02P	718-465-6395	QUEENS NY 1	.6	.0255
03/22	02:41P	212-795-6630	NEW YORK NY 1	1.0	.0425
03/22	03:32P	718-465-6396	QUEENS NY 1	.3	.0128
03/23	09:59A	718-625-6620	BROOKLYN NY 1	9.4	3.995
03/23	11:18A	718-928-9797	BROOKLYN NY 1	6.2	2.635
03/23	02:49P	973-778-1706	PASSAIC NJ 1	.4	.0170
03/23	02:50P	973-778-1190	PASSAIC NJ 1	6.2	2.635
03/23	03:04P	973-773-4225	PASSAIC NJ 1	2.2	.0935
03/24	12:29P	845-634-8956	NEW CITY NY 1	.8	.0340
03/24	12:42P	845-634-8956	NEW CITY NY 1	.3	.0128
03/24	02:22P	631-770-0065	FARMINGDL NY 1	.3	.0128
03/24	03:02P	631-770-0067	FARMINGDL NY 1	3.4	1.445
03/25	03:08P	201-576-0213	ORADELL NJ 1	.3	.0128
03/25	03:22P	718-650-0022	STATEN IS NY 1	.6	.0255
03/25	05:38P	718-650-0020	STATEN IS NY 1	5.4	2.295
03/26	10:56A	718-229-5275	QUEENS NY 1	.8	.0340
03/26	11:11A	718-229-5275	QUEENS NY 1	.3	.0128
03/26	11:13A	718-229-5275	QUEENS NY 1	.3	.0128
03/26	12:16P	201-576-0300	ORADELL NJ 1	7.8	3.315
03/26	02:22P	631-724-6134	SMITHTOWN NY 1	2.6	1.105
03/26	08:23P	212-661-0089	NEW YORK NY 1	.3	.0128
03/27	10:49P	201-818-1215	RAMSEY NJ 1	4.6	1.955
03/27	04:01P	917-478-6601	NEW YORK NY 1	.4	.0170
03/29	10:16P	973-574-7672	PASSAIC NJ 1	2.2	.0935
03/29	12:52P	631-724-6134	SMITHTOWN NY 1	2.8	1.190
03/29	01:00P	631-724-6134	SMITHTOWN NY 1	.8	.0340
03/29	01:37P	201-576-0300	ORADELL NJ 1	1.6	.0680
03/29	04:30P	703-689-0073	HERNDON VA 1	.3	.0128
03/30	10:48A	617-426-0588	BOSTON MA 1	.6	.0255
03/30	10:50A	617-556-9949	BOSTON MA 1	.6	.0255

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
888-284-2468 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/30	01:17P	617-556-0093	BOSTON MA 1	1.0	.0425
03/30	03:02P	617-210-0745	BOSTON MA 1	.3	.0128
03/30	03:04P	617-556-0258	BOSTON MA 1	2.2	.0935
03/30	03:08P	201-576-0213	ORADELL NJ 1	1.6	.0680
03/30	03:40P	201-576-0213	ORADELL NJ 1	.8	.0340
03/30	07:06P	212-259-6000	NEW YORK NY 1	.3	.0128
03/30	07:21P	212-227-4739	NEW YORK NY 1	.3	.0128
03/31	08:51A	631-367-2433	COLDSPGHR NY 1	2.0	.0850
03/31	02:47P	718-630-5140	BROOKLYN NY 1	1.0	.0425
03/31	03:21P	201-233-3337	CLIFFSIDE NJ 1	.8	.0340
03/31	07:14P	201-233-3337	CLIFFSIDE NJ 1	.6	.0255

138 CALLS

TOTAL

422.3

17.9493

TAXES:

2.82

Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
888-734-5500 TOLL-FREE SERVICE

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/05	03:49P	212-227-4531	NEW YORK NY 1	.8	.0340
03/09	04:56P	973-392-4141	NEWARK NJ 1	3.2	1.360
03/10	10:44A	201-444-9109	RIDGEWOOD NJ 1	1.4	.0595
03/11	08:53A	212-842-9014	NEW YORK NY 1	1.0	.0425
03/12	12:25P	516-747-7695	GARDENCITY NY 1	3.4	1.445
03/18	02:12P	508-548-6653	FALMOUTH MA 1	.3	.0128
03/18	06:04P	7			



Account Number: 2012429970 WIRELESS ADVANTAGE CALLS
201-313-9932 INTERNATIONAL CALLS

DATE	TIME	AREA/NUMBER	PLACE	MIN.	AMT.
03/21	09:24A	506-3782394	COSTA RICA CR 1	.5	.11
TAXES:					.02

Account Number: 2012429970 WIRELESS ADVANTAGE USER ID SUMMARY

DESCRIPTION	# CALLS	MIN.	AMT.
201-313-9932	1	.5	.11
866-970-1999	22	54.1	2.6509
888-284-2468	138	422.3	17.9493
888-734-5500	23	50.1	2.1294
TOTALS: 184	527.0	22.8396	

Account Number: 2012429970 WIRELESS ADVANTAGE CALL GROUP SUMMARY

DESCRIPTION	# CALLS	MIN.	AMT.
TOLL FREE SERVICE	183	526.5	22.7296
INTERNATIONAL CALLS	1	.5	.11
TOTALS:	184	527.0	22.8396

Account Number: 2012429970 WIRELESS ADVANTAGE AREA CODE SUMMARY

DESCRIPTION	# CALLS	MIN.	AMT.
OUTBOUND:			
COSTA RICA	1	.5	.11
Sub-Total:	1	.5	.11
INBOUND:			
AREA CODE 201	37	160.7	7.1106
AREA CODE 203	2	5.2	.2210
AREA CODE 212	24	26.6	1.1348
AREA CODE 214	1	.4	.0170
AREA CODE 215	1	.6	.0255
AREA CODE 253	1	.3	.0128
AREA CODE 508	1	.3	.0128
AREA CODE 516	1		.4123
AREA CODE 609	4	1.6	.6506
AREA CODE 617	5	.7	.1998
AREA CODE 631	28	17.1	2.321
AREA CODE 646	2	.1	.1743
AREA CODE 703	9	50.5	2.1483
AREA CODE 718	27	59.6	2.501
AREA CODE 845	8	12.9	.5483
AREA CODE 914	9	19.3	.8204
AREA CODE 917	5	11.9	.5058
AREA CODE 973	14	26.0	1.1115
Sub-Total:	183	526.5	22.7296
TOTALS: 184	527.0	22.8396	

Account Number: 2012429970 WIRELESS ADVANTAGE TIME OF DAY SUMMARY

DESCRIPTION	# CALLS	MIN.	AMT.
7:00 am - 8:00 am	0	.0	.00
8:00 am - 9:00 am	4	3.8	.1615
9:00 am - 10:00 am	11	41.0	1.8313
10:00 am - 11:00 am	20	109.2	4.6606
11:00 am - 12:00 pm	15	46.1	1.9595
12:00 pm - 1:00 pm	15	48.0	2.1012
1:00 pm - 2:00 pm	21	38.2	1.6484
2:00 pm - 3:00 pm	19	25.3	1.0904
3:00 pm - 4:00 pm	34	91.9	3.9282
4:00 pm - 5:00 pm	14	41.1	1.7469
5:00 pm - 6:00 pm	10	36.1	1.5622
6:00 pm - 7:00 am	21	46.3	2.1494
TOTALS: 184	527.0	22.8396	

Account Number: 2012429970 WIRELESS ADVANTAGE DAY OF WEEK SUMMARY

DESCRIPTION	# CALLS	MIN.	AMT.
SUNDAY	2	.8	.1228
MONDAY	43	102.5	4.4585
TUESDAY	41	173.0	7.4614
WEDNESDAY	31	73.6	3.2465
THURSDAY	21	48.1	2.0523
FRIDAY	39	115.5	4.9113
SATURDAY	7	13.5	.5868
TOTALS:	184	527.0	22.8396

**SUMMARY OF ACCOUNT HISTORY**

AMOUNT OF LAST STATEMENT
PAYMENTS RECEIVED 05/23/13

PAST DUE BALANCE

CURRENT CHARGES

TOTAL DUE BY 06/25/13

TOTAL DUE AFTER 07/03/13

SUMMARY OF LD CHARGES

DOMESTIC CALLS-INTERSTATE
DOMESTIC CALLS-INTRASTATE
TOLL FREE-INTERSTATE
TOLL FREE-INTRASTATE
PAYPHONE SURCHARGE-TOLL FREE
CANADA
CARIBBEAN
DIRECTORY ASSISTANCE
DED OUTBOUND-INTRA
DED OUTBOUND-INTER
INTERNATIONAL CALLS
TOLL FREE-NON MAINLAND
CALLING CARD-DOMESTIC CALLS
SERVICES

LD CALL CHARGES**TOTAL CURRENT CHARGES**

STATE OF WV
WVOT-TELCO
PO BOX 50110
CHARLESTON, WV 25305

Invoice Date 05/31/13
Account Number WVOT-LDP08
Call Usage 05/01/13 - 05/31/13

Important Information:

Please remember that if you are **changing, adding or disconnecting telephone numbers with your local phone company** you must submit a Telecommunications Change Request (TCR) to the WV Office of Technology to initiate the change. The TCR form is available at the WVOT website <http://www.state.wv.us/ot>. For questions, you may email telecomm@wv.gov.

One source One solution
METHOD1
COMMUNICATIONS

www.Method1.net

-CUSTOM TEMPLATE-



Detach this form and return it with your payment in U.S. Dollars only. Write your Account Number on your check or money order. Make checks payable to:
Method One Communications.

Past due balances are subject to applicable finance charges.

Phone Number	304-558-8153
Account Number	WVOT-LDP08
Invoice Date	05/31/13
Due Date	06/25/13

☐ Check here and complete reverse side for address change or to pay by credit card.



Payment Due By
06/25/13

Total Amount Due

Amount Enclosed
\$

7519 0100 N0 D0 05 06052013 NNNNNNN 0000001 Non-Q 1576 oz.

STATE OF WV
WVOT-TELCO
PO BOX 50110
CHARLESTON, WV 25305



METHOD ONE COMMUNICATIONS
L-3516
COLUMBUS, OH 43260-0001



WVOT-LDP080321831350326658819

**SUMMARY OF LD CHARGES**

DOMESTIC CALLS-INTRASTATE

\$0.31

LD CALL CHARGES**\$0.31****TOTAL CURRENT CHARGES****\$0.31****Invoice Date****05/31/13****Account Number****WVOT-LDP08****Call Usage****05/01/13 - 05/31/13****Important Information:**

Please remember that if you are ***changing, adding or disconnecting telephone numbers with your local phone company*** you must submit a Telecommunications Change Request (TCR) to the WV Office of Technology to initiate the change. The TCR form is available at the WVOT website <http://www.state.wv.us/ot>. For questions, you may email telecomm@wv.gov.

One source One solution

METHOD1

C O M M U N I C A T I O N S

www.Method1.net**-CUSTOM TEMPLATE-**

010225 30474 DOMESTIC CALLS

DATE	TIME	AREA/NUMBER	PLACE		MINUTES	AMOUNT
05/06	02:07P	304-822	ROMNEY	WV	2.3	0.0872
05/06	02:10P	304-358	FRANKLIN	WV	1.4	0.0531
05/06	02:27P	304-358	FRANKLIN	WV	2.6	0.0986
05/06	03:58P	304-530	MOOREFIELD	WV	1.8	0.0683
4 CALLS			TOTAL		8.1	0.3072

-CUSTOM TEMPLATE-



CDR CALL TYP	DESCRIPTION
800	INBOUND SERVICE
80D	TOLL FREE DEDICATED
80N	TOLL FREE CANADIAN ORIG
80P	PAYPHONE ORIGINATION
80R	TOLL FREE CARIBBEAN ORIG.
8NP	TOLL FREE PAYPHONE-CANADA
8PS	TOLL FREE PAYPHONE SRCHG
8RP	TOLL FREE PAYPHONE-CARIB
AIR	AIRTIME
CAN	CANADIAN CALL
CAR	CARIBBEAN CALL
DE8	DEDICATED TOLL-FREE SVC
DED	DEDICATED OUTBOUND SVC.
DEF	DEDICATED DIRECTORY ASSIS
DEI	DEDICATED INTERNATIONAL
DEN	DEDICATED-CANADA
DER	DEDICATED-CARIBBEAN
INF	DIRECTORY ASSISTANCE
INT	INTERNATIONAL CALLS
ITS	INTERNATIONAL TOLL FREE
LE8	800 SERVICE
LOC	LOCAL ACCESS ORIGINATION
LOI	TOLL FREE ACCESS-INT'L
NOR	1+ DOMESTIC CALLS
OPR	OPERATOR CALLS
PVI	TRAVEL CARD PAYPHONE INTL
TBR	TRAVEL CARD CARRIBEAN
TNP	TRAVEL CARD PAYPHONE CAN.
TON	TRAVELCARD-ORIG CANADA
TOP	TRAVELCARD-ORIG PAYPHONE
TOR	TRAVELCARD-ORIG CARRIBEAN
TPS	CALL CARD PAYPHONE SRCHG
TRP	TRAVEL CARD-CARIB. PAY.
TVF	TRAVELCARD
TVI	TRAVEL CARD INTERNATIONAL
TVL	TRAVELCARD
TVN	TRAVEL CARD-CANADA
TVO	TRAVEL CARD OPERATOR ASST
TVP	TRAVEL CARD-PAYPHONE ORIG
TVR	TRAVEL CARD CARRIBEAN
V8B	VOIP INBOUND-CARIBBEAN
V8C	VOIP INBOUND-CANADA
V8D	VOIP INBOUND-TF CON US
V8I	VOIP INBOUND-TF INTERNAL
VCN	VOIP CANADIAN CALLS
VCR	VOIP CARIBBEAN CALLS
VDA	VOIP OUTBOUND-DIR ASSIST
VEI	VOIP EXTERNAL INBOUND
VI8	VOIP INBOUND-TF CON US
VID	VOIP INBOUND DOMESTIC
VII	VOIP INTERNAL INBOUND
VIO	VOIP INTERNAL OUTBOUND
VIV	VOIP OUTBOUND-DOMESTIC
VLB	VOIP INBOUND-CARIBBEAN
VLC	VOIP INBOUND-CANADA
VLD	VOIP INBOUND-DOMESTIC
VLI	VOIP INBOUND-INTERNATIONA
VNR	VOIP 1+ DOMESTIC LD
VNT	VOIP INTERNATIONAL CALLS
VO8	VOIP OUTBOUND-TOLL FREE
VOA	VOIP OUTBOUND-DIR ASSIST
VOB	VOIP OUTBOUND-CARIBBEAN
VOC	VOIP OUTBOUND-CANADA
VOD	VOIP OUTBOUND-DOMESTIC
VOI	VOIP OUTBOUND-INTERNATION
VOV	VOIP OUTBOUND-ON NET

CDR CALL GROU	DESCRIPTION
1+	DOMESTIC CALLS-INTERSTATE
1+A	DOMESTIC CALLS-INTRASTATE
800	TOLL FREE-INTERSTATE
80A	TOLL FREE-INTRASTATE
80P	TOLL FREE-INTER-PAYPHONE
8PA	TOLL FREE-INTRA-PAYPHONE
8PS	TOLL FREE-PAYPHONE SURCHG
CAN	CANADA
CAR	CARIBBEAN
CEL	CELLULAR
DA1	DIRECTORY ASSISTANCE
DA2	DIRECTORY ASSISTANCE
DE8	DEDICATED TOLL FREE
DEA	DED OUTBOUND-INTRA
DED	DEDICATED OUTBOUND
DEE	DED OUTBOUND-INTER
DEI	DEDICATED INTERNATIONAL
DEN	DEDICATED CANADIAN
DER	DEDICATED CARIBBEAN
DOA	DOMESTIC CALLS-INTRASTATE
DOM	DOMESTIC CALLS-INTERSTATE
INT	INTERNATIONAL CALLS
ITS	INTERNATIONAL TOLL FREE
LE8	TOLL FREE SERVICE
LOC	LOCAL ACCESS ORIGINATION
LOI	800-414-1032 ORIGINATION
MEX	MEXICO
NM8	TOLL FREE-NON MAINLAND
OTC	CALL CARD-PAYPHONE SURCHG
OTS	CALL CARD-PAYPHONE SURCHG
TDA	DIRECTORY ASST-TOLL FREE
TFS	CALL CARD-PAYPHONE SURCHG
TNS	CALL CARD-PAYPHONE SURCHG
TOI	CALLING CARD-INT'L ORIG
TPS	CALL CARD-PAYPHONE SURCHG
TRS	CALL CARD-PAYPHONE SURCHG
TVC	CALLING CARD-CANADA ORIG
TVD	CALLING CARD-DOMESTIC
TVI	CALLING CARD-INTERNATIONA
TVM	CALLING CARD-MEXICO
TVP	CALLING CARD-PAYPHONE
TVR	CALLING CARD-CARIBBEAN OR
V1+	VOIP DOMESTIC-INTER
V1A	VOIP DOMESTIC-INTRA
V80	VOIP-TOLL FREE INTERSTATE
V8A	VOIP-TOLL FREE INTERSTATE
V8C	VOIP INBOUND-TF CANADA
VC8	VOIP INBOUND-TF CARIBBEAN
VCN	VOIP CANADIAN CALLS
VCR	VOIP CARIBBEAN CALLS
VE8	VOIP INBOUND-TF
VEI	VOIP INBOUND-STDRD
VID	SIP INBOUND - DID
VII	VOIP INBOUND-ON NET
VIO	VOIP OUTBOUND-ON NET
VIT	VOIP INBOUND INTERNATIONAL
VNR	VOIP OUTBOUND-DOMESTIC
VNT	VOIP OUTBOUND-INTERNATION
VO8	VOIP OUTBOUND-TF
VOA	VOIP EXTENDED DIR ASSIST
VOD	VOIP OUTBOUND-DOMESTIC
VOE	VOIP OUTBOUND-EXTENDED
VOI	VOIP OUTBOUND-INT'L
VPS	CALL CARD-PAYPHONE SURCHG

Method One: CDR Field Descriptions

FIELD NUMBER:
 START POSITION:

<u>FIELD LENGTH</u>	<u>FIELD NAMES</u>	<u>FIELD DESCRIPTIONS</u>
1 : 001 : 10	CUSTOMER NUMBER	Customer's Account Number. This will be the Billing Telephone Number (BTN).
2 : 012 : 10	GROUP ID	This value is used to group specific telephone numbers under different sections on a statement. Used when customer has multiple departments or locations to be reported separately on a single invoice.
3 : 023 : 02	SITE NUMBER	Switching Center or Network Service Provider. This is used internally by TouchTone to define specific networks that we may use on that particular call.
4 : 026 : 03	PROJECT GROUP	Creates Groups of Project Codes for Statement Presentation. This indicator separates project codes that belong to a specific group as defined in #2 above.
5 : 030 : 12	PROJECT CODE	Additional dialed digits the end user dialed when making calls. (This would be the "Account Code" that is dialed by the customer)
6 : 043 : 03	BILLING ORDER	Determines sort order of call detail for statement presentation.
7 : 047 : 03	CALL GROUP	Type of Call. It is determined when the call is rated.
8 : 051 : 07	MULTI-CALL SEQ#	Links multiple calls together. Typically used for Conference calling or call back.
9 : 059 : 01	STATUS TYPE	C = Current, A = Archived, E = EMI'd
10 : 061 : 10	DESTINATION PLACE	Contains the destination city of the call if it is a North American Numbering Plan (NANP) location. Otherwise, it contains the Country name if International. These come from your VNH file and are User Definable.
11 : 072 : 02	DESTINATION STATE	Contains the destination state of the call if it is a NANP location. Otherwise, it contains a two-character country abbreviation. These come from your VNH file and are User Definable.
12 : 075 : 01	EXCHANGE TYPE	C = Interstate/Intralata, I = Interstate, L = Intrastate/Intralata, S = Intrastate, O = Other/International.
13 : 077 : 06	PROCESS DATE	Date the Call was written to TouchTone's Call detail file. YYYYMMDD.
14 : 084 : 04	NUMBER OF CALLS	Number of calls represented by this record.

15 : 089 : 01	VOLUME FLAG	Y indicates this call is susceptible to volume charges. N indicates this call is not susceptible to volume charges. It is user defined and comes from the Call Group.
16 : 091 : 11	AMOUNT #2	Second call charge amount. Only populated when the system is setup to rate the calls twice.
17 : 103 : 01	2/4 DECIMAL FLAG #2	A 2 indicates the call charges in amount 2 have been rounded to two places to the right of the decimal. A 4 indicates the call charges in amount 2 have been rounded to four places to the right of the decimal.
18 : 105 : 03	CALL TYPE	Type of Call as determined by TouchTone. Each different type of call has its own indicator that is set by TouchTone.
19 : 109 : 07	INPUT TRUNK	Indicates which trunk carried the call into the switching system.
20 : 117 : 07	OUTPUT TRUNK	Indicates which trunk carried the call out of the switching system.
21 : 125 : 03	ORIG. COUNTRY	Country Code for the Country where the call originated. Only populated on call originating Internationally.
22 : 129 : 16	ORIG. NUMBER	Contains the origination number of the call, if available.
23 : 146 : 10	ORIG. PLACE	Contains the Origination city of the call if it is a North American Numbering Plan (NANP) location. Otherwise, it contains the Country name if International. These come from your VNH file and are User Definable.
24 : 157 : 02	ORIG. STATE	Contains the Origination state of the call if it is a NANP location. Otherwise, it contains a two-character country abbreviation. These come from your VNH file and are User Definable.
25 : 160 : 03	LATA	LATA for the Destination Number.
26 : 164 : 11	VOLUME DISC. AMT.	Amount of the Volume Charges. May be positive or negative. The +/- sign may be trailing, leading, or none based upon the users selection in the export code. Example with sign trailing: 999999.9999+
27 : 176 : 10	VOLUME CODE	Contains the volume code used to determine volume charges for this call. This is user definable.
28 : 187 : 01	VOLUME TYPE	Not in use at this time.
29 : 189 : 01	VOLUME LEVEL	A C = Customer, a G = Group ID, and a U = User ID. This indicates the level at which the volume charges were calculated.
30 : 191 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the
31 : 193 : 02		
32 : 196 : 09		

Customer, Group ID, or User ID.

33 : 206 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
34 : 208 : 02		
35 : 211 : 09		
36 : 221 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
37 : 223 : 02		
38 : 226 : 09		
39 : 236 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
40 : 238 : 02		
41 : 241 : 09		
42 : 251 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
43 : 253 : 02		
44 : 256 : 09		
45 : 266 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
46 : 268 : 02		
47 : 271 : 09		
48 : 281 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
49 : 283 : 02		
50 : 286 : 09		
51 : 296 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
52 : 298 : 02		
53 : 301 : 09		
54 : 311 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
55 : 313 : 02		
56 : 316 : 09		
57 : 326 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
58 : 328 : 02		
59 : 331 : 09		
60 : 341 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
61 : 343 : 02		
62 : 346 : 09		
63 : 356 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
64 : 358 : 02		
65 : 361 : 09		
66 : 371 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
67 : 373 : 02		
68 : 376 : 09		

69 : 386 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
70 : 388 : 02		
71 : 391 : 09		
72 : 401 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
73 : 403 : 02		
74 : 406 : 09		
75 : 416 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
76 : 418 : 02		
77 : 421 : 09		
78 : 431 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
79 : 433 : 02		
80 : 436 : 09		
81 : 446 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
82 : 448 : 02		
83 : 451 : 09		
84 : 461 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
85 : 463 : 02		
86 : 466 : 09		
87 : 476 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
88 : 478 : 02		
89 : 481 : 09		
90 : 491 : 07	ORIG. CITY CODE	On an Internationally originating call, when a city code is identifiable, this field will contain the city code. Note, the city code is included in the Origination Number of the call.
91 : 499 : 12	MISC 1	This field is used for miscellaneous information typically used in custom applications.
92 : 511 : 12	MISC 2	This field is used for miscellaneous information typically used in custom applications.
93 : 525 : 12	MISC 3	This field is used for miscellaneous information typically used in custom applications.
94 : 538 : 01	ANI FLG	A Y indicates that the originating number was an ANI. A N indicates that the originating number is not an ANI.
95 : 540 : 07	DEST. CITY CODE	On a call to an International number, when a city code is identifiable, this field will contain the city code. Note, the city code is included in the Destination Number of the call.
96 : 548 : 01	2/4 DECIMAL FLAG #1	A 2 indicates the call charges in amount 1 have been rounded to two places to the right of the decimal. A 4 indicates the call charges in amount 1 have been rounded to four places to the right of the decimal.

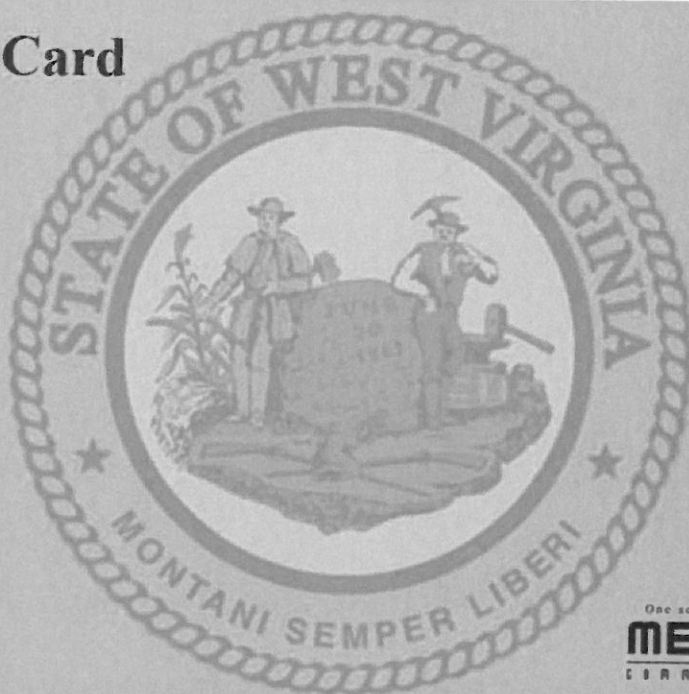
97 : 550 : 06	CALL DURATION	This is the un-rounded duration of the Call. It is hhmmss.
98 : 557 : 03	DESTINATION COUNTRY	Country Code for Destination Country. Only populated on calls with an International Destination.
99 : 561 : 16	DESTINATION NUMBER	Dialed Number of Destination.
100 : 578 : 01	DEN FLAG	Time of Day indicator. These are user defined.
101 : 580 : 08	DATE	This is the date the call was made. YYYYMMDD.
102 : 589 : 06	TIME	This is the time the call was made. HHMMSS - using a 24 hour clock.
103 : 596 : 06	MINUTES	Contains the rounded duration of the Call. 9999.9 is mmmmm.1/10 th .
104 : 603 : 11	AMOUNT #1	Total amount of the call before volume charges.
105 : 615 : 10	USER ID	Contains the ANI, 800, calling card, dedicated circuit number, etc. of ID the call is billed to.

Addendum C:

State of West Virginia Calling Card Design

State of West Virginia Calling Card Custom Design

Calling Card



When calling from the US, Canada, AK, HI, PR & USVI:

Dial 1-800-445-4001.

At prompt, enter card number.

For domestic calls, press [1] then the area code and phone number.

For international calls, press [011] then the country code, city code, and telephone number.

Network services are provided by TouchTone Communications.

TouchTone is not responsible for lost, stolen, or unauthorized use of this card.

Customer Service: 1-800-266-4006