



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: 510205

Doc Description: LDPhone19 - Long-Distance Telephone Service

Proc Type: Statewide MA (Open End)

date issued	Solicitation Closes	Solicitation No	Version
2018-11-07	2018-11-27 13:30:00	CRFQ 0212 SWC1900000008	1

BID RECEIVING LOCATION
 BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

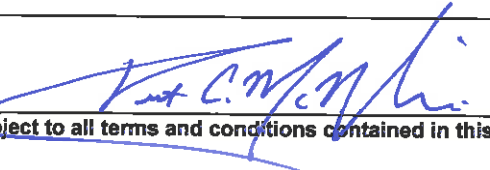
VENDOR
 Vendor Name, Address and Telephone Number:
 METHOD ONE COMMUNICATIONS
 PO BOX 12230
 CHARLESTON, WV 25302-0230
 (304) 720-6460

RECEIVED

2018 NOV 27 AM 11:53

WV PURCHASING
 DIVISION

FOR INFORMATION CONTACT THE BUYER
 Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature X  FEIN # 74-3088181 DATE November 27, 2018
 All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology 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) additional non-IP based toll-free services; and 3) directory assistance services, per attached documents.

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
To City	WV99999	No City	WV 99999
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Long-Distance Telephone Services - see attached pricing page	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
3111502			

Extended Description :

Long-Distance Telephone Services - see attached Exhibit_A Pricing Page:

Note: Vendor shall use Exhibit_A Pricing Page(s) for bid pricing.

Vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.

Vendor shall enter pricing into the Exhibit_A Pricing Pages and must attach with bid.
See section 18 of Instructions to Bidders.

SCHEDULE OF EVENTS

Line	Event	Event Date
	Technical Questions due by 10:00am EST:	2018-11-13

SWC1900000008	Document Phase Final	Document Description LDPhone19 - Long-Distance Telephone Service	Page 3 of 3
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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 nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: November 13, 2018 due by 10:00am EST

Submit Questions to: Mark Atkins, Senior Buyer
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)
Email: Mark.A.Atkins@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: LDPHONE19
BUYER: Mark Atkins, File#42
SOLICITATION NO.: CRFQ 0212 SWC1900000008
BID OPENING DATE: 11/27/2018
BID OPENING TIME: 1:30pm EST
FAX NUMBER: 304-558-3970

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression or Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus N/A convenience copies of each to the Purchasing Division at the address shown above. Additionally, 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: November 27, 2018 at 1:30pm EST

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. ALTERNATE MODEL OR BRAND: Unless the box below is checked, 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.

This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

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 be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and should include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

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.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. INTERESTED PARTY DISCLOSURE: West Virginia Code § 6D-1-2 requires that the vendor submit to the Purchasing Division a disclosure of interested parties to the contract for all contracts with an actual or estimated value of at least \$1 Million. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission prior to contract award. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

23. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

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

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

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

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

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

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

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

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

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

Term Contract

Initial Contract Term: **Initial Contract Term:** This Contract becomes effective on Upon 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 delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

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

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

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

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

Other: See attached.

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

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

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

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

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

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

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

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

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

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

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

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

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of: \$1,000,000.00 per occurrence.

Automobile Liability Insurance in at least an amount of: \$1,000,000.00 per occurrence.

Professional/Malpractice/Errors and Omission Insurance in at least an amount of: _____ per occurrence.

Commercial Crime and Third Party Fidelity Insurance in an amount of: _____ per occurrence.

Cyber Liability Insurance in an amount of: _____ per occurrence.

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

Pollution Insurance in an amount of: _____ per occurrence.

Aircraft Liability in an amount of: _____ per occurrence.

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

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

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____

Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

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

14. PAYMENT IN ARREARS: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

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

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

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

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

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

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

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

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

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

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

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

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

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

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

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

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

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

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

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

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

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

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

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

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

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

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Revised 06/08/2018

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

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

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

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

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

“substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

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

44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.



(Name, Title)

Kent C. McMillion

(Printed Name and Title)

PO BOX 12230, Charleston, WV 25302

(Address)

(304) 720-6460; (304) 720-6461

(Phone Number) / (Fax Number)

kmcmillion@Method1.net

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Method One Communications LLC

(Company)



(Authorized Signature) (Representative Name, Title) Kent C. McMillion, President

Kent C. McMillion, President

(Printed Name and Title of Authorized Representative)

November 27, 2018

(Date)

(304) 720-6460; (304) 720-6461

(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
CRFQ 0212 SWC190000008
Long-Distance Telephone Services
(LDPHONE19)

SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology 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 services.

CURRENT ENVIRONMENT: Currently, the State is soliciting bids to replace its current Centrex (SWCCENTREX15) contract that expires 01/31/2019. The current CENTREX contract can be viewed using the following link:
<http://www.state.wv.us/admin/purchase/swc/CENTREX.htm>

The current LDPHONE (SWCLDPHONE15) expired 01/31/2019 and will not be renewed. The current LDPHONE15 contract can be viewed online using the following link: <http://www.state.wv.us/admin/purchase/swc/LDPHONE.htm>

While the Custom Centrex and Long-Distance services are 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 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

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(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. 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 call 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, based on the last three months, under the current long-distance service contract (LDPHONE15). 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 of Service	Average Minutes
Domestic Interstate	238,042
Domestic Intrastate	324,180
Toll-Free Interstate	159,453
Toll-Free Intrastate	523,079
Payphone	22,070
Canada	0
Caribbean	0

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Directory Assistance	1
Dedicated Toll-Free	682,532
Dedicated Outbound-Intrastate	324,180
Dedicated Outbound-Interstate	238,042
International	2,434
Toll-Free Non-Mainland	0
Calling Card	208

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
- 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.

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- 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 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).

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- 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.
- 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.

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- 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.
- 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 Contract Items and Mandatory Requirements: 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 as shown 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.

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- 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 should remain unchanged.
- 3.1.1.7** The vendor must work with the WVOT, through the established TCR process, to coordinate 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 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. The state will allow for quarterly Change Orders to update this pricing, as necessary.
- 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.

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.

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- 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.
- 3.1.2.4.1 Call Referral:** This feature allows the toll-free call to connect to the CPE (Customer Premises Equipment). The toll-free call is routed based on caller-entered digits (i.e., "Please Press 1 to hear about White Water Rafting") or rotary default (i.e., "If you do not have a touch tone phone, please stay on the line.").
- 3.1.2.4.2 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.
- 3.1.2.4.3 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.
- 3.1.2.4.4 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.
- 3.1.2.4.5 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.

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3.1.2.4.6 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.

3.1.2.4.7 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.

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

3.1.2.5 During implementation/conversion, the vendor is responsible for providing updates for all toll-free services that are being processed via a "Responsible Organization Change Authorization" (RespOrg) transfer.

3.1.3 T-1 Dedicated Facilities:

3.1.3.1 The vendor must provide, at no additional cost to the State, dedicated and switched 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 and switched 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

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overflow switched traffic. The vendor will be responsible for the cost of all dedicated and switched facilities and any additional facilities required. Agency's responsibility is limited to the payment of the cost of service.

3.1.3.3 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).

3.1.5 Implementation/Conversion:

3.1.5.1 Prior to beginning the implementation/conversion process, an initial face-to-face meeting will be held at the WVOT facility in Charleston, WV for all key members of the vendor's project team and the WVOT staff. This meeting shall occur within fifteen (15) calendar days of award. The Implementation/Conversion shall begin no later than thirty (30) calendar days after contract execution.

3.1.5.2 Implementation/Conversion must be completed within 120 calendar days from contract execution.

3.1.5.3 The vendor should provide with its response a Detailed Implementation Plan that ensures the smooth transition to the new service. This plan is preferred with the bid but must be furnished upon request. 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.

3.1.5.4 The vendor will be responsible for any PIC and LPIC Switching fees. These fees are charged by the local provider when changing long-distance carriers.

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3.1.5.5 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 and equipment.

3.1.5.6 The Vendor will be responsible for the coordination of, charges for, and reconfiguration of the State's existing equipment.

3.1.5.7 The Vendor will be responsible for paying the migration costs to move the State to an alternative solution.

3.1.6 Dedicated Support Team:

3.1.6.1 Project Manager:

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.

3.1.6.1.2 A draft Implementation Plan submitted by the Vendor will be discussed at this meeting. The final versions of this document shall be provided within ten (10) calendar days of the Kick-Off Meeting, as well as any requests to the State from the Vendor.

3.1.6.1.3 At a minimum, the Project Manager shall be located in Charleston, WV.

3.1.6.2 Service Manager:

3.1.6.2.1 After the Implementation and conversion is complete, the Vendor will assign a Service Manager to serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc. for the life of the contract. The Service Manager shall be located locally in Charleston, WV and available to meet with the WVOT staff at the WVOT facility on

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a regularly scheduled basis which will be no less than once a month or as deemed necessary by the WVOT.

3.1.6.2.2 The Service Manager shall be responsible, at all times, for ensuring all vendor staff supporting the State's account is up-to-date and understands the contract. The Service Manager shall be responsible for ensuring appropriate vendor personnel are available to provide overall account management.

3.1.6.2.3 The WVOT reserves the right to request a new Service Manager for any reason.

3.1.6.2.4 The Service Manager is responsible for monitoring and reporting on the status of new installations.

3.1.6.2.5 The Service Manager is responsible for monitoring and reporting on the status of interruptions to service (incidents).

3.1.7 Ordering, Billing, and Payment:

3.1.7.1 The Vendor must work with the State using the established Telecommunications Change Request (TCR) Form and procedures for ordering and implementing these telecommunications services. A copy of a TCR is included with this solicitation as **Exhibit B**.

3.1.7.2 The monthly bill provided to the State shall be an electronic version, broken into subaccounts as defined by the State, for the purposes of rebilling by the State. The following are the minimum requirements for this data:

3.1.7.2.1 The customer must be able to extract the data to specific file format (MS Excel and/or csv).

3.1.7.2.2 The Vendor's electronic bill must be received by the State within ten (10) business days of the end of the previous billing cycle. It should be understood that timely receipt of the

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Vendor's bill is directly correlated to timely payment of the Vendor's bill.

3.1.7.2.3 The Vendor must state any system requirements to operate the Vendor's billing software, if applicable.

3.1.7.2.4 Vendor's bill must include, at minimum, the following data elements:

3.1.7.2.4.1 billing month,

3.1.7.2.4.2 billed entity name,

3.1.7.2.4.3 customer name/account (if different from billed entity),

3.1.7.2.4.4 service location,

3.1.7.2.4.5 circuit identification,

3.1.7.2.4.6 service period,

3.1.7.2.4.7 itemized cost for individual billing components,

3.1.7.2.4.8 itemized call detail,

3.1.7.2.4.9 itemized cost for any one time or non-recurring charges,

3.1.7.2.4.10 itemized cost for any surcharges and total cost.

NOTE: The cost identified in the bill must match contract rates for the specified services. A uniform description of the service being billed that matches the description of service provided on the contract must also be included. The Vendor and the State must mutually agree upon a standardized billing format for the purposes of this contract.

3.1.7.2.5 If incorrect rates or quantities are discovered, these errors must be corrected prior to the next billing cycle and must be credited back to the effective billing start date for that service. The customer shall reserve the right to withhold payment until corrections have been made and credit is received.

3.1.7.2.6 Vendor cannot back-bill for a service beyond three (3) months.

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3.1.7.2.7 The Vendor's billing cycle must be on a monthly billing cycle and must be consistent across all services. Services installed or disconnected for a partial month must be prorated based on the date the service is turned up or down relative to that monthly billing cycle.

3.1.7.2.8 Services cannot be billed until they have been accepted as functional by the State.

3.1.7.2.9 Services must be disconnected by the Due Date on TCRs submitted for disconnection. No billing can occur after this date.

3.1.7.2.10 If the Vendor has multiple contracts with the State of West Virginia, the Vendor must provide separate billing for each contract.

3.1.7.2.11 Vendor must agree not to hold the State of WV or its Agencies responsible for the payment of any charges determined to be unauthorized or fraudulent by the State of WV and its Agencies.

3.1.7.2.12 Vendor must identify any surcharges or fees its intends to charge the State for services. The Vendor must identify these fees and the authority to charges those fees – i.e., Universal Service Fund Fee as mandated by the Federal Communications Commission. These fees will be discussed prior to award.

3.1.8 Training and Support:

3.1.8.1 Vendor must provide a telephone support center(s) that is available 24 hours a day and 7 days a week and accessible via a toll-free number. The support center must 1) provide advanced technical expertise, 2) be staffed with resources that are proficient in spoken and written English, 3) maintain and take responsibility for trouble tickets reported by the State of West Virginia customers until those troubles are resolved and 4) provide a tiered support escalation process. Vendor must build this cost into its rates.

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3.1.8.2 Vendor must provide telephone response to customer problems in one (1) hour or less and provide onsite support (when required) in twenty-four (24) hours or less.

3.1.8.3 The severity of the issue/support problem shall determine the average problem resolution response time under the contract as follows:

3.1.8.3.1 Severity Level 1 shall be defined as an urgent situation, where the customer's services are out of service and the customer is unable to use/access the network. The Vendor shall resolve Severity Level 1 problems as quickly as possible, which on average shall not exceed two (2) business hours. If repair inside the 2-hour window is not feasible, then regular 2-hour updates are required.

3.1.8.3.2 Severity Level 2 shall be defined as significant outages and/or repeated failures resulting in limited effective use by the customer. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.). The Vendor shall resolve Severity Level 2 problems as quickly as possible, which on average shall not exceed four (4) business hours. If repair inside the 4-hour window is not feasible, then regular 4-hour updates are required.

3.1.8.3.3 Severity Level 3 shall be defined as a minor problem that exists with the service, but the majority of the functions are still usable, and some circumvention may be required to provide service. The Vendor shall resolve Severity Level 3 problems as quickly as possible, which on average shall not exceed ten (10) business hours. If repair inside the 10-hour window is not feasible, then updates are required at the start of the next business day and every day thereafter until repairs are complete.

3.1.8.4 Vendor must contact the State engineering points of contact by phone within 30 minutes of a network outage that affects multiple sites. This verbal notification must be followed with a written report that provides an explanation of the problem, the cause of the problem, the solution to the

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problem, the estimated time for recovery, and the steps taken or to be taken to attempt to prevent a reoccurrence.

3.1.8.5 Vendor must provide both verbal and written notification a minimum of ten (10) days in advance of any planned upgrades, modifications, etc. that may affect the State customers to all State engineering points of contact.

3.1.8.6 Vendor must participate in regular customer status meetings with the State engineering contacts during the implementation and migration phases of the resulting contract as well as ongoing contract management meetings to review new service issues, plan and coordinate network upgrades, and report on progress related to active network issues.

3.1.8.7 For an alternative solution, the Vendor shall be responsible for any training services, if requested by an Agency. The training can be delivered via web and the Vendor must provide a per hour rate for training services.

3.1.9 Security:

3.1.9.1 Vendor shall be responsible for the physical and cyber security of the network infrastructure that provides transmission services to the customer.

3.1.9.2 Vendor shall be responsible for resolving all security vulnerabilities that may affect equipment or transmission services provided to the customer.

3.1.9.3 Vendor's policies, services, processes, or employees cannot create conflicts with the customer's standard security policy requirements. In the event of a standard security policy conflict, the customer's policy will be upheld. (Policies available at <http://www.technology.wv.gov>)

3.1.9.4 Vendor must support customer evaluation of security incidents and compliance verification evaluations, as deemed necessary by the customer.

3.1.9.5 The Vendor must have an established and documented policy governing personnel security to include the validation of employee trustworthiness.

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3.1.10 Disentanglement:

3.1.10.1 The State expects full, complete, and timely cooperation in disentangling the relationship in the event that the Agreement expires or terminates for any reason. In the event of expiration or termination, the Vendor shall, at a minimum, among other things:

- return all State data and documentation to the State, including but not limited to configuration information;
- transfer ownership of all leased equipment at no cost to the State (other than the payments already received by the Vendor under the Agreement);
- and, allow the State or the replacement provider(s) continued access to all billing, ordering, and trouble ticketing systems, and processes that have been employed in servicing the State, in accordance with methods and procedures to be agreed upon and established in the Agreement.
- Submission of a bid is the Vendor's acceptance of this disentanglement clause.

Vendor should provide with their bid a copy of any Software Terms and Conditions or Licenses that the State of West Virginia or the Agency will have to agree or accept as a part of this solicitation. This information will be required before a Purchase Order is issued if applicable.

Vendor should include with their bid a copy of any Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before a Purchase Order is issued if applicable.

4. CONTRACT AWARD:

- 4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall Total Cost as shown on the Pricing Pages.
- 4.2 Pricing Pages:** Vendor should complete the Exhibit_A Pricing Page by providing the per Unit Cost of each service. For any service that does not apply to the proposal, the vendor must enter \$0.00 or N/A into that cell. All Cells must be completed as failure to do so may result in Vendor's bids being disqualified. The Exhibit _A Pricing Page has been provided in

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Excel and formatted to automatically calculate the bid total. However, it is the responsibility of the vendor to ensure the calculation for their bid is correct before submitting. In the event of an error, the Unit Price shall prevail.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. 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.

5. ORDERING AND PAYMENT:

- 5.1 Ordering:** Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.
- 5.2 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

6. DELIVERY AND RETURN:

- 6.1 Delivery Time:** Vendor shall deliver standard orders within fifteen (15) working days after orders are received. Vendor shall deliver emergency orders five (5) working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.
- 6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

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- 6.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.
- 6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.
- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

7. VENDOR DEFAULT:

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

- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2 Failure to comply with other specifications and requirements contained herein.
- 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4 Failure to remedy deficient performance upon request.

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

7.2.1 Immediate cancellation of the Contract.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

7.2.3 Any other remedies available in law or equity.

8. MISCELLANEOUS:

8.1 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.

8.2 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.

8.3 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.

8.4 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

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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			\$ 1.9716

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 \$ 1.9716

* ALL BLANK CELLS of Exhibit_A Pricing Page must be completed by the vendor. If a Cost per Unit does not apply, please enter \$0.00 or N/A in the cell.

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or "Interested parties" means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: Method One Communications LLC Address: PO BOX 12230
Charleston, WV 25302

Name of Authorized Agent: Kent C. McMillion Address: 130 Whispering Woods Road, Charleston, WV 25304

Contract Number: LDPHONE19 Contract Description: Long-Distance Telephone Service

Governmental agency awarding contract: West Virginia Office of Technology

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature: 

Date Signed: November 27, 2018

Notary Verification

State of West Virginia, County of Kanawha:

I, Kent C. McMillion, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Witnessed, sworn to and subscribed before me this 27th day of November, 2018.

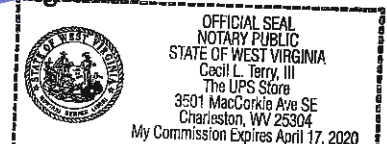

Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____



Revised June 8, 2018

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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 exceed 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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 Communications

Authorized Signature: [Signature] Date: November 27, 2018

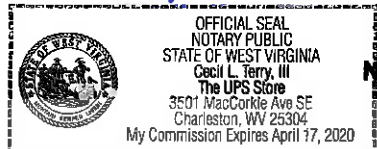
State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 27 day of November, 2018.

My Commission expires 4/17, 2020.

AFFIX SEAL HERE



NOTARY PUBLIC

[Signature]

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, 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**,
- Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **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 that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's 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.

8. **Application is made for reciprocal preference.**

- Bidder is a West Virginia resident and is requesting reciprocal preference to the extent that it applies.

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) rescind the contract or purchase order; 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.

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 LLC

Signed: [Signature]

Date: November 27, 2018

Title: President and Owner

CRFQ 0212 SWC1900000008

**Response and
Solutions Proposal**

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

Presented by:



Method One Communications
Charleston, WV 25302

November 27, 2018

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

Mr. Atkins:

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 2019 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

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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 25 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 LDPHONE19 RFQ specifications to provide "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 services" 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 Method One 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

Method One 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%
<u>2.4 Total Minutes</u>						
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 three renewals as described in the ***“Instructions to Vendors: Contract Term; Renewal; Extension.”*** 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 0.201 or 20.1% 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:

<https://www.fcc.gov/general/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, ISCP0078 and SWCLDPHONE15.

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: 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.

Software Terms / Conditions/ or Licenses: Method One Communications **does not** require terms, conditions or licenses to utilize the on-line portal, billing software, and receipt of Call Detail Record (CDR) discs. These services are at no additional charge to the State of West Virginia.

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 5.2** 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 SD-WAN.
- 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 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>Peggy Johnson</u> Technical Services Specialist Project Manager (Transition) pjohnson@method1.net	Phone: 304-720-6460 x101 Cellular: 304-395-8325 Fax: 304-720-6461
Level 1A (if level 1 unavailable)	<u>Kent C. McMillion</u> President & Owner Contract Project Manager kmcmillion@method1.net	Phone: 304-720-6460 x102 Cellular: 304-545-1954 Fax: 304-720-6461
Level 2	<u>Business Support</u> WVOT Dedicated Support stateofwv@method1.net	Phone: 800-900-5474 Emergency Support: 866-727-3323
Level 3	<u>S. Argyle McMillion</u> Chief Operating Officer arogle@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"> • 1 Hour Response • 4 Hour Repair
Major	Affects more than 25% but less than 75% of incoming/outgoing service	<ul style="list-style-type: none"> • 1 Hour Response • 4 Hour Repair/Escalation
Severe	Affects more than 75% of incoming/outgoing service	<ul style="list-style-type: none"> • 30 Minute Response • 2 Hour Repair/Escalation

Severe Outage Service Escalation Levels

Level	Escalation	Contact	Phone Numbers
Level 1	0-2 Hours	Peggy Johnson Technical Services Specialist SPOC	Phone: 304-720-6460 ext. 101 888-720-6460 ext. 101 (24x7) Fax: 304-720-6461 E-mail: pjohnson@method1.net
Level 2	2 Hours	Kent McMillion Contract Project Manager	Phone: 304-720-6460 ext. 102 888-720-6460 ext. 105 (24x7) Fax: 304-720-6461 E-mail: kcmcmillion@method1.net
Level 2	2 Hours	Argyle McMillion Chief Operating Officer	Phone: 304-720-6460 ext. 103 Cell: 304-421-1501 888-720-6460 ext. 103 Fax: 304-720-6461 E-mail: argyle@method1.net
Level 3	4 Hours	WVOT Dedicated Support	Phone: 800-900-5474 E-mail: stateofwv@method1.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
284*	Anguilla	\$0.280	\$0.380
672	Antarctica **	\$0.830	\$0.930
288	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
287	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	\$0.150
43(x)	Austria - Mobile	\$0.330	\$0.430
994	Azerbaijan Rep.	\$0.190	\$0.300
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	\$0.240	\$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
238	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

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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	\$0.190	\$0.300
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

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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	\$0.180	\$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	\$0.180	\$0.250
39	Italy	\$0.049	\$0.150
39(x)	Italy - Mobile	\$0.350	\$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
919-7318, 7320-73	Kazakhstan	\$0.199	\$0.380
254	Kenya **	\$0.380	\$0.480
686	Kiribati **	\$1.180	\$1.200
850	Korea, North **	\$0.780	\$0.880
82	Korea, South	\$0.070	\$0.170

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International Voice Rates

Country Code	Country	Standard (rate per min.)	Calling Card / CC1 (rate per min.)
965	Kuwait	\$0.190	\$0.290
898	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
366	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	\$0.090	\$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
884*	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

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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 **	\$0.380	\$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
83	Philippines	\$0.240	\$0.340
63(x)	Philippines - Mobile	\$0.300	\$0.400
48	Poland	\$0.049	\$0.168
22	Poland - Warsaw	\$0.049	\$0.160
48(x)	Poland - Mobile	\$0.330	\$0.480
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
238	Sao Tome **	\$1.490	\$1.590
966	Saudi Arabia **	\$0.390	\$0.490

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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	\$0.079	\$0.170
886(x)	Taiwan - Mobile	\$0.150	\$0.250
992	Tajikstan	\$0.290	\$0.380
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
888*	Trinidad/Tobago	\$0.180	\$0.320
216	Tunisia	\$0.180	\$0.490
90	Turkey	\$0.099	\$0.310

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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
839	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

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Addendum B:

**Sample Paper Invoice Copy
CDR Detail Export Layout**

TouchTone communications

MONTHLY STATEMENT

BALANCE INFORMATION

PREVIOUS BALANCE	\$0.00
PAYMENTS RECEIVED	\$0.00
BALANCE FORWARD	\$0.00

NEW CHARGES

NEW USAGE CHARGES	\$0.00
RECURRING CHARGES	\$0.00
ADJUSTMENTS	(\$0.00)
TOTAL NEW CHARGES	\$0.00

TOTAL AMOUNT DUE	\$0.00
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STATE OF WV
PO BOX 50110
CHARLESTON WV 25305-0110

INVOICE DATE	01/01/19
INVOICE NUMBER	Example
ACCOUNT NUMBER	WVOT-LDP08

QUESTIONS?

SUPPORT 800.900.5474
EMAIL BUSINESS.SUPPORT@TOUCHTONE.NET
FAX 888.900.2882
WEBSITE WWW.TOUCHTONE.NET

! 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) form to the WV Office of Technology to initiate the change. The TCR form can be found on the WVOT website at www.state.wv.us/ot.

For questions, please e-mail telecomm@wv.gov.



Past due balances are subjected to a monthly finance charge of 1.5%. A \$30 service fee will be applied to your account for all returned checks.

Detach this form and return it with payment. Please write your account number on your check or money order. Make checks payable to **TouchTone Communications**.

TouchTone
communications
P.O. BOX 135, WHIPPANY, NJ 07981

Account Number	WVOT-LDP08
Invoice Date	01/01/19
Total Due By	02/28/19

Amount Due	\$0.00	Amount Enclosed \$
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Complete reverse side for address/email change, or to pay by credit card.

Pay By Phone: 800.900.5474

STATE OF WV
PO BOX 50110
CHARLESTON WV 25305-0110

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



MASTER ACCOUNT SUMMARY

ACCOUNT ID	MRC	NRC	USAGE	CREDIT	TAXES	TOTAL
WVOT-LDP08	3.99			3.99		0.00
0101070001			5.57			5.57
0101080001			8.19			8.19
0101160001			80.15			80.15
0101160002			260.00			260.00
0101170001			104.56			104.56
0101250001			626.67			626.67
0101270001			7.68			7.68
0101530001			60.90			60.90
0101580001			1.17			1.17
0101660001			0.09			0.09
0101680001			13.50			13.50
0101790001			679.80			679.80
0101840001			20.02			20.02
0101860002			51.41			51.41
0101860003			74.92			74.92
0101880001			80.91			80.91
0101880002			17.16			17.16
0101890001			200.97			200.97
0101920001			95.05			95.05
0101970001			21.76			21.76
0101970002			0.13			0.13
0101980001			1.71			1.71
0101990001			0.47			0.47
0102020001			1.78			1.78
0102030001			27.62			27.62
0102050001			1.43			1.43
0102060001			3.57			3.57
0102080001			0.37			0.37
0102100010			3.44			3.44
0102120001			3.51			3.51
0102130001			0.27			0.27
0102140001			1.33			1.33
0102140002			0.08			0.08
0102140003			0.64			0.64
0102140005			2.78			2.78
0102140006			0.47			0.47
0102140007			58.12			58.12
0102140011			1.99			1.99
0102140012			12.81			12.81
0102140013			259.37			259.37
0102140015			42.76			42.76
0102140016			0.73			0.73
0102140018			12.11			12.11
0102150001			56.30			56.30
0102150002			46.13			46.13
0102150003			55.22			55.22
0102160001			21.49			21.49
0102160003			0.82			0.82
0102170001			65.91			65.91
0102170005			22.53			22.53
0102200010			122.46			122.46
0102210001			78.74			78.74
0102220001			27.85			27.85
0102230001			22.56			22.56
0102280001			6.16			6.16
0102290001			1.19			1.19
0102300001			0.06			0.06
0102310001			2,125.77			2,125.77
0102320001			0.72			0.72
0102350001			22.98			22.98
0102370001			0.46			0.46
0102380003			6.91			6.91
0102380004			12.58			12.58
0102380006			22.45			22.45
0102660001			15.20			15.20
0102890002			0.20			0.20
0102730001			0.11			0.11
1100010001			128.28			128.28
1110001000			3.76			3.76
1200030001			3.41			3.41
1200030002			34.38			34.38
1303000001			21.75			21.75
1800000001			0.09			0.09
1800010001			0.01			0.01
1800010002			6.52			6.52
2100060001			2.38			2.38
0238000100			0.73			0.73
0238000101			0.80			0.80
2950010001			34.79			34.79
2950010002			124.31			124.31
2950010003			0.21			0.21
2950010005			1.03			1.03
3055010033			1.98			1.98
3055010034			66.39			66.39
3055010035			1.78			1.78
3055010051			168.08			168.08

MASTER ACCOUNT SUMMARY

ACCOUNT ID	MRC	NRC	USAGE	CREDIT	TAXES	TOTAL
3055010052			57.65			57.65
3055010053			6.48			6.48
3056000100			9.06			9.06
3063060001			10.37			10.37
3064000001			9.02			9.02
3333330001			0.98			0.98
3500010001			240.99			240.99
3680010001			104.19			104.19
3680010002			84.39			84.39
3680010003			1.56			1.56
3680010004			0.29			0.29
3680010005			35.89			35.89
3680010006			0.02			0.02
3680010007			20.57			20.57
3680050001			81.52			81.52
3780010002			204.85			204.85
3780010003			1.17			1.17
3780010004			0.11			0.11
3780010005			148.24			148.24
4000000001			57.37			57.37
4001000001			41.32			41.32
4015000001			13.13			13.13
4015000002			10.78			10.78
4205000001			0.61			0.61
4205000004			46.73			46.73
4205000019			0.53			0.53
4205010001			6.60			6.60
4400000001			12.35			12.35
4400000002			0.69			0.69
4400010001			40.70			40.70
4400010002			24.95			24.95
4400010003			21.52			21.52
4400010004			4.24			4.24
4400010005			4.98			4.98
4400010006			18.49			18.49
4400010007			32.62			32.62
4400020001			581.41			581.41
4400020002			182.81			182.81
4400020004			0.05			0.05
4444440001			22.43			22.43
4620000001			1.28			1.28
4620000002			112.81			112.81
4630000002			0.67			0.67
4640000001			345.32			345.32
4640000002			3,768.04			3,768.04
4640000003			0.19			0.19
4640000004			271.85			271.85
4640000011			0.07			0.07
4775070001			212.61			212.61
4775070006			0.04			0.04
4775070008			54.79			54.79
4775070011			1.61			1.61
4775070013			10.98			10.98
4775070014			7.59			7.59
4775070015			27.81			27.81
0005030001			16.20			16.20
5100020001			59.54			59.54
5100050001			18.04			18.04
5100050002			0.93			0.93
5100050003			12.67			12.67
5100050004			7.87			7.87
5100050005			0.20			0.20
5555550001			1.34			1.34
5650000001			3.19			3.19
5700190001			2.93			2.93
5700570001			0.15			0.15
5700570004			6.96			6.96
5700570005			32.96			32.96
5700570008			86.63			86.63
5700570010			11.96			11.96
5700570011			22.46			22.46
5700570013			17.82			17.82
5700570015			4.83			4.83
5700570016			37.13			37.13
5700570017			19.13			19.13
5700570019			6.04			6.04
5700570020			8.85			8.85
5700570028			0.35			0.35
5700570035			32.57			32.57
5700570039			12.05			12.05
5700570041			12.32			12.32
5700570042			1.74			1.74
5700570043			2.68			2.68
5700570044			3.31			3.31
5700570045			10.15			10.15
5700570046			0.12			0.12
5700570047			3.70			3.70

MASTER ACCOUNT SUMMARY

ACCOUNT ID	MRC	NRC	USAGE	CREDIT	TAXES	TOTAL
5700570048			5.87			5.87
5700570049			19.91			19.91
5700570050			11.01			11.01
5700570051			16.18			16.18
5700570052			18.63			18.63
5700570053			46.44			46.44
5700570054			6.37			6.37
5700570055			14.11			14.11
5700570056			248.95			248.95
5700570057			2.37			2.37
5700570058			19.09			19.09
5700570060			4.01			4.01
5700570061			12.22			12.22
5700570062			14.32			14.32
5700570063			4.93			4.93
5700570064			1.02			1.02
5700570065			2.44			2.44
5700570067			1.05			1.05
0006000002			253.30			253.30
0006000102			4.38			4.38
6160010001			94.22			94.22
6700080001			138.24			138.24
6700080002			9.67			9.67
6700080003			9.92			9.92
6700080004			56.24			56.24
6700080006			0.17			0.17
6700080007			2.73			2.73
6700080008			126.93			126.93
6700080010			74.22			74.22
6700080012			4.43			4.43
6700080016			18.07			18.07
6700080017			2.44			2.44
6700080020			1.08			1.08
6700080021			0.79			0.79
6700080023			0.06			0.06
6700080024			3.75			3.75
6700080025			0.18			0.18
6700080029			0.45			0.45
6700080031			0.09			0.09
6700080032			19.78			19.78
6700080033			0.49			0.49
6700080043			0.01			0.01
6700080047			7.23			7.23
6700080048			201.22			201.22
6700080049			0.85			0.85
6700080050			116.92			116.92
6700080053			20.31			20.31
6700080062			8.52			8.52
6700080063			0.63			0.63
6700080066			14.66			14.66
6700080072			6.15			6.15
6700080080			0.20			0.20
6700080082			0.02			0.02
6700080090			2.79			2.79
6700080096			62.91			62.91
6700080099			1.36			1.36
6700080103			0.41			0.41
6700080106			0.13			0.13
6700080136			0.04			0.04
6700080138			6.32			6.32
6700080139			10.03			10.03
6710010001			4,370.12			4,370.12
6710010002			11.20			11.20
6710010003			1.46			1.46
6710010004			0.92			0.92
7710010001			89.12			89.12
8151080001			231.71			231.71
8151080002			13.00			13.00
8250010001			2,838.73			2,838.73
8250010002			65.47			65.47
8250010003			10.64			10.64
8250010009			0.11			0.11
8250010013			8.10			8.10
8250010016			19.79			19.79
8250010018			23.96			23.96
8250010020			25.51			25.51
8250010021			10.47			10.47
8270500001			12.18			12.18
8271000001			0.96			0.96
8280010001			0.07			0.07
8280010002			0.41			0.41
8280010003			0.19			0.19
8280010004			474.63			474.63
9150010001			6.42			6.42
9150010004			262.18			262.18
9150010005			19.01			19.01
9150010011			128.24			128.24

MASTER ACCOUNT SUMMARY

ACCOUNT ID	MRC	NRC	USAGE	CREDIT	TAXES	TOTAL
9150010012			48.46			48.46
9150010014			0.50			0.50
9150010015			0.11			0.11
9150010016			26.46			26.46
9150010018			1,585.62			1,585.62
9150010019			261.38			261.38
9150010020			2.39			2.39
9150010021			15.70			15.70
9150010024			95.01			95.01
9150010025			10.44			10.44
9150010026			73.61			73.61
9150010027			63.65			63.65
9150010029			62.28			62.28
9150010031			62.68			62.68
9150010032			1.53			1.53
9150010033			145.15			145.15
9150010035			7.50			7.50
9150010056			15.78			15.78
9150010073			0.18			0.18
9150010081			302.46			302.46
9150010088			106.66			106.66
9150010089			0.12			0.12
9150010090			0.56			0.56
9150010091			0.13			0.13
9150010093			0.09			0.09
9150010094			5.86			5.86
9150010096			0.52			0.52
9150010100			4.41			4.41
9150010101			6.41			6.41
9150010102			0.08			0.08
9150010103			0.77			0.77
9150010105			10.88			10.88
9150010106			148.72			148.72
9150010110			100.82			100.82
9150010113			0.01			0.01
9150010114			20.81			20.81
9150010117			0.09			0.09
9150010119			123.18			123.18
9150010122			0.32			0.32
9150010127			0.05			0.05
9150010131			96.14			96.14
9150010132			88.57			88.57
9150010134			7.45			7.45
9150010135			80.11			80.11
9150010137			0.02			0.02
9150010139			92.66			92.66
9150010140			56.11			56.11
9150010141			7.08			7.08
9150010142			101.60			101.60
9150010143			1.54			1.54
9150010144			0.17			0.17
9150010145			0.26			0.26
9150010146			6,425.51			6,425.51
9150010147			3.84			3.84
9150010148			216.36			216.36
9150010149			54.16			54.16
9150010150			50.28			50.28
9150010151			0.03			0.03
9150010152			470.26			470.26
9150010153			1.90			1.90
9150010154			904.81			904.81
9150010155			0.46			0.46
9150010157			1.98			1.98
9150010158			2.55			2.55
9150010159			0.81			0.81
9150010203			4.70			4.70
9150010234			0.44			0.44
9150010300			2.38			2.38
9150010302			2.03			2.03
9150010303			2.12			2.12
9159470001			0.02			0.02
9260060002			0.85			0.85
9440010001			340.46			340.46
9440010003			6.19			6.19
9440010004			3.27			3.27
9700140001			1.05			1.05
9700140002			3.10			3.10
9700210001			88.00			88.00
9700210002			0.09			0.09
9800260001			103.01			103.01
9800260002			16.28			16.28
9800290001			3.27			3.27
9800360001			211.39			211.39
9800360002			47.27			47.27
9890010001			245.76			245.76
TOTAL	3.99	0.0	36,991.17	3.98	0.00	36,991.17

USAGE BY TYPE

DESCRIPTION	CALLS	MIN	AMOUNT
Directory Assistance	1	1.3	0.85
800 - International	342	1,445.3	220.23
800 - Interstate	42,036	196,051.9	4,630.94
800 - Intrastate	180,717	692,953.8	20,754.25
LD - International	96	249.7	27.27
LD - Interstate	27,720	99,642.7	2,230.75
LD - Intrastate	105,113	337,554.8	9,126.84
TOTAL	356,025	1,327,899.5	36,991.14

LONG DISTANCE BY ACCOUNT CODE

CODE	DESCRIPTION	CALLS	MIN	AMOUNT
1738		3.0	21.1	1.06
2086		6.0	27.9	1.40
5235		15.0	123.7	6.19
TOTAL		24.0	172.7	8.65

TouchTone communications

MONTHLY STATEMENT

BALANCE INFORMATION

PREVIOUS BALANCE	\$0.00
PAYMENTS RECEIVED	\$0.00
BALANCE FORWARD	\$0.00

NEW CHARGES

NEW USAGE CHARGES	\$5.57
RECURRING CHARGES	\$0.00
TOTAL NEW CHARGES	\$5.57

TOTAL DUE BY 02/26/18	\$5.57
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VETERINARY MEDICINE
1900 KANWHA BLVD E
BLDG 5 10TH FLOOR
CHARLESTON, WV 25305-0000

INVOICE DATE	01/01/19
INVOICE NUMBER	Example
ACCOUNT NUMBER	WVOT-LDP08:0101070001

PARENT ACCOUNT NUMBER WVOT-LDP08

QUESTIONS?

SUPPORT	800.900.5474
EMAIL	BUSINESS.SUPPORT@TOUCHTONE.NET
FAX	888.900.2882
WEBSITE	WWW.TOUCHTONE.NET

! 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) form to the WV Office of Technology to initiate the change. The TCR form can be found on the WVOT website at www.state.wv.us/ot.

For questions, please e-mail telecomm@wv.gov.



Past due balances are subjected to a monthly finance charge of 1.5%. A \$30 service fee will be applied to your account for all returned checks.

Detach this form and return it with payment. Please write your account number on your check or money order. Make checks payable to TouchTone Communications.

TouchTone
communications

P.O. BOX 135, WHIPPANY, NJ 07981

Account Number	WVOT-LDP08:0101070001
Invoice Date	01/01/19
Total Due By	02/28/19

Amount Due	\$5.57	Amount Enclosed \$
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Complete reverse side for address/email change, or to pay by credit card.

Pay By Phone: 800.900.5474

VETERINARY MEDICINE
1900 KANWHA BLVD E
BLDG 5 10TH FLOOR
CHARLESTON, WV 25305-0000

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



USAGE BY TYPE

DESCRIPTION	CALLS	MIN	AMOUNT
LD - Interstate	15	42.3	0.93
LD - Intrastate	60	171.7	4.64
TOTAL	75	214.0	5.57

USAGE SUMMARY BY LINE

DESCRIPTION	CALLS	MIN	AMOUNT
3047786030	12	70.7	1.90
3047768032	58	136.2	3.48
3047768256	7	7.1	0.19
TOTAL	75	214.0	5.57

304-776-8030 LONG DISTANCE

DATE	TIME	NUMBER	LOCATION	MIN	AMOUNT
01/05	10:43A	304-667-1218	LEWISBURG WV	1.0	0.0271
01/10	08:12A	304-661-6001	LEWISBURG WV	2.4	0.0649
01/16	10:09A	304-667-1218	LEWISBURG WV	1.4	0.0379
01/18	01:15P	859-233-0044	LEXINGTON KY	1.3	0.0287
01/19	01:22P	304-661-6001	LEWISBURG WV	14.0	0.3781
01/19	02:36P	304-661-6001	LEWISBURG WV	9.1	0.2458
01/22	11:18A	304-661-6001	LEWISBURG WV	12.2	0.3295
01/23	10:24A	304-661-6001	LEWISBURG WV	13.0	0.3511
01/30	10:47A	304-661-6001	LEWISBURG WV	13.2	0.3565
01/31	09:32A	304-667-1218	LEWISBURG WV	1.2	0.0325
01/31	11:14A	304-598-5006	MORGANTOWN WV	0.3	0.0081
01/31	11:14A	304-598-5006	MORGANTOWN WV	1.6	0.0433
12 Calls				Total	70.7 1.9035

304-776-8032 LONG DISTANCE

DATE	TIME	NUMBER	LOCATION	MIN	AMOUNT
01/02	08:46A	304-242-9575	WHEELING WV	0.7	0.0189
01/02	08:48A	304-312-9347	WHEELING WV	0.6	0.0162
01/02	08:55A	304-266-1473	WESTON WV	0.7	0.0189
01/02	08:57A	304-728-2203	CHARLES TOWN WV	5.6	0.1513
01/02	10:51A	304-728-2203	CHARLES TOWN WV	4.0	0.1081
01/03	09:13A	304-573-0387	BECKLEY WV	0.8	0.0216
01/03	09:16A	304-253-6332	BECKLEY WV	1.0	0.0271
01/03	09:18A	304-461-0022	BECKLEY WV	4.4	0.1189
01/03	10:49A	304-372-3802	RIPLEY WV	1.1	0.0298
01/03	11:19A	304-613-0265	BUCKHANNON WV	1.1	0.0298
01/03	11:23A	410-925-7943	BALTIMORE MD	3.1	0.0683
01/03	01:16P	614-588-6044	DUBLIN OH	2.3	0.0507
01/03	01:37P	304-582-3444	MARTINSBURG WV	1.0	0.0271
01/04	10:42A	304-582-3444	MARTINSBURG WV	0.1	0.0027
01/04	10:46A	304-917-4275	PARKERSBURG WV	3.6	0.0973
01/04	10:51A	304-238-6818	WHEELING WV	0.9	0.0243
01/05	10:28A	724-984-2716	UNIONTOWN PA	6.7	0.1475
01/05	12:12P	304-445-2856	ALDERSON WV	1.2	0.0325
01/08	10:55A	304-667-1218	LEWISBURG WV	0.9	0.0243
01/08	12:12P	304-676-2891	MARTINSBURG WV	1.6	0.0433
01/08	01:05P	304-696-5551	HUNTINGTON WV	3.9	0.1054
01/09	08:14A	304-986-3580	MANNINGTON WV	5.9	0.1594
01/10	09:26A	304-296-7387	MORGANTOWN WV	3.5	0.0946
01/10	09:33A	304-599-3111	MORGANTOWN WV	1.3	0.0352

HAVE YOU MOVED OR CHANGED YOUR EMAIL ADDRESS?

New Email Address _____

Name on Account _____

Effective Date of New Address _____

New Address _____

City _____ State _____ ZIP _____

Contact Name _____

Phone Number _____

304-776-8032 LONG DISTANCE

DATE	TIME	NUMBER	LOCATION	MIN	AMOUNT
01/10	09:35A	304-645-1700	LEWISBURG WV	1.7	0.0460
01/11	08:52A	304-472-0535	BUCKHANNON WV	1.5	0.0406
01/11	09:41A	843-614-1378	CHARLESTON SC	1.2	0.0265
01/16	09:39A	740-699-0080	SAINT CLAIRSVILLE OH	0.6	0.0132
01/16	10:06A	301-729-6084	CUMBERLAND MD	1.6	0.0353
01/16	10:08A	304-851-1919	PETERSBURG WV	1.9	0.0514
01/16	10:16A	304-363-0930	FAIRMONT WV	9.1	0.2458
01/16	10:42A	740-699-0080	SAINT CLAIRSVILLE OH	1.5	0.0331
01/16	11:27A	304-646-8853	LEWISBURG WV	0.5	0.0135
01/16	11:50A	608-774-9903	JANESVILLE WI	4.1	0.0903
01/16	12:46P	304-263-8796	MARTINSBURG WV	0.9	0.0243
01/17	01:29P	304-573-0387	BECKLEY WV	0.7	0.0189
01/17	02:10P	304-461-0022	BECKLEY WV	1.5	0.0406
01/17	02:14P	304-253-6332	BECKLEY WV	0.1	0.0027
01/18	10:55A	304-363-0930	FAIRMONT WV	6.2	0.1675
01/18	02:26P	304-363-0930	FAIRMONT WV	0.8	0.0216
01/18	02:28P	304-694-5388	FAIRMONT WV	0.9	0.0243
01/18	02:54P	304-269-8825	WESTON WV	12.9	0.3484
01/19	02:18P	304-661-6001	LEWISBURG WV	0.7	0.0189
01/22	10:17A	985-960-1223	SLIDELL LA	10.7	0.2355
01/22	11:04A	304-636-8363	ELKINS WV	2.3	0.0622
01/22	12:48P	606-626-2849	WARFIELD KY	0.5	0.0110
01/22	02:47P	606-836-9933	RUSSELL KY	2.3	0.0507
01/23	11:06A	985-960-1223	SLIDELL LA	2.0	0.0441
01/23	01:20P	304-598-5006	MORGANTOWN WV	1.5	0.0406
01/23	01:47P	304-282-3260	MORGANTOWN WV	0.8	0.0216
01/24	10:18A	304-387-4102	CHESTER WV	1.4	0.0379
01/25	10:27A	276-228-2322	WYTHEVILLE VA	3.8	0.0837
01/25	10:35A	304-736-8555	BARBOURSVILLE WV	2.8	0.0757
01/26	09:54A	304-514-4642	RIPLEY WV	0.9	0.0243
01/30	11:10A	304-840-6309	HUNTINGTON WV	0.7	0.0189
01/31	10:55A	304-856-3010	CAPON BRIDGE WV	2.1	0.0568
56 Calls				Total	136.2 3.4791

304-776-8256 LONG DISTANCE

DATE	TIME	NUMBER	LOCATION	MIN	AMOUNT
01/02	10:34A	304-788-5720	KEYSER WV	0.6	0.0162
01/03	10:51A	304-373-1059	RIPLEY WV	0.7	0.0189
01/08	04:01P	304-986-2669	MANNINGTON WV	1.4	0.0379
01/09	08:16A	304-986-2669	MANNINGTON WV	1.7	0.0460
01/09	08:20A	304-986-2669	MANNINGTON WV	1.6	0.0433
01/09	10:46A	614-659-1948	DUBLIN OH	0.6	0.0132
01/10	09:38A	304-645-7265	LEWISBURG WV	0.5	0.0135
7 Calls				Total	7.1 0.1890

CREDIT CARD AUTHORIZATION FORM

I hereby authorize TouchTone Communications to charge my credit card for my TouchTone Communications bill for:

This month only This month and all future bills

I understand that I am responsible for all charges appearing on my TouchTone Communications billing statement. If for any reason all such charges are not honored by the credit card issuer indicated below, I agree to pay all such charges directly to TouchTone Communications, including any late fees if applicable.

Name (please print) _____

Credit Card Type VISA MasterCard American Express Discover

Billing Address _____

Credit Card Number _____

3 or 4 Digit CVV # _____ Exp. Date _____

Authorized Amount _____ Signature _____



Method 1: WVOT Billing

Call Detail Export Layout
Version 2.0 Effective 1-01-18

1. Overview

This document provides a layout and description of call detail exported fields.

2. Output CDR Fields

This section defines the order of the exported call detail fields and provides a description of each value.

**Note: The Call Detail Export is in a comma delimited format.

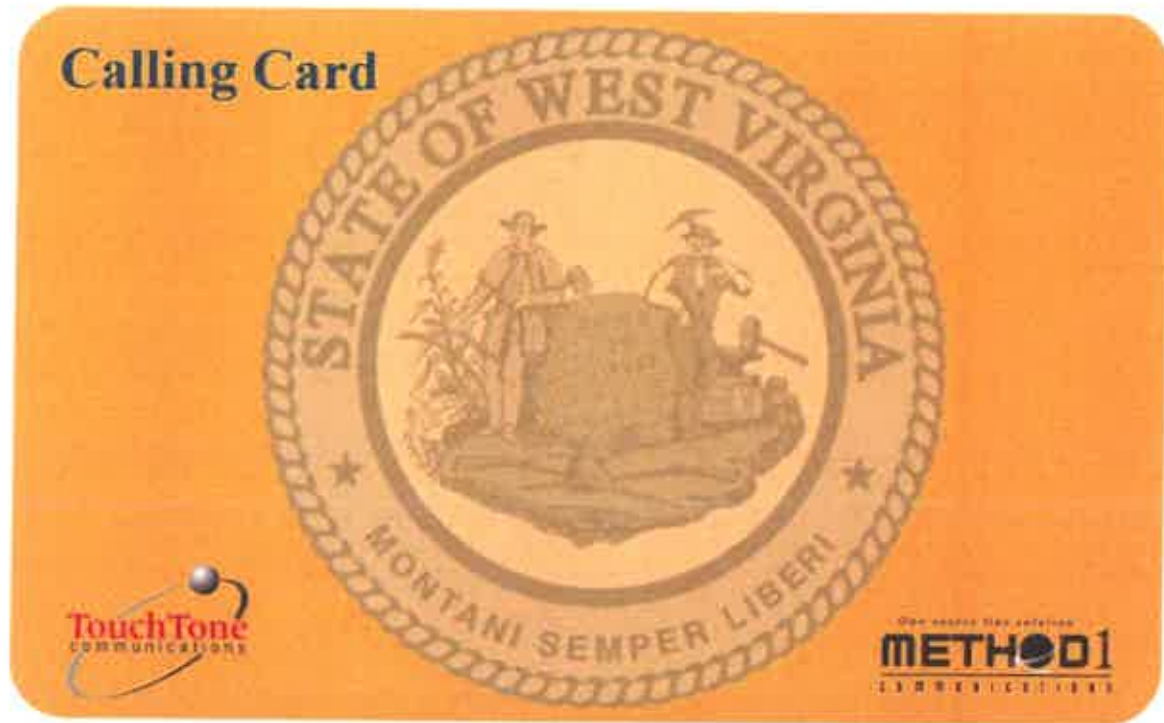
Field Number	Column Header	Field Description
1	Customer Number	Defines customer account number.
2	Department Number	Defines a specific department which may represent a unique location or groups specific services together for invoice purposes.
3	Service Number	Defines the number the call is billed to. Service may be defined as trunk group, ANI, toll free, etc.
4	Project	Defines dialed digits or account code the end user selected when placing a call.
5	Project Group	Defines groups which may represent departments or groups similar projects together.
6	Usage Date	Defines the date the call was placed in MM/DD/YYYY format.
7	Usage Time	Defines the time the call was placed in HH:MM:SS AM or PM.
8	Bill Duration	Defines the length of the call in minute, tenth of minute (mmm.m) format.
9	Multi Call Number	Defines a unique number for conference call records.
10	Multi Call Sequence Number	Defines a unique and incremental number for each participant on the conference call. Is used in conjunction with Multi Call Number.
11	Usage Category	Defines the type of call as Dedicated Termination Inter, Dedicated Termination Intra, Dedicated Termination Offshore, etc.
12	Usage Group	Defines or groups common types of usage records together, such as International or Toll Free.
13	Exchange Type	Defines the type of call record as International, Interstate, Intrastate, IntraLATA, or Interstate IntraLATA.
14	Origination Number	Defines the origination number of the call record. The Origination LRN is defined as the Origination Number, if applicable. If no origination LRN exists, this field will be

		populated with calling party number.
15	Dialed Number	Defines the dialed number of the call record.
16	Origination LRN	Defines the calling party LRN, if present.
17	Destination LRN	Defines the destination LRN, if present.
18	Origination Area Code	Defines the originating area code for the origination number.
19	Origination Exchange	Defines the originating exchange for the origination number.
20	Destination Area Code	Defines the destination area code for the destination number.
21	Destination Exchange	Defines the destination exchange for the destination number.
22	Origination Place	Defines the city of the origination number for NANP calls.
23	Origination State	Defines the state of the origination number for NANP calls.
24	Destination Place	Defines the city of the destination number for NANP calls.
25	Destination State	Defines the state of the destination number.
26	Origination Country	Defines the country code of the international origination number.
27	Origination City	Defines the city code of the international origination number.
28	Destination Country	Defines the country code of the international destination number.
29	Destination City	Defines the city code of the international destination number.
30	Origination OCN	Defines the OCN of the origination number.
31	Destination OCN	Defines the OCN of the destination number.
32	Origination LATA	Defines the LATA of the origination number.
33	Destination LATA	Defines the LATA of the destination number.
34	Total Rated Amount	Defines the total rated cost of the call detail record.
35	Total Tax	Defines the total tax calculated for the call detail record.
36	Total Amount	Defines the total amount of the call (Total Rated Amount + Total Tax)

Addendum C:

State of West Virginia Calling Card Design

State of West Virginia Calling Card Custom Design



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