



We Never Stop Working For You.®

Alternative Response to Request for Proposal
for Statewide Cellular Service
(RFQ No. CELPHON07)

TECHNICAL PROPOSAL

Prepared for:

STATE OF WEST VIRGINIA

July 24, 2006 – 1:30pm

Cellco Partnership d/b/a Verizon Wireless
Federal Government Operations
ATTN: Todd Loccisano
7600 Montpelier Road
Laurel, MD 20723
(240) 568-1411

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

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ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Verizon Wireless is submitting an Alternative Proposal based upon its contract with the General Services Administration (Federal Supply Schedule Contract No. GS-35F-0119P). Please refer to <http://www.fss.gsa.gov> for details regarding terms and conditions, eligibility, purchasing and government liability requirements. To the extent that the State requirements differ from the terms of the FSS contract, Verizon Wireless reserves the right to take exceptions thereto.

CONFIDENTIALITY

This document contains Verizon Wireless Confidential Information. The information disclosed within this document by Verizon Wireless is intended for the sole purpose of providing information regarding Verizon Wireless' capabilities to provide the identified products and services and State of West Virginia agrees that it will not use the Confidential Information for any other purpose except as expressly provided herein. By receipt and acceptance of this document, State of West Virginia agrees that it will not use the Confidential Information for any other purpose except as expressly provided herein. Further, State of West Virginia agrees that it will not disclose, disseminate or otherwise make available this Confidential Information to anyone, other than those employees who have a need to know in order to evaluate Verizon Wireless' response to the RFP. Your company further agrees that in the event the recipient utilizes a consultant for any purposes in connection with the review and evaluation of this Verizon Wireless proposal, whether the consultant is disclosed or undisclosed, that State of West Virginia accepts liability for the consultant as State of West Virginia's agent. By receipt and acceptance, State of West Virginia agrees that it will take appropriate actions, by instructions, agreement or otherwise, to satisfy its obligations hereunder.

DISCLAIMER

All the information, statements and proposals in this document are correct and accurate to the best of our present knowledge but are not intended (and should not be taken) to be contractually binding unless and until they become the subject of separate, specific agreement between the parties.



Verizon Wireless
7600 Montpelier Road
Laurel, MD 20723

July 18, 2006

Ms. Betty Francisco
Purchasing Department
State of West Virginia
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

Subject: Alternative Response to Request for Proposal for Wireless Telecommunications Services (CELPON07)

Dear Ms. Francisco:

Verizon Wireless appreciates the opportunity to submit a proposal to the State of West Virginia, Department of Administration (hereinafter referred to as the "State"). We can offer a cost-effective wireless communications program with attractive rates designed to meet your wireless telecommunications needs. By choosing to use Verizon Wireless' extensive resources, the State can enjoy several key benefits that include:

- Access to one of the largest, most advanced networks in the country*;
- Superior and consistent call quality across our CDMA network;
- National Access Network (3G - 1xRTT Technology): Internet connection at speeds bursting up to 144 Kbps;
- Broadband Access (Evolution Data Optimized (EV-DO)): Internet Connection with speeds of 400-700 kilobits per second (kbps) with bursts of up to 2 Megabits per second (Mbps);
- Quality performance of system and service together with quality equipment;
- Discounted or included roaming within Verizon Wireless' licensed territories;
- Cellular Long Distance service -- a component of Verizon Wireless' pricing plans;
- Supportive customer service available via a toll free number from 7am to 11pm EST, M-F;
- Primary Point of Contact and Professional Sales Support;
- Information via the Internet at our web site address www.verizonwireless.com.
- Two-way radio (walkie-talkie) type service, called Push to Talk. Push to Talk creates connection between the Push to Talk caller and the Push to Talk user.

*Verizon Wireless' network claim is based upon industry reports of carrier operated covered population.

Verizon Wireless will provide the State with quality wireless services through its participation in Cooperative Purchasing under the General Services Administration's (GSA) Federal Supply Schedule (FSS) Contract, GSA Contract #GS-35F-0119P. Under the provision of the FSS Contract, Verizon Wireless can provide high quality cellular services at the best value to all governmental customers. The FSS Contract offers nationwide wireless voice and data telecommunications services providing for:

- Rapid and easy procurements
- A broad range of wireless products and service offerings

This offer is contingent upon the State's eligibility to participate in Cooperative Purchasing under, and any ensuing contract is subject to, the GSA-FSS Contract# GS-35F-0119P. Please refer to GSA Contract #GS-35F-0119P at <http://www.fss.gsa.gov> for details regarding terms & conditions, eligibility, purchasing and governmental liability requirements.



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

Request for Quotation

RFQ NUMBER
CELPHON07

PAGE
1

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

Cellco Partnership d/b/a
 Verizon Wireless
 7600 Montpelier Road
 Laurel, MD 20723

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

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

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

| LINE | QUANTITY | UOP | CAT NO | ITEM NUMBER | UNIT PRICE | AMOUNT |
|---|----------|-----|--------|-------------|------------|--------|
| REQUEST FOR PROPOSAL THE PURCHASING DIVISION IS SOLICITING PROPOSALS FOR THE DEPARTMENT OF ADMINISTRATION, OFFICE OF TECHNOLOGY, TO OBTAIN BIDS FOR STATEWIDE CELLULAR TELEPHONE CONTRACTS. *****NOTICE***** A MANDATORY PRE-BID CONFERENCE SHALL BE CONDUCTED ON MONDAY, JUNE 26, 2006 AT 2:30 P.M. SAID CONFERENCE WILL BE HOSTED BY THE WEST VIRGINIA OFFICE OF TECHNOLOGY, ONE DAVIS SQUARE, CHARLESTON, WEST VIRGINIA. THE STATE INTENDS TO MANAGE THIS PRE-BID VIA ON SITE ATTENDANCE. ALL INTERESTED BIDDERS ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID CONFERENCE SHALL AUTOMATICALLY RESULT IN DISQUALIFICATION. NO ONE PERSON CAN REPRESENT MORE THAN ONE VENDOR. ATTACHMENTS TO THIS REQUEST FOR PROPOSAL: 1. CELPHON07 SPECIFICATIONS, DATED 6/13/06, 38 PAGES NOTE: ATTACHMENT A, VOICE COST SHEET, ATTACHMENT B, VOICE COST SHEET, AND ATTACHMENT C, DATA COST SHEET ARE A PART OF THE 38-PAGE SPECIFICATIONS. NOTE: NO COST INFORMATION/DATA IS TO BE INCLUDED IN THE TECHNICAL PORTION OF THE PROPOSAL. 2. AFFIDAVIT | | | | | | |

Note

Verizon Wireless is submitting an Alternative Proposal based upon its contract with the General Services Administration (Federal Supply Schedule Contract No. GS-35F-0119P).

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|-----------------------------------|------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295-1614 | |
| FEIN | ADDRESS CHANGES TO BE NOTED ABOVE | |
| 22-337-2889 | | |

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

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

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

INSTRUCTIONS TO BIDDERS

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

ORIGINAL SIGNED BID TO:

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

DUPLICATE BID TO:

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

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



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

Request for Quotation

RFQ NUMBER:
CELPHON07

PAGE:
2

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

RFQ COPY
TYPE NAME/ADDRESS HERE

Cellco Partnership d/b/a
 Verizon Wireless
 7600 Montpelier Road
 Laurel, MD 20723

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

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| 001 | 1 | EA | | 985-77 | | |
| <p>AN ELECTRONIC COPY OF THIS REQUEST FOR PROPOSAL AND ALL ATTACHMENTS ARE AVAILABLE AT: HTTP://WWW.STATE.WV.US.ADMIN/PURCHASE/BUYER/42/CELPHON07</p> <p>STATEWIDE CONTRACT FOR CELL SERVICE</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|-----------------------------------|------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295 1614 | |
| FEIN | ADDRESS CHANGES TO BE NOTED ABOVE | |
| 22-3372880 | | |

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



State of West Virginia
 Department of Administration
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 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
CELPHON07

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**BETTY FRANCISCO
 304-558-0468**

**RFQ COPY
 TYPE NAME/ADDRESS HERE**

Cellco Partnership d/b/a
 Verizon Wireless
 7600 Montpelier Road
 Laurel, MD 20723

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 AND POLITICAL SUBDIVISIONS
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| <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|----------------|-----------------------------------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295-1614 | |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE |
| | 22-3372889 | |

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State of West Virginia
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CELPHON07

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

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Cellco Partnership d/b/a
 Verizon Wireless
 7600 Montpelier Road
 Laurel, MD 20723

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ALL STATE AGENCIES
 AND POLITICAL SUBDIVISIONS
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|--|----------|-----|----------|-------------|------------|--------|
| <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p><i>Please See Note on Page 1</i></p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A LOCAL BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY FOR ORDERS THAT ARE LESS THAN \$2,500 AS A CONDITION OF AWARD.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|-----------------------------------|------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295-1614 | |
| FEN | ADDRESS CHANGES TO BE NOTED ABOVE | |
| 22-3372889 | | |

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 Charleston, WV 25305-0130

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CELPHON07

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

RFQ COPY

TYPE NAME/ADDRESS HERE

Cellco Partnership d/b/a
 Verizon Wireless
 7600 Montpelier Road
 Laurel, MD 20723

ALL STATE AGENCIES
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|---|----------|-----|----------|-------------|------------|--------|
| | | | | | | |
| <p>WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() 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;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|----------------|-----------------------------------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295-1614 | |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE |
| Vice President | 22-3372889 | |

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 Laurel, MD 20723

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| <p>WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: <u>Cellco Partnership d/b/a Verizon Wireless</u></p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|-------------------------|-----------------------------|-----------------------------------|
| SIGNATURE | TELEPHONE (800) 295-1614 | DATE |
| TITLE Vice President | FEIN 22-3372889 | ADDRESS CHANGES TO BE NOTED ABOVE |

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

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

| | | |
|----------------|-----------------------------------|------|
| SIGNATURE | TELEPHONE | DATE |
| Vice President | (800) 295-1614 | |
| FIRN | ADDRESS CHANGES TO BE NOTED ABOVE | |
| 22-3372880 | | |

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

| | | | |
|---|----------------|------|--------------------|
| WV-36a STATE OF WEST VIRGINIA PURCHASING CONTINUATION SHEET | Buyer: | Page | Req. or P. O. No.: |
| Vendor: Cellco Partnership d/b/a Verizon Wireless | Spending Unit: | | |

Requisition No.: CELPHON07


ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

- No. 1 x
- No. 2 x
- No. 3 x
- No. 4 x
- No. 5

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.



 Signature
 Cellco Partnership d/b/a
 Verizon Wireless

 Company
 7/19/2006

 Date

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

EXECUTIVE SUMMARY

Cellco Partnership d/b/a Verizon Wireless and its entities (or affiliates) doing business as Verizon Wireless (hereinafter referred to as "Verizon Wireless") understands the important nature of the State of West Virginia (the "State") operations. Verizon Wireless has not only invested in a robust voice and data network but also in a dedicated government sales and operations organization. These efforts focus on the unique missions and requirements of the Federal Government sector and state and local government agencies. Verizon Wireless is also developing a team approach designed to ensure focus on operations related to the most critical of our customers such as the State. This approach allows us to leverage the vast Verizon Wireless network and technology in conjunction with an intense customer service focus.

Due to the importance of the State's mission, Verizon Wireless has the power to provide State with the latest in wireless technology. Verizon Wireless offers greater value for State's wireless investment through our national business structure that enables us to offer:

- An extensive nationwide network.
- Simplified choices for national wireless services, including voice, data and text messaging.
- Superior Customer Service that encourages employees to take ownership of customer issues and deliver quick resolution.
- Highly reliable and consistent call quality across our CDMA network.
- More consistent delivery of service features (such as voice mail, caller ID, text messaging, call waiting, call forwarding, 3-way calling) as customers travel around the country.
- New national wireless data services (including BlackBerry® and PDA data plans and products) that offer benefits such as Internet access, e-mail, remote database access to your Government network and e-commerce services.
- Office Message Alert, a "wireless office" service aimed at business customers who are highly mobile and need to respond quickly while out of the office.
- Push to Talk, a 2-way radio (walkie-talkie) type service that creates a connection between the Push to Talk caller and the Push to Talk user (or groups of users) called with the press of a button.

The key to the success of Verizon Wireless is to continue delivering outstanding value to customers. Along with our strong customer service focus in every process, Verizon Wireless is also committed to maintaining and improving the quality of our network.

Verizon Wireless is submitting a proposal that meets State's guidelines by allowing a degree of freedom in developing a total solution. We consider of utmost importance the elements of reliability, functionality, service, flexibility and cost.

Verizon Wireless will provide on-site consulting, programming and training as necessary to ensure smooth implementation with minimal disruption. This will entail coordination with each department directly.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Verizon Wireless is pleased to have the opportunity to participate in this important mobility initiative and we are confident that we can meet the State's basic requirements.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL**SECTION I – COVERAGE****A. Network Coverage**

The Verizon Wireless network covers approximately 90% (251 million out of 278 million) of the percentage of population (POPs) within its licensed territories. Verizon Wireless' territories represent approximately 85% of the total U.S. POPs. Currently, Verizon Wireless offers coverage in 49 of the 50 states of the U.S. and Washington D.C. For additional information, please see the Verizon Wireless domestic rate and coverage maps. Additionally, Verizon Wireless has roaming agreements with other carriers in areas of the United States in which Verizon Wireless does not directly provide service.

B. Coverage Maps

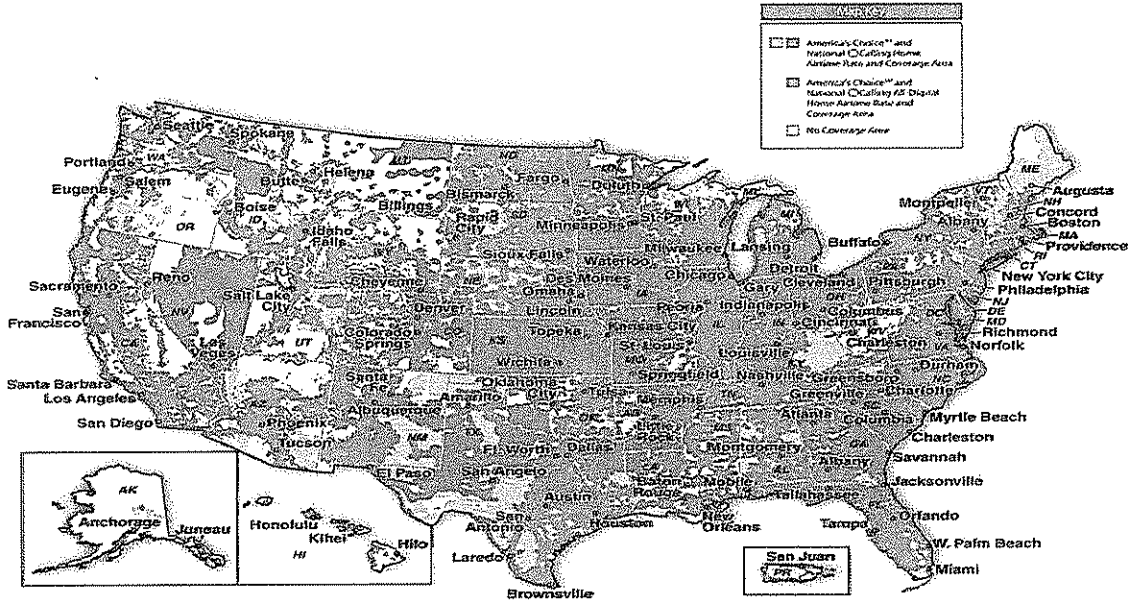
Verizon Wireless has provided domestic licensed territories map below for the Customer's review. These maps are not a guarantee of coverage, contain areas with no service, and are general predictions of where rates, outdoor coverage including enhanced services apply, largely based on our internal data. The America's Choice map includes networks operated by other carriers and some of the coverage depicted is based on their information and public sources and we cannot ensure its accuracy. Enhanced services and some features are not available throughout the America's Choice home airtime rate and coverage area and may be limited to the National Enhanced Services rate and coverage area. Wireless Service is subject to limitations, particularly near coverage boundaries and remote areas. Equipment, topography and environmental considerations also affect service, which may vary significantly within buildings. All-Digital devices will not operate or be able to make 911 calls when digital service is not available, even when in the America's Choice home airtime rate and coverage area.

In addition, Verizon Wireless offers a Coverage Locator tool that can be found at <http://www.verizonwireless.com/b2c/CoverageLocatorController?requesttype=NEWREQUEST>. The Coverage Locator identifies where Verizon Wireless offers service by means of a map that can be adjusted for a local or a wider geographical view. In order to use the tool, the subscriber enters either the zip code or the city and state. **The maps that are displayed by the Coverage Locator are not a guarantee of coverage and contain areas with no service. The maps rendered show approximations, based on our internal data, of where rates and coverage apply.**

If the State needs to review more detailed information for its key locations in order to make its final vendor decision, your Account Manager, in conjunction with network staff, can review coverage details with the City, after execution of a Non-Disclosure Agreement. Verizon Wireless' network maps, as well as details regarding its voice and data networks, are proprietary and confidential.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL




In Calling/America's Choice Home Airtime Rate and Coverage Area – Applies to America's ChoiceSM for Business Plans Only



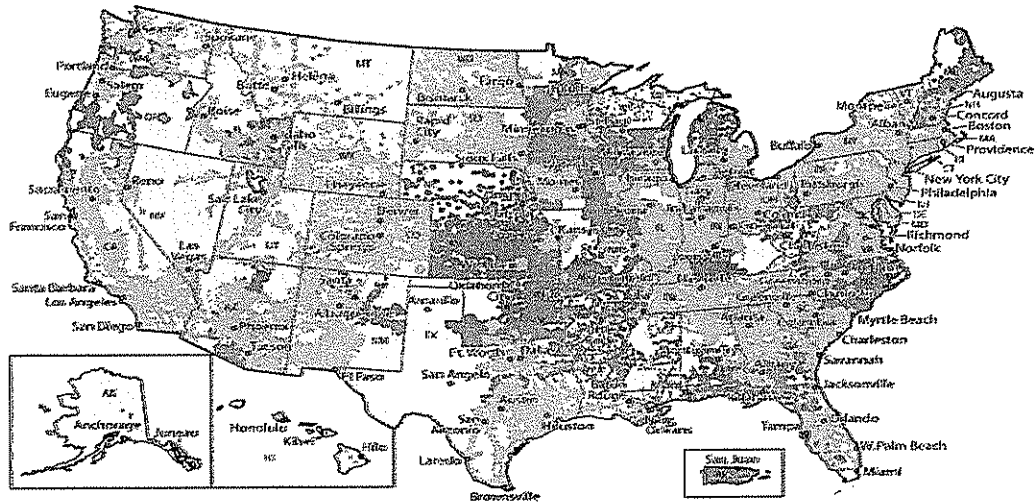
Important Map Information: The home airtime rate area depicted in this map only applies to calling plans referencing the America's Choice Calling Plan Map when tri-mode Equipment is used; the home airtime rate areas of other calling plans are described in the terms and conditions associated with those calling plans. This rate map shows where rates apply and is not a depiction of actual service availability or wireless coverage; this map does not apply when dual-band (digital only) Equipment is used. Some information on service outside the Verizon Wireless proprietary network, although depicted as America's Choice, is based on information from other carriers or publicly available information, and Verizon Wireless is unable to vouch for its accuracy. When digital service is not available your device will not operate or be able to make 911 calls. Please contact your Account Manager for an America's Choice all digital rate area map. The mapped territory contains areas with no service. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly in remote areas. Alaska has limited service. Customer Equipment, weather, topography, and other environmental considerations associated with radio technology also affect service.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

National Enhanced Services Rate and Coverage Area

-  National Enhanced Services Area, NationalAccess, PDA and BlackBerry Solutions, Push to Talk, Picture/Video Messaging, Get It Now, Mobile Web and TXT Messaging Rate and Coverage Area
-  Extended National Enhanced Services Area, NationalAccess and BlackBerry/PDA Solutions Rate and Coverage Area*
-  National Enhanced Services Not Available

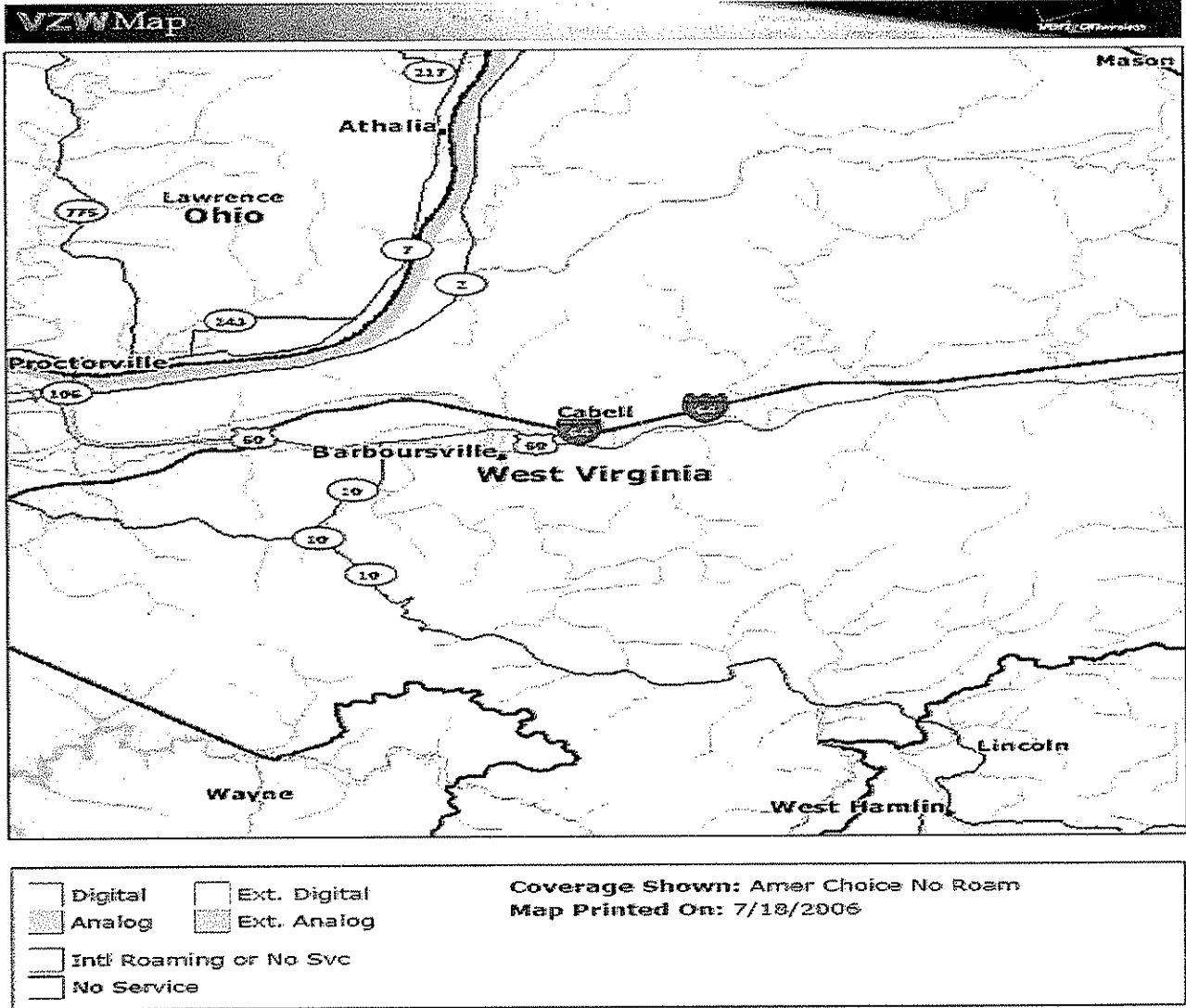
*BroadbandAccess Connect service on handsets not supported in Extended National Enhanced Services Area



Important Map Information: The map shows approximately where voice service and NationalAccess data, national mobile to mobile rates and national enhanced services coverage and rates apply based on Verizon Wireless' internal data. The map is not a guarantee of coverage and or rate availability, and contains areas with no service. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. The shaded areas depicting future coverage are based on current plans and estimates of anticipated coverage expansion. The depiction of future enhanced services coverage is subject to change without notice. With 'all-digital' devices, you can only make and receive calls when digital service is available. When digital service is not available, your device will not operate or be able to make 911 calls. When roam indicator is off, you're in the national mobile to mobile rate area. When the roam indicator is on or flashing, your national mobile to mobile minutes do not apply.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Cabell County (America's Choice No Roam)

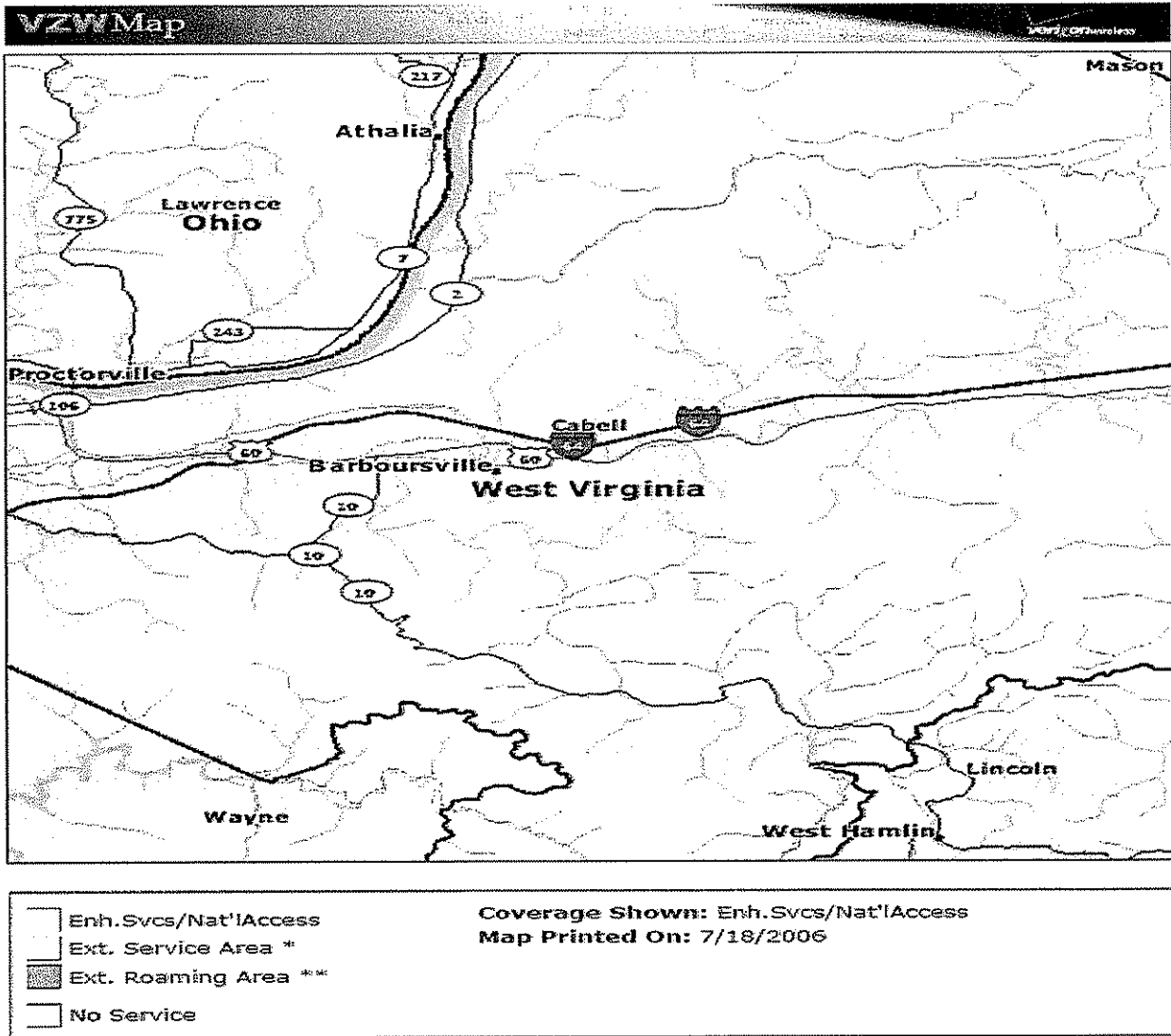


The map is not a guarantee of coverage and contains areas with no service. Service will not work, and calls cannot be placed or received outside the America's Choice Coverage Area.

This map shows approximately where rates and coverage apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as America's Choice, is based on information from other carriers or publicly available information, and we cannot ensure its accuracy. With "all-digital" devices you can only make and receive calls when digital service is available. **When digital service is not available your device will not operate or be able to make 911 calls.**

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Cabell County (Enhanced Services-National Access)



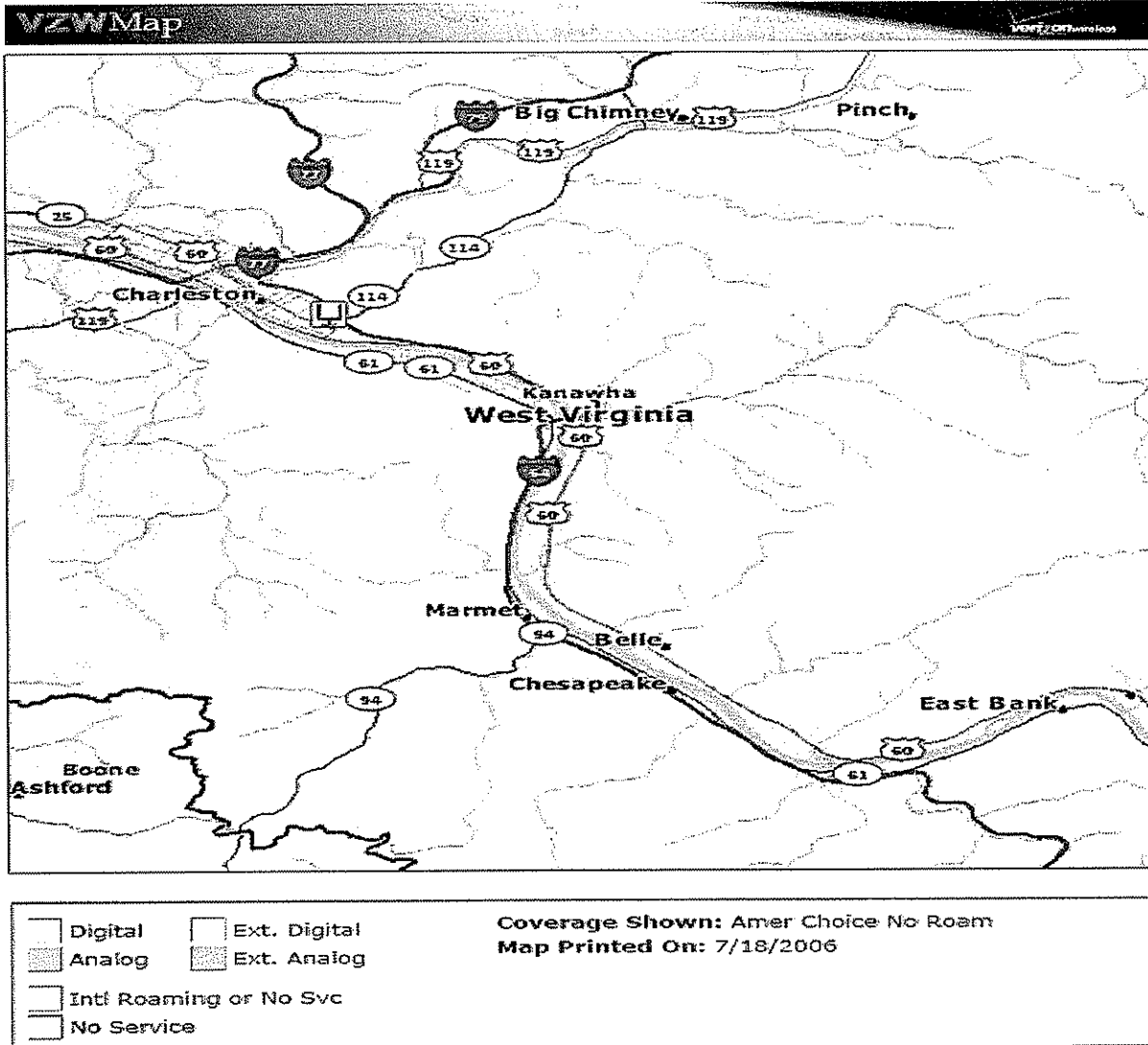
These maps are not a guarantee of coverage and contain areas of no service, and are a general prediction of where rates and Broadband Access and National Access services apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as National Access service, is based on information from other carriers or publicly available information, and we can not vouch for its accuracy. When digital service is not available, your National Access service is not available and you will not be able to make 911 calls.

* Service within the National Access extended service area is available with PC cards and Blackberry Solutions devices only.

** Roaming charges of \$0.002 per KB apply.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Kanawha County (America's Choice No Roam)

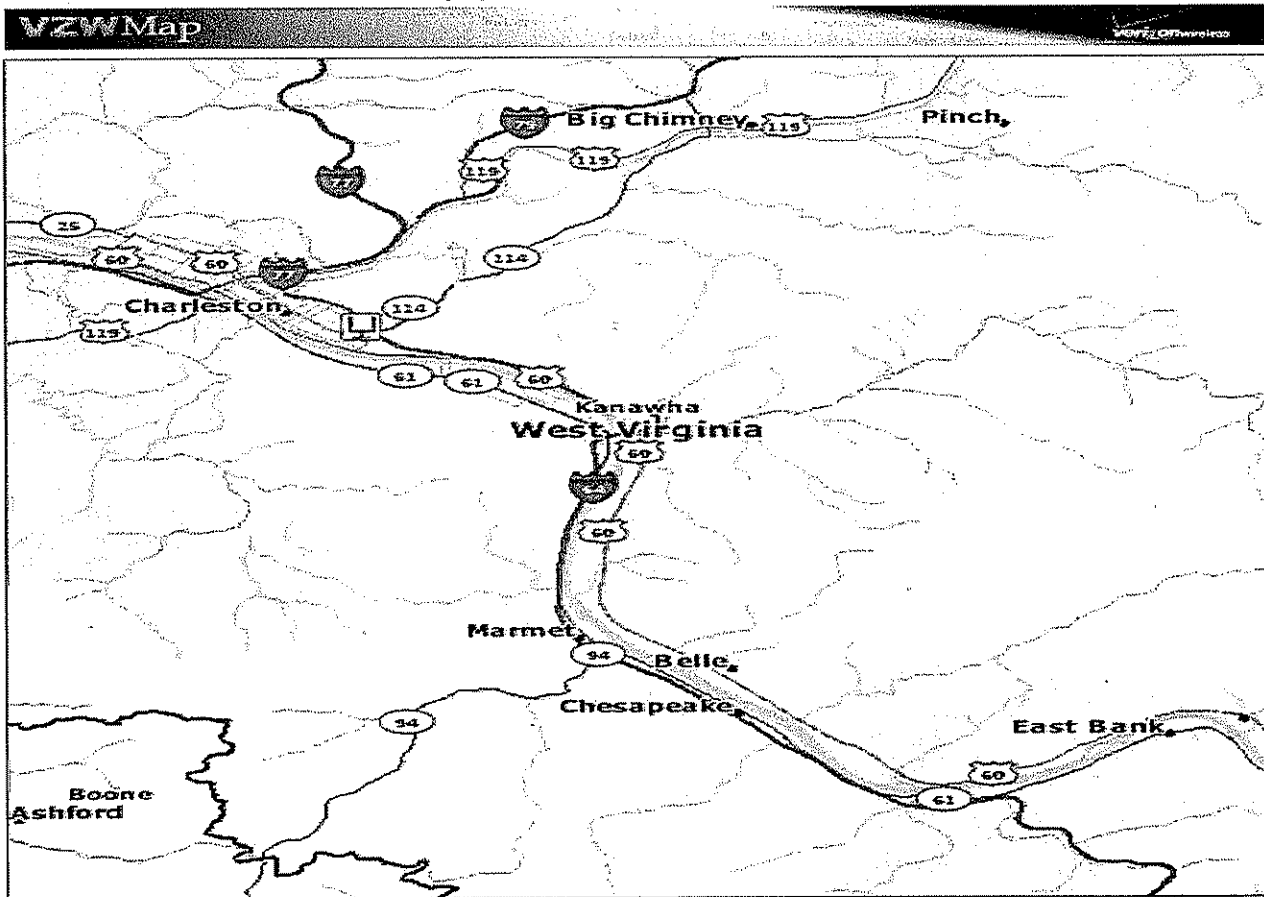






The map is not a guarantee of coverage and contains areas with no service. Service will not work, and calls cannot be placed or received outside the America's Choice Coverage Area.

This map shows approximately where rates and coverage apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as America's Choice, is based on information from other carriers or publicly available information, and we cannot ensure its accuracy. With "all-digital" devices you can only make and receive calls when digital service is available. When digital service is not available your device will not operate or be able to make 911 calls.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Kanawha County (Enhanced Services-National Access)



| | | |
|---|------------------------|--|
|  | Enh. Svcs/Nat'l Access | Coverage Shown: Enh.Svcs/Nat'l Access Map Printed On: 7/18/2006 |
|  | Ext. Service Area * | |
|  | Ext. Roaming Area ** | |
|  | No Service | |

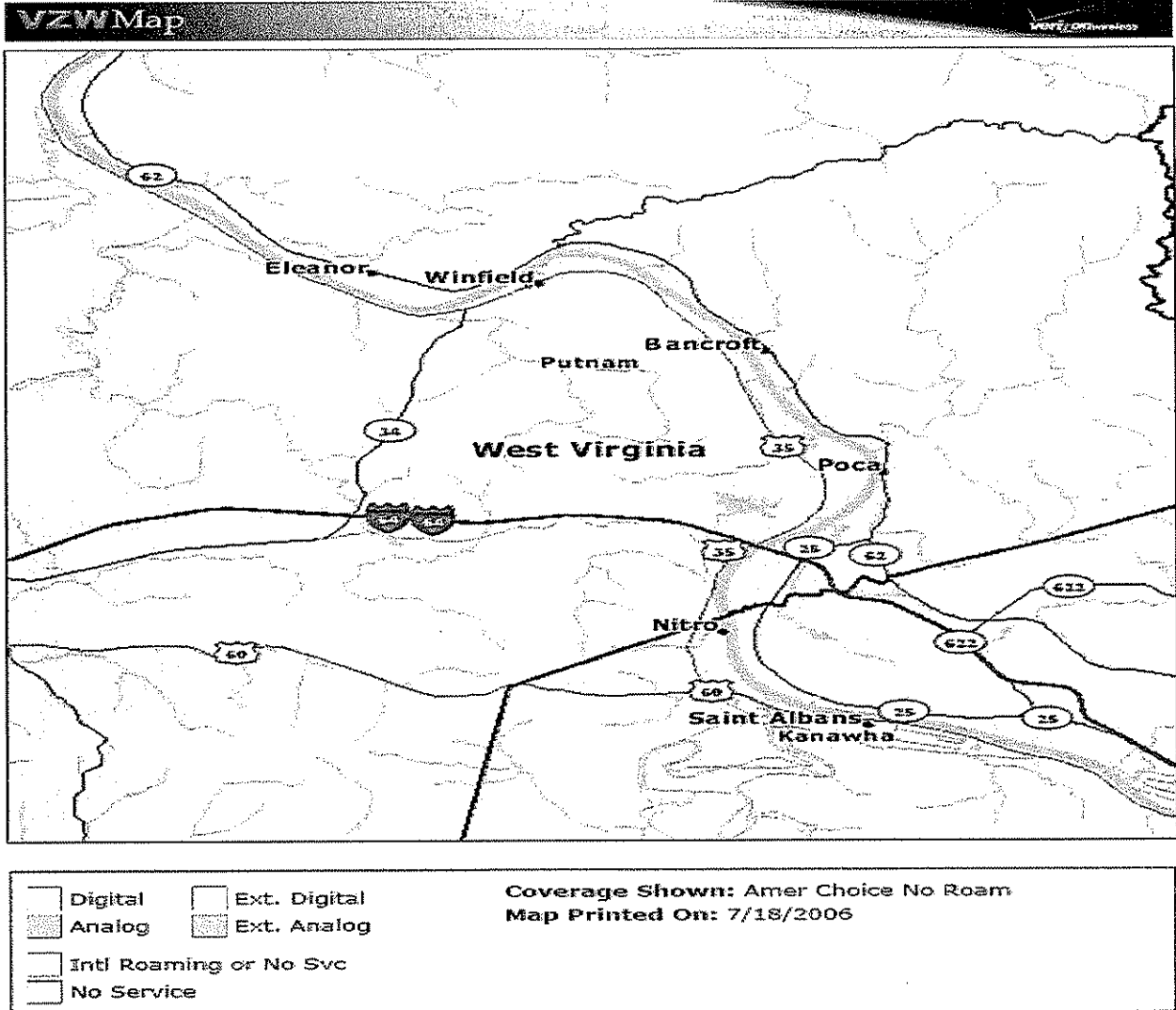
These maps are not a guarantee of coverage and contain areas of no service, and are a general prediction of where rates and Broadband Access and National Access services apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as National Access service, is based on information from other carriers or publicly available information, and we can not vouch for its accuracy. When digital service is not available, your National Access service is not available and you will not be able to make 911 calls.

* Service within the National Access extended service area is available with PC cards and Blackberry Solutions devices only.

** Roaming charges of \$0.002 per KB apply.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Putnam County (America's Choice No Roam)

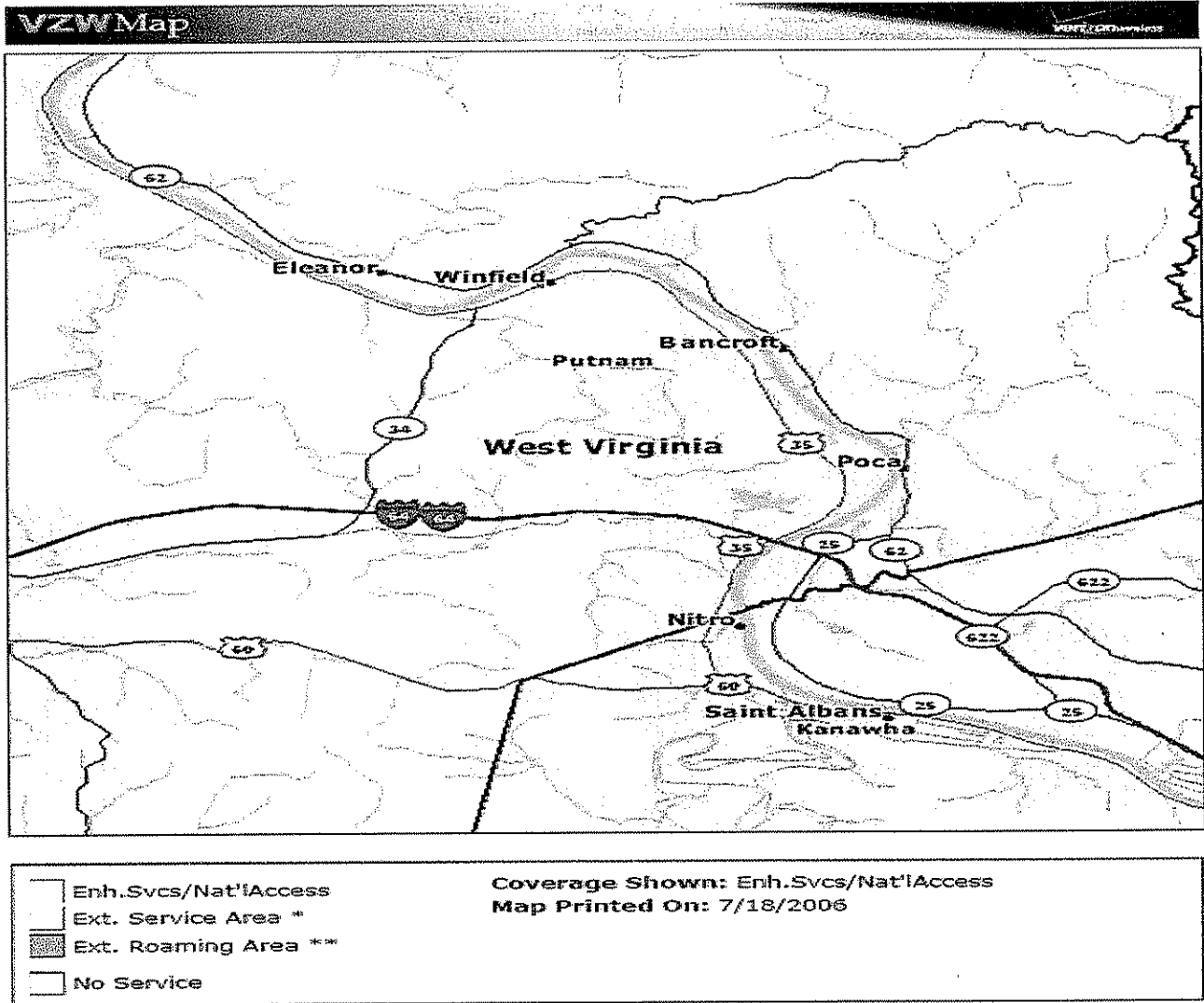


The map is not a guarantee of coverage and contains areas with no service. Service will not work, and calls cannot be placed or received outside the America's Choice Coverage Area.

This map shows approximately where rates and coverage apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as America's Choice, is based on information from other carriers or publicly available information, and we cannot ensure its accuracy. With "all-digital" devices you can only make and receive calls when digital service is available. When digital service is not available your device will not operate or be able to make 911 calls.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Putnam County (Enhanced Services-National Access)



These maps are not a guarantee of coverage and contain areas of no service, and are a general prediction of where rates and Broadband Access and National Access services apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as National Access service, is based on information from other carriers or publicly available information, and we can not vouch for its accuracy. When digital service is not available, your National Access service is not available and you will not be able to make 911 calls.

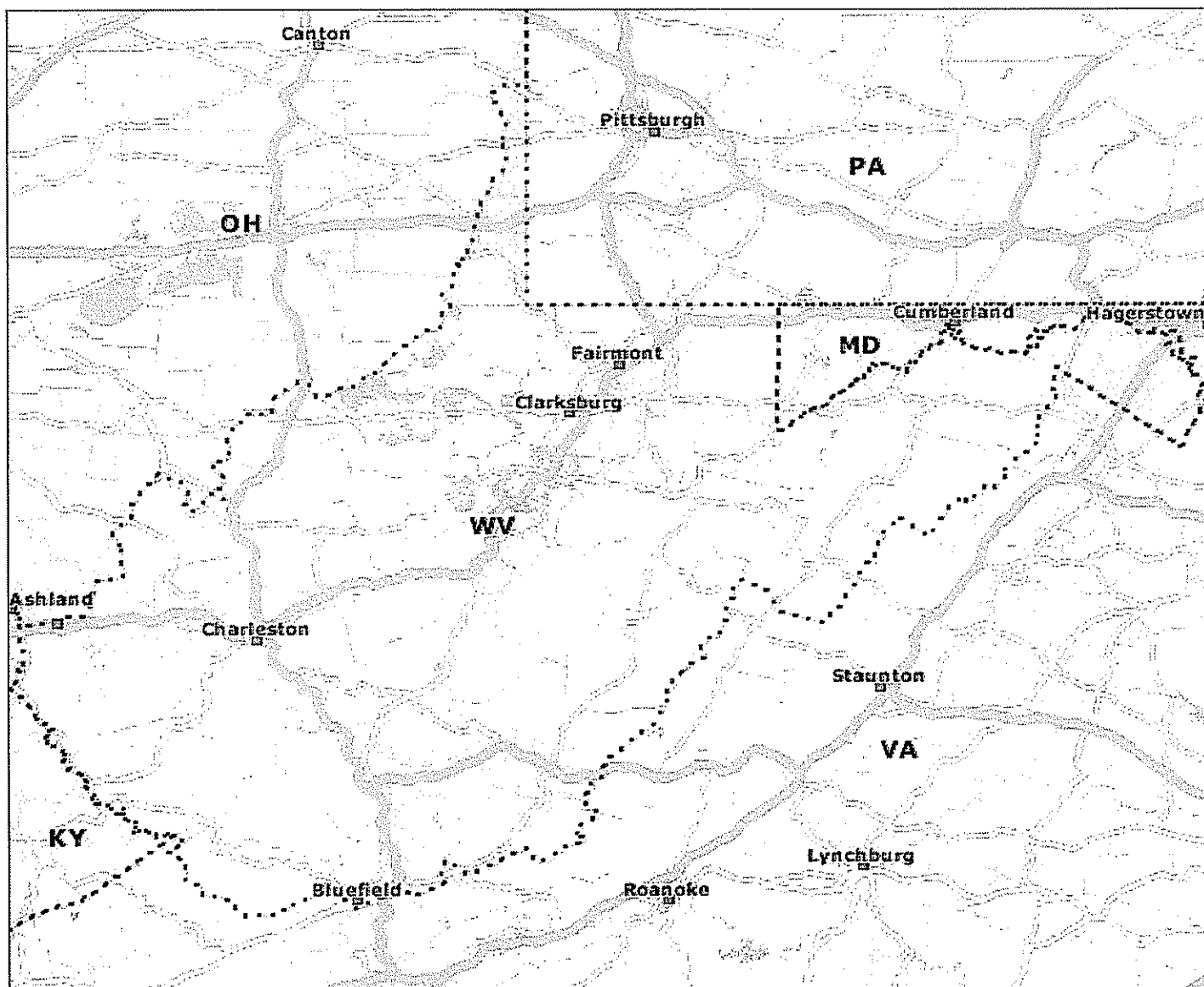
*** Service within the National Access extended service area is available with PC cards and Blackberry Solutions devices only.**

**** Roaming charges of \$0.002 per KB apply.**

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

The Coverage Map for the State of West Virginia is attached immediately following this page.

State of West Virginia (AC No Roam)



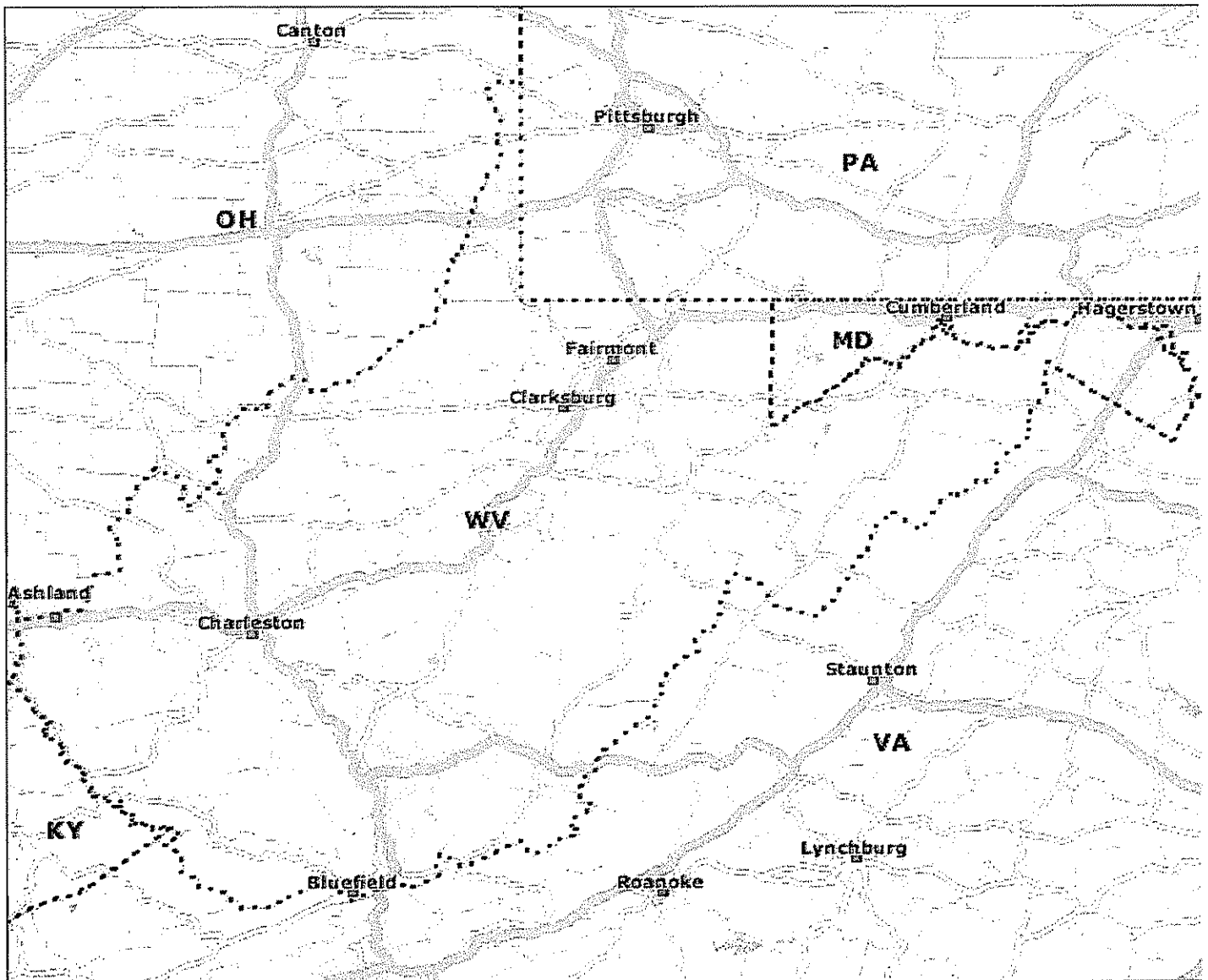
| | | |
|--|---------------------------------------|---|
| <input type="checkbox"/> Digital | <input type="checkbox"/> Ext. Digital | Coverage Shown: Amer Choice No Roam Map Printed On: 7/12/2006 3:38:20 PM |
| <input type="checkbox"/> Analog | <input type="checkbox"/> Ext. Analog | |
| <input type="checkbox"/> Roaming or No Service | | |
| <input type="checkbox"/> No Service | | |

The map is not a guarantee of coverage and contains areas with no service. Service will not work, and calls cannot be placed or received outside the America's Choice Coverage Area.

This map shows approximately where rates and coverage apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless

proprietary network, although depicted as America's Choice, is based on information from other carriers or publicly available information, and we cannot ensure its accuracy. With "all-digital" devices you can only make and receive calls when digital service is available. **When digital service is not available your device will not operate or be able to make 911 calls.**

State of West Virginia (Enhanced Services/National Access)



- Enh.Svcs/Nat'l Access
- Ext. Service Area **
- No Service

Coverage Shown: Enh.Svcs/Nat'l Access

Map Printed On: 7/12/2006 3:40:40 PM

These maps are not a guarantee of coverage and contain areas of no service, and are a general prediction of where rates and Broadband Access and National Access services apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Some information on service outside the Verizon Wireless proprietary network, although depicted as National Access service, is based on information from other carriers or publicly available information, and we cannot warrant for the accuracy. When digital service is not available, your National Access service is not

information, and we can not vouch for its accuracy. When digital service is not available, your National Access service is not available and you will not be able to make 911 calls.

**** Service within the National Access extended service area is available with PC cards and Blackberry Solutions devices only.**

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

C. Local Telephone Numbers

Verizon Wireless makes an effort to assign the mobile telephone number closest to the city and state of residence indicated by the customer; however, Verizon Wireless cannot always ensure the number will be a local number. In non-Verizon Wireless areas, subscribers requiring the assignment of local phone numbers may also procure local service from another vendor.

Verizon Wireless uses the industry standard in conjunction with the North American Numbering Plan of assigning area codes and exchanges.

D. Trial Equipment

Your Verizon Wireless Account Manager is available to discuss providing trial equipment to the State with the execution of our standard Trial Agreement. Under the separate Trial Agreement, Verizon Wireless may allow the State government subscribers to use equipment and services on a trial basis dependent upon trial criteria and duration. However, participation as an alpha or a beta may not be possible. Upon contract award, your Verizon Wireless Account Manager would be required to discuss the State's participation in alpha or beta testing with the Verizon Wireless departments that would be involved, prior to offering the State such a testing arrangement.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

**SECTION II – VOICE AND DATA: TECHNICAL SPECIFICATIONS
HARDWARE AND SOFTWARE**

A. Equipment

The equipment pricing in the Government Equipment Matrix in the Cost Proposal is available to the Government Subscribers and is subject to the terms, provisions and conditions of the GSA Federal Supply Schedule Contract No. GS-35F-0119P. Full terms and conditions, along with additional pricing plans offered by Verizon Wireless can be found on the GSAAAdvantage.gov Internet website. The prices of equipment in the attached Equipment Matrix have been discounted and are in effect through 9/30/06 for new cellular service activations and eligible equipment upgrades. Equipment purchased without service activation is not eligible for discounted pricing and will be charged full retail price. A wireless device must be in service for a minimum of 10 months to be eligible for an equipment upgrade at the discounted pricing regardless of contract vehicle chosen. If you choose to upgrade or replace equipment due to loss or theft of your device prior to completing 10 months of service, you may be charged full retail price. This offer cannot be combined with any other offer. Other restrictions or charges may apply. Prices are subject to change without notice and quantities may be limited. Please contact your sales representative at the time of purchase for the latest equipment pricing. Verizon Wireless reserves the right to disconnect cellular service in the event a number is disconnected from one wireless device and then reconnected on a new wireless device as a means to circumvent the 10 month upgrade policy.

Verizon Wireless may make certain equipment available at no charge; however, Verizon Wireless does not guarantee that it will always be able to offer equipment at no charge through the term of the resulting agreement.

1. Accessories

Verizon Wireless provides a variety of accessories to compliment and enhance the usefulness of the various wireless devices it offers. Below is a list of the most commonly used accessories. Typically, the wireless devices are packaged with a battery, travel charger and belt clip. Other accessories, such as cigarette lighter adapters, headsets and leather cases may be available at an additional charge. **Verizon Wireless offers a flat discount off of the retail price for accessories.** Such discount is subject to the terms and conditions of the Verizon Wireless Pricing and Equipment Offer in this response. Equipment pricing is subject to change and availability. For details on additional accessories available, as well as current charges, please visit www.verizonwireless.com or contact your Account Manager.

| | | |
|--|--------------------|---|
| Battery | Lithium-Ion | One of the latest battery chemistries available/significant reduction in size and weight. |
| Cigarette Lighter Adapter (CLA) | | Indispensable tool for subscribers who drive. Allows user to charge phone battery while plugged into a car's cigarette lighter. |

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

| | |
|---|--|
| Hands-free Cigarette Lighter Adapter (CLA) | Allows user to charge phone battery and use phone safely while driving. |
| Hands-free (Installed) Car Kit | To further enhance driving safety, car kits are highly recommended and include a phone mount and cradle, an installed microphone, a speaker, and an antenna. |
| Ear-Piece Microphone | This accessory is a convenient and flexible part of the hands free solution for your phone. Having a hands free headset provides comfort and convenience while using the phone in or away from your car. |
| Leather Cases | Used to protect the portable phone from everyday wear and tear. |
| Digital Data Cable | Used to connect to a laptop for wireless communications. |

2. Re-Programming of Phone

Verizon Wireless will assist in re-programming current cellular phones at no additional charge. However, equipment to be re-programmed needs to be technically compatible with Verizon Wireless' network (i.e. Dual Band/CDMA Digital/1900 Mhz CDMA Digital or Tri-mode 800 Mhz Analog/CDMA Digital/1900 Mhz CDMA Digital), capable of being programmed with the Verizon Wireless preferred roaming list, compatible with the calling plans offered, and on Verizon Wireless' approves device list. Also, certain calling plans may require specific tri-mode equipment.

Verizon Wireless may make certain equipment available at no charge. However, Verizon Wireless does not guarantee that it will always be able to offer equipment at no charge through the term of the resulting agreement.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

B. Voice and Data Services

Below are highlights of the proposed pricing featured in the Verizon Wireless Pricing Offer:

1. Voice and Data Plans

America's Choice for Business

- Offers the ability to make or receive calls with no roaming or long distance charges while on the America's Choice home airtime rate and coverage area, which includes the Verizon Wireless network and select preferred roaming carriers.
- Available with Push to Talk for an additional monthly fee. Push to Talk requires a Push to Talk handset and is only available within the National Enhanced Services rate and coverage area.
- Offers unlimited National IN Calling
- Standard overage charge on all price points.
- Provides the flexibility to choose value added options, allowing Government subscribers the ability to customize calling plans based on their individual business needs.

Value added options:

- Choose between additional anytime minutes or unlimited Night and Weekend minutes at no additional charge.
- Choose between regional or national sharing options for an additional fee per month access charge per line. Shared anytime minutes not used by a qualifying subscriber in a given monthly billing period will pass to other qualifying subscribers that have exceeded their shared anytime minutes during that same monthly billing period.

Share Options:

- America's Choice for Business with Regional Share Option
 - Government subscribers can share their monthly anytime voice minutes allowance with other qualifying subscribers activated on the same billing account (cannot share with National Share subscribers).
 - Regional sharing is only available among subscribers activating wireless service within the same market or within groups of Verizon Wireless markets, as determined by Verizon Wireless.
 - Requires government liability and a minimum of 5 lines on the same billing account in a single market.

VZEmail

Verizon Wireless offers VZEmail data plans for e-mail and data usage. We offer 10 megabyte and Unlimited PDA/Smartphone and BlackBerry® plans. We also offer a PDA/Smartphone and BlackBerry feature option, which can be added to qualifying voice plans. These plans and add-on features are available with any Verizon Wireless qualifying PDA/Smartphone or BlackBerry® device.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

NationalAccess Plan

- Provides high-speed Internet access over the NationalAccess Wireless' Network. The NationalAccess is capable of data speeds bursting up to 144 kbps with typical speeds averaging between 60-80 kbps.¹
- Wireless access to your government network or the Internet via a laptop computer is also possible.
- Subscribers can choose among minutes of use, megabyte or unlimited use plans.
- NationalAccess data sessions require a NationalAccess PC Card, PDA, BlackBerry or handset with its compatible Mobile Office kit and must be placed within the NationalAccess service area.

Unlimited NationalAccess/BroadbandAccess

- Provides one of the fastest, fully mobile wireless Internet data solutions available over Verizon Wireless' EV-DO Data Network. Quickly download complex files and view e-mail attachments at typical speeds of 400-700 kbps, capable of reaching speeds up to 2 Mbps.
- BroadBandAccess data sessions require BroadbandAccess capable equipment and must be placed within a BroadbandAccess service area.
- Subscribers get unlimited Verizon Wireless NationalAccess/BroadbandAccess service.

Please note: BroadbandAccess is only available in specific markets. NationalAccess is available within the National Enhanced Services rate and coverage area. BroadbandAccess is backwards compatible with NationalAccess so subscribers who travel outside a BroadbandAccess coverage area with an EV-DO device will seamlessly switch to Verizon Wireless' NationalAccess network, providing national coverage.

Voice and Data Bundles

Voice and Data ChoiceSM Bundles for Business allows customers to choose voice and data plan bundles to meet their wireless needs. The Choice Bundles combine America's Choice For Business plans with an unlimited PDA/Smartphone or BlackBerry® data feature at a discounted price. Available for subscribers that use wireless e-mail solutions and voice calling functionality on the same device. Subscribers can access the web, share files and send and receive e-mail on the go, with connectivity services such as BlackBerry™ and Wireless Sync.

Government customers will be able to choose between three (3) bundle plans to meet their unique business needs on America's best, most reliable wireless network:

- Core ChoiceSM Bundle includes 450 anytime minutes plus unlimited data (PDA/Smartphone or BlackBerry)
- Extra ChoiceSM Bundle includes 1,350 anytime minutes plus unlimited data (PDA/Smartphone or BlackBerry)
- Max ChoiceSM Bundle includes 4,000 anytime minutes plus unlimited data (PDA/Smartphone or BlackBerry)

¹ Speed claim based on our network tests with 101 kilobyte FTP data files. Actual throughput speed and coverage vary.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Subscribers can choose either more anytime minutes or Unlimited National IN Calling option or Night and Weekend minutes and Unlimited IN Calling option. A Voice Share option is also available for an additional monthly access fee. This option allows voice sharing between subscribers who choose the Share Option on the Voice and Data Choice Bundles and/or America's Choice for Business plans. Terms and conditions apply.

2. Peak/Non-Peak Hours

The Verizon Wireless calling plans offered through the Government Pricing Program incorporate allowance minutes which are not defined as peak or off-peak. For more information, please refer to the Verizon Wireless Pricing and Equipment Offer information below.

The following are the Verizon Wireless standard peak and off peak times:

- Peak pricing begins from 6:00 a.m. – 9:00 p.m. Monday through Friday
- Off peak begins from 9:01 p.m. – 5:59 a.m. Monday through Friday.
- Off peak time includes Saturday and Sunday

3. Rollover Minutes

Verizon Wireless offers our customers the option to change calling plans at any time to best fit actual calling patterns; therefore, Verizon Wireless does not currently offer an option to "roll over" or carry over unapplied or unused monthly allowance minutes into the next billing cycle.

4. Mobile Web

Verizon Wireless offers Mobile Web with MSN (Mobile Web). Mobile Web is the Verizon Wireless nationwide Internet service designed to meet each subscriber's specific personal and business needs. Mobile Web integrates the power of the Internet with the mobility of a cellular phone through the same national digital network. Mobile Web uses CDMA Circuit Switched Data, Microbrowser technology in web-enabled handsets and Short Messaging Service (SMS) text messaging to provide the services listed below directly to the subscriber's handset.

A simple intuitive format makes it easy for the subscribers to customize what wireless Internet content they want to see on their handset. Subscribers can customize either directly from their handset or via desktop PC (Internet access required) using the <http://vzw.msn.com/> web site.

The "VZW with MSN" web site provides a way for subscribers to identify text message alerts they want sent to their handset, as well as select the Internet-based information they want, including access to more than 30 content partners and hundreds of other wireless Internet sites.

The Verizon Wireless nationwide Mobile Web service offers one of the most convenient way for subscribers to wirelessly access content from the Internet and to choose and personalize the information

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they most want to see. While enjoying the mobility of wireless communications, subscribers can access a variety of web sites ranging from personal finance and shopping to news and entertainment.

Verizon Wireless customers can add Mobile Web service to any digital service plan. Mobile Web customers may use their bundled minutes for both voice and web services. In addition, customers may choose from a variety of web-enabled wireless handsets.

Using Mobile Web: Mobile Web requires digital service and may not be available in all areas. CDMA data capable phone with specified software required. Mobile Web monthly services apply. Airtime applies to all Mobile Web usage. Toll, long distance and or roaming charges may also apply. Time-outs apply. Phone will end data call and session after a minimum of 30 seconds of inactivity. New data call will be initiated when use is resumed. Airtime rounded up to the next full minute, so actual allowance may vary. Mobile Web access will deplete minute's allowance. Microbrowser does not provide full Web surfing. Sites are text only, formatted to optimize phone's screen size. Not all sites are accessible to handheld devices. Verizon Wireless reserves the right to make changes to your phone's software, including service features, over the air, without notice.

5. Push-to-Talk

Verizon Wireless offers a 2-way radio (walkie-talkie) type service, called Push to Talk. Push to Talk allows subscribers to push a button and automatically connect to another Verizon Wireless Push to Talk subscriber (or groups of subscribers). Subscribers can utilize either the speakerphone mode, "walkie-talkie" function or a privacy mode allowing for traditional phone style use. Subscribers must have a Verizon Wireless Push to Talk capable handset and must subscribe to a Push to Talk calling plan². Push to Talk functions throughout our National Enhanced Services Rate and Coverage Area using the Verizon Wireless 1xRTT data network.

Features and Benefits

- Walkie-Talkie feature - Provides communication with the touch of a button.
- Unlimited Push to Talk – Receive unlimited walkie-talkie type service.
- National availability and connectivity – Verizon Wireless Push to Talk subscribers can connect directly with other Verizon Wireless Push to Talk subscribers nationwide on the Verizon Wireless National Enhanced Services Rate and Coverage Area.
- Web-based management of Push to Talk contacts – Gives subscribers the ability to create and manage their individual and group¹ contacts by visiting the Push to Talk website at <http://www.vzwpushtotalk.com/>.
- One Phone Number for voice and Push to Talk – Eliminates the need for multiple phone numbers.
- Group Calls – Call several individual contacts simultaneously. The user simply creates a group in their online contact list, making group conferencing easy.

² Customers who cancel their Push to Talk service and change to non-Push to Talk calling plans are required to change to non-Push to Talk handsets. Please see the attached Pricing and Equipment Offer for additional details.

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Functionality

With Push to Talk, the subscriber has the choice of making two types of calls:

- Barge calls - The called party will hear a tone immediately followed by the originator's voice and a second tone when the originator stops speaking indicating that the recipient can respond.
- Alert calls - The called party will hear a tone indicating that someone is trying to reach them. The called party will be able to choose whether or not to accept the call.

Push to Talk sessions can either be private one-to-one conversations or group⁵ one-to-many conversations. Push to Talk calls can be made through the Push to Talk contact lists to minimize call set-up times. Push to Talk calls can also be made through the keypad, phonebook, and recent calls list.

When using the Push to Talk feature, the subscriber should enter in the receiving party's 10 digit mobile number (the 3-digit area code and the 7-digit mobile number). Neither the receiving party nor the originating party should be interrupted if another party tries to call. Incoming voice calls should go directly to voice mail when using the Push to Talk service and will be in the phone's call log. While on a voice call, a Push to Talk subscriber will not be interrupted by a Push to Talk call. The party who originated the new call will receive a message indicating that the subscriber was unavailable.

Equipment

Verizon Wireless currently offers three (3) Push to Talk handsets, the Motorola T300p, the Kyocera KX444, and the LG VX4700.

6. Mobile-to-Mobile

Verizon Wireless offers IN-Calling that allows the subscriber to call or receive a call from another Verizon Wireless subscriber anytime without using any allowance minutes. IN-Calling is available on certain calling plans (it may be offered on select plans without an additional charge or can be purchased, as an option, for an additional monthly fee). Please refer to the Verizon Wireless Pricing and Equipment Offer for details.

IN-Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber line from within the same IN-Calling coverage area. Each cellular phone must be from the same IN-Calling area, otherwise the subscriber will be charged the per minute rates as provided in subscriber's applicable rate plan. Subscribers with National IN-Calling can call any of Verizon Wireless' subscribers from across the America's Choice Home Airtime Rate and Coverage Areas (excluding certain counties in Missouri, Louisiana and Mississippi).

IN-Calling does not apply to calls made to or received from landline phones, pagers, or wireless phones on another carrier's network. IN-Calling does not apply to calls made or received outside of the subscriber's IN-Calling area. Please note that in some markets, IN-Calling calls are subject to toll and

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long distance charges. Taxes, surcharges, and a universal service fee may apply. In addition, some restrictions may apply.

7. Text Messaging

Verizon Wireless offers TXT Messaging, our two-way short messaging service, as a feature available with most wireless calling plans at an additional cost. Messages can be sent to the wireless handset via Verizon Wireless web site (www.vtext.com), from any other two-way text-capable handset, and from any e-mail system with an internet connection.

TXT Messaging is the Verizon Wireless two-way short messaging service designed for use throughout the Verizon Wireless coast-to-coast digital service area via a subscriber's wireless handset. TXT Messaging increases the utility of wireless handsets by giving subscribers two choices in how they use their phones to communicate: talk and text.

Sending a text message from the two-way capable phone:

Subscribers who have subscribed to the Verizon Wireless TXT Messaging service and have purchased a two-way messaging capable digital handset will be able to send messages to other Verizon Wireless text messaging subscribers and to anyone who has an Internet e-mail address. By using the keypad on a 2-way messaging capable phone, the subscriber can simply:

1. Enter the 10-digit mobile number of the Verizon Wireless text messaging subscriber or Internet e-mail address of the recipient.
2. Compose the message.
3. Press SEND.

The subscriber's mobile number will be sent with the message. The 160-character limit (120 character limit in some markets) includes the e-mail address indicated by the sender, the message content, and if provided, the subject and callback number. Message length may vary depending on the other system and equipment factors. Steps to send a text message will vary by make and model of the phone. Refer to the phone user guide for details.

Sending a text message from a 2-way capable handset to a non-Verizon Wireless subscriber (Inter-Carrier Messaging):

If an end user has subscribed to Verizon Wireless' Mobile Messenger service and has a 2-way capable handset, the end user will be able to send messages to a text-messaging subscriber of most other wireless carriers in the US and Canada. All the end user needs to do is simply use the 10-digit mobile number to address the text message.

Note: Verizon Wireless makes every effort to deliver the message to subscribers of other wireless carriers; however, once the message leaves our network we cannot guarantee it will be properly delivered.

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Sending a text message from any e-mail system with an Internet connection:

Anyone can send a Verizon Wireless subscriber a text message from any Internet e-mail simply by composing a message and sending it directly to the digital phone. The handset address is the subscribers' 10-digit mobile number or text messaging nickname followed by @vtext.com. For example, 9495551212@vtext.com or YourNickname@vtext.com.

Sending messages from our website:

Verizon Wireless subscribers can receive a text message from our website at <http://www.vtext.com> simply by typing in the subscribers 10-digit mobile number or text messaging nickname@vtext.com, their e-mail address and a message. The message will be delivered to subscribers' handset.

www.vtext.com - Verizon Wireless' text messaging website is available to anyone with a connection to the Internet. Vtext.com allows subscribers to:

- Send a text message with confirmed delivery to a Verizon Wireless subscriber with TXT Messaging service,
- Register their mobile number if they are already an existing subscriber with TXT Messaging service and enhance their wireless messaging experience,
- Know when messages have been delivered with Confirmed Delivery,
- Create a text messaging wireless nickname,
- Send a message to individuals or groups using an Address Book,
- Set-up Personal Alerts to remember important events,
- Block unwanted messages, and
- Select Information Alerts which allow subscribers to stay connected to the subject of interest.

All currently offered Verizon Wireless digital phones are capable of receiving TXT messages in areas that support that service. Please refer to the Verizon Wireless Pricing and Equipment Offer for equipment details.

Text Messaging Store and Forward Capabilities

Verizon Wireless also offers store and forward capabilities on its TXT Messaging Service (SMS) and Multi-Media Messaging (MMS). MMS service is only available within Verizon Wireless digital coverage area. MMS service is retried for 5 days. Messages sent while outside of the Verizon Wireless network will be retried for 5 days. Verizon Wireless will re-attempt to deliver text messages to their destination for up to 5 days. Attempts will be made every 5 minutes when the device is registered on the network. If at the end of 5 days the message is not delivered, or no delivery receipt is received from the phone, the message will be deleted, and there will be no further delivery attempts for that particular message.

8. Bluetooth Support

Verizon Wireless currently offers several handsets that support Bluetooth technology: LG VX8100, VX8300, and VX9800; Motorola E815, RAZR V3c, RAZR V3m, and the Q; PalmOne Treo 650, 700p,

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and 700w; Samsung a950, a930, i730, and i830; Verizon Wireless XV6600 and XV6700; and BlackBerry 7250 and 7130e. Verizon Wireless currently supports the following Bluetooth profiles:

- Headset - for connecting to a Bluetooth headset
- Hands-Free - for connecting to a Bluetooth hands-free car kit
- Data Syncing – to allow the handset to synchronize files or other data with other data devices - Phonebook to PC, Calendar to PC (on select Bluetooth handsets)
- Dial-up Networking (DUN) - to allow the handset to be used as a data modem by another device, such as a laptop or PDA for dial-up Internet access (on select Bluetooth handsets)
- Data Networking – to allow the handset to network with other data devices -Serial Port and/or LAN (on select Bluetooth handsets)
- Data File Transfer – to allow handset to transfer files or other data with other data devices (on select Bluetooth handsets)

Please note: Verizon Wireless handsets do not support all object exchange (OBEX) profiles.

9. Standard Features

Below is a description of the standard features included, at no additional monthly access charge, in our Government Pricing Program. However, these additional features may have usage charges. The availability of these features may vary. Please refer to the Pricing and Equipment offer for details.

Basic Voice Mail:

Verizon Wireless' Voice Mail service allows callers to leave a message when the cellular number they have called is in use or unavailable. The service gives subscriber the option to either record a greeting in their own voice, or simply record their name to be used in a standard system greeting. Callers are able to designate their message as "urgent," and if they do so, then these messages will float to the top when they are being retrieved. Customers are also able to retrieve messages from any touch-tone phone.

*Message Waiting Indicator:

Message Waiting Indicator, is used in conjunction with Caller ID and Voice Mail to provide subscribers with the visual ability to see who called and allows them to see if they have any Voice Mail messages. If the subscriber leaves the phone powered off, the indicator telling them that there are messages waiting will be activated as soon as the subscriber turns the phone on. This option works only on phones that are equipped with Message Waiting Indicator.

*Caller ID:

This service is available to subscribers with specific equipment. It allows cellular subscribers to see the telephone number of an incoming caller (for all unblocked numbers). Based on this information, subscribers can then make the decision to either answer the call or leave it unanswered and perhaps default to Voice Mail.

Caller ID Blocking:

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This service allows subscribers to prevent their phone number from being transmitted. Subscribers have the option to block their number on a per-call basis or continuously. This feature may not be available when roaming or when calling certain toll-free numbers or 911.

Call Waiting:

An alert tone announces an incoming call when a cellular subscriber is already on the phone. After you hear the tone, the subscriber has approximately 30 seconds to answer before the second caller hears a standard message or is forwarded to your Voice Mailbox. If the subscriber answers the call the first call is put on hold while the second is taken. This feature allows cellular subscribers to be more productive and accessible to the people who need to reach them.

Call Forwarding (not available in all areas):

Call Forwarding enables calls to be transferred to another phone number. The subscriber's wireless phone will not ring. Airtime and other charges, which may include toll or long distance charges, apply. This is especially helpful if a subscriber's cellular number is the one people are most accustomed to dialing.

No Answer/Busy Transfer:

The subscriber can have incoming calls answered by another phone whenever their wireless phone is busy or remains unanswered after three or four rings. With this option, your phone will ring unless you're on the phone. Airtime and other charges, which may include toll or long distance charges, apply. A great alternative to call waiting if a subscriber can't be disturbed or interrupted but still needs to have calls answered.

Three-Way Calling:

Three-Way Calling allows subscriber to speak with two parties at once while on one cellular call. Airtime and other charges, which may include toll or long distance charges, apply for both calls during the three-way call. With this feature there is no need to make several calls trying to relay information to third parties.

Call Blocking:*

The Customer can limit all calls, international and domestic, to incoming only, outgoing only or local call only. The call restriction features are available for an additional monthly charge per month. Some equipment models also offer call restriction features that can limit subscribers to a predetermined set of numbers. Instructions can be located in the cellular phone owner's manual.

*Note: Enhanced features are also available for an additional charge. Digital service and features may not be available in all areas. Your Major Account Manager will be able to help you determine which are available in your area.

10. Wireless Priority Service

Verizon Wireless has worked closely with the National Communication System (NCS) of the Department of Homeland Security to develop national Wireless Priority Service (WPS) on the Verizon Wireless Code

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Division Multiple Access (CDMA) voice network. WPS is a federal program that will provide the benefit of priority network access for certain government and industry subscribers that must have communications capabilities in times of national security and emergency preparedness.

Verizon Wireless has begun to deploy the service in the most highly populated government markets across the United States. Verizon Wireless will continue to add additional markets each month until the rollout is complete at the end of 2006. WPS does not support services available on Verizon Wireless' data network.

Using Wireless Priority Service

During times of emergency, WPS will give emergency service personnel – including federal, state and local government officials, law enforcement agencies and designated private sector responders – priority in placing calls. While priority calls do not preempt calls in progress, WPS will allow authorized users to gain priority access to the next available wireless channel, thereby increasing their probability of call completion during an emergency. Calls placed by individuals without priority access will still be given access to the network.

Once WPS is activated, registered users simply dial *272 before dialing the 10-digit telephone number. The call will automatically be placed in high-priority status and will be given priority for the next available wireless channel.

How to Sign Up for WPS

To take advantage of WPS on the Verizon Wireless network, authorized national security and emergency preparedness users must first apply to the NCS to receive this service by visiting the NCS' website at <http://wps.ncs.gov/request.html>. Once NCS confirms eligibility, the NCS will then notify Verizon Wireless that the official has been approved for WPS and that the service can be added to the user's account. Users may also contact their Verizon Wireless Account Manager or the WPS Activation and Support department at 877-262-2950 for further information.

Additional information regarding the WPS program can be obtained by visiting <http://wps.ncs.gov>.

11. Fleet AdministratorSM

Verizon Wireless offers Fleet AdministratorSM, an automatic vehicle location (AVL) solution for managing a fleet of vehicles. Fleet Administrator is a vehicle-installed wireless system that bundles Verizon Wireless data access with a PC-based automatic vehicle locator application and location monitoring device. With Fleet Administrator, you can easily locate, monitor, and manage your corporate fleet from a desktop computer. The solution provides users with real-time and historic reporting on all vehicles to help the State reduce operating costs, increase worker productivity, streamline processes, and improve customer satisfaction.

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Fleet Administrator utilizes Verizon Wireless' NationalAccess (1xRTT) nationwide network.³ The location monitoring device collects information through Global Positioning System satellites and transmits it to the AVL server every 15 minutes where it can be accessed and viewed on a desktop PC running the Fleet Administrator software through an Internet connection.

Features and Benefits

Fleet Administrator provides the following features and benefits:

- Mapping. Increase productivity through real-time display of a vehicle's locations on graphical maps.
- Vehicle Tracking and Status. Improve fleet efficiency by monitoring all vehicles' locations and status.
- Customer Sites. Monitor productivity of vehicles assigned to a particular area.
- Activity Reports. Improve vehicle utilization by analyzing a driver's or fleet's activity through dynamic and flexible reporting. Available reports include: customer site, mileage, activity, stops, trips, overspeed, and idle.
- Geofence (a defined geographic area) Monitoring. Custom define a driver's territory. Reports can track travel inside the territory and provide reports and alerts for geofence entries and exits.
- Prepackaged Solution. Verizon Wireless provides a simple, complete solution that's easily deployed with little or no system integration and clear upfront costs.

Functionality

Vehicles are monitored in real-time, recording the following information that is displayed via the Fleet Administrator software on a desktop PC:

- Date and Time - Displays individual or groups of vehicles by date
- Vehicle Location and Direction - Provides vehicle location and directional information via desktop PC
- Speed - Monitors vehicle speed
- Vehicle Stops - Displays stop and start log
- Enter/Exit Geofences – System will provide enter/exit data based on the State's custom-set "Geofence" parameters
- Ignition/Battery On/Off Signals - Monitors vehicle ignition information

12. Field Force Manager

Field Force Manager is a comprehensive mobile resource management tool that enhances information and process flow between field workers and the office thereby increasing productivity and efficiency. It combines a downloadable Get It Now®/BREW application (located under the "GET GOING" category) and customer web portal that allows business customers to manage and monitor their mobile workforce from a centralized location. Field Force Manager uses Verizon Wireless' Location Based Services platform and operates across the Verizon Wireless' National Enhanced Coverage and Service Area.

³ If a vehicle leaves the NationalAccess coverage area, the device will continue to record and store location information, but it will not transmit until the vehicle re-enters the NationalAccess coverage area.

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With Field Force Manager, the State can track field workers in near real-time, analyze employee time, and dispatch remote workers wirelessly. Customer service requests can quickly be sent to the nearest team member in the field. Additionally, field workers can submit time as well as job data back to the business office, receive job assignments, and get turn-by-turn driving directions to new jobs right from their wireless device.

Features

- Location and Tracking. Uses rich, detailed mapping to show the location and location history of field workers; provides location information when users clock in and out; shows where they are when they accept and complete jobs; creates an audit trail to validate job information for customers; and generates turn-by-turn driving directions.
- Electronic Timecards. Provides employees an automated way to capture their time, and gives employers the ability to export this information into many current payroll systems for processing and to analyze it.
- Dispatch. Provides an automated way to manage customer service requests, dispatch field personnel, and track job progress in near real-time through completion.

Benefits

- Visibility - Central monitoring of field operations leads to increased worker productivity and customer satisfaction
- Efficiency – Streamlined processes such as communication, timecard capture, and job dispatch help reduce operating costs.

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C. Verizon Wireless' Network

1. Technology

Verizon Wireless provides 800 and 1900 MHz CDMA digital voice and data services, CDMA 2000 1xRTT NationalAccess, CDMA 2000 EV-DO ultra-high-speed data-only BroadbandAccess, and 800 MHz Advanced Mobile Phone System (AMPS) analog service. The combination of a digital and analog network gives Verizon Wireless the ability to provide customers with coverage in parts of the country that some competing national carriers have yet to build out.

Verizon Wireless maintains full inter-system interoperability and backward compatibility using ANSI-41 to support roaming among CDMA One, CDMA 2000 and analog systems, with compatible equipment. (Analog network use requires a tri-mode handset).

Verizon Wireless offers advanced, nationwide high-speed wireless service through our third generation (3G), 1xRTT, national network service called "NationalAccess". NationalAccess supports voice and data in the same spectrum and is designed to be backward compatible. With compatible equipment, an existing digital data and voice subscriber will be able to utilize NationalAccess. Conversely, NationalAccess data and voice subscribers will still be able to use their handsets on the digital network. Enhanced Services afforded by NationalAccess will only be available with NationalAccess equipment in a NationalAccess environment.

Verizon Wireless currently has the nation's largest high-speed wireless broadband network. Our BroadbandAccess premier data-only service, powered by our CDMA 2000 Evolution-Data Optimized (EV-DO) network has average speeds of 400-700 kbps⁴, and is capable of bursts up to 2 Mbps. BroadbandAccess enables remote workers and road warriors to quickly download complex files and view e-mail attachments. BroadbandAccess is seamlessly backward compatible with NationalAccess to optimize subscriber service. BroadbandAccess' CDMA technology also provides authentication and data protection and is compatible with many virtual private networks (VPNs). BroadbandAccess is only available with BroadbandAccess equipment in a BroadbandAccess coverage area, currently available to more than 148 million people in 181 major metropolitan areas and 72 primary airports nationwide and is expanding coast to coast.

Verizon Wireless' CDMA technology can benefit the State by offering the following advantages over other technologies:

- CDMA transmits at a fraction of the power of analog systems; hence battery life for CDMA handheld devices is longer, allowing for greater talk time and standby time.

⁴ Speed claim based on our network tests with 5 MB FTP data files, without compression. Actual throughput speed and coverage vary.

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- CDMA technology is one of the most spectrally efficient digital standards available, enabling 10 calls on the network in the same amount of radio frequency spectrum needed to process one analog call. Increased spectrum capacity means more calls are completed and busy signals and dropped calls are avoided.
- Blocked calls are minimized on the Verizon Wireless network due to the increased capacity of CDMA. CDMA digital technology assigns each conversation a code, rather than separate frequencies or channels. CDMA can accommodate multiple conversations on a single channel, making it easier for calls to go through. All subscribers share the same range of radio spectrum.
- Verizon Wireless CDMA service employs both a 13 kb/s vocoder and an Enhanced Variable Rate Coder (8 kb/s), providing improved voice quality while virtually eliminating static and cross talk. It also provides a “soft hand-off” capability that makes cell hand-offs virtually unnoticeable to users.
- Increased privacy and security is inherent in CDMA technology. CDMA digital technology converts speech transmissions into a coding scheme and sends it to the receiving end in a random sequence. In contrast to an analog conversation or other technologies that assign one call to one channel, a simple radio receiver will not be able to pick out the random sequencing of an individual digital conversation from the overall radio frequency (RF) transmission in a spectrum band.

2. Network Performance

Verizon Wireless’ network coverage has been described as “the most extensive nationwide network with unsurpassed nationwide coverage.*” Additionally, Verizon Wireless has provided network enhancements to many tunnels, underground subway and rail stations, and large campus facilities, such as arenas.

To increase performance, Verizon Wireless has:

- Increased network capacity on many existing Verizon Wireless cell sites to accommodate increased wireless traffic.
- Deployed wireless network service enhancements that would function as a temporary cell site to boost Verizon Wireless’ network coverage in a given area, especially for specific events such as Political Conventions.
- Installed cell sites or Radio Frequency (RF) repeaters at several customer sites to improve network conditions in and around customer facilities where necessary and in conjunction with Verizon Wireless’ network build plan.

3. Service Reliability

In areas known to have system limitations, Verizon Wireless may initiate corrective actions transparent to the subscriber; however, we cannot guarantee that such actions will be taken in your area or that such actions, if taken, will be effective. Some examples of these actions would include:

* Network claim based upon industry reports of carrier operated covered population

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- Redirecting antenna on a designated cell site.
- Adjusting power levels on cell site components to increase performance.

The provision of wireless communication services is potentially impacted by many external factors beyond the reasonable control of Verizon Wireless. Reception may be effected due to topography, atmospheric and environmental conditions, and the location of the user.

While Verizon Wireless reserves full discretion over its network and partnership arrangements, we will work with our customers where difficulty accessing the Verizon Wireless network is specifically identified.

Service protection and restoration strategies are an integral part of Verizon Wireless's network management. Switches and cell sites are continuously monitored for numerous factors, from call processing to room temperature. All switches and cell sites have battery backup, and in some cases, independent diesel power sources. In many markets, the switching is diversified so in the event of failure, traffic can be rerouted.

In addition, most cell sites are fed with double backhaul facilities and our Network Operations Control Center works closely with our facilities providers to coordinate and expedite the restoration of outages.

4. Redundancy

The Verizon Wireless network is built for reliability in emergencies, with battery back-up power at all facilities and for additional reliability, generators installed at all switching facilities, and many cell site locations. The company also owns a fleet of portable generators that can be deployed to provide emergency power during extended power outages to those cell sites without permanent generators.

5. Network Backup

The switches and cell sites have battery backup, and in most cases, independent diesel power sources. Most of the hardware Verizon Wireless uses is redundant and utilizes automatic cut over in case of failure. In most markets, the switching is diversified so in the event of failure, traffic can be rerouted.

6. System Operations

Verizon Wireless has two network operation centers located in New Jersey and Texas, to monitor all cell sites and switches across its nationwide network. Verizon Wireless' system operation philosophy is driven by its desire to provide its mobile customers with an extremely high level of service. This translates into frequent and thorough preventive maintenance, real-time monitoring of all key system components, availability of trained maintenance personnel to repair or resolve critical failures should they arise, and wide deployment of these personnel and spare parts to permit rapid response and restoration of service. A related element that enables Verizon Wireless to deliver superior service is its design philosophy, which includes redundancy on critical paths and components so that a failure of one

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component is not catastrophic. Another element in design includes operations during power outages through the use of battery back-up systems. The Network Operations Control Center (NOCC) provides Verizon Wireless' maintenance forces with the key tools necessary to analyze network integrity, identify and resolve system problems before they impact system performance.

7. Disaster Recovery

Verizon Wireless cannot guarantee there will be no disruption in service; however we have taken every commercially reasonable step possible to prevent outages from affecting the system. Verizon Wireless' plans, procedures, and prevention actions for our Mobile Telephone Switching Offices (MTSOs), cell sites, and network facilities are detailed below. A catastrophic failure is defined by Verizon Wireless as any situation that would cause the complete failure of service to the described network component.

Monitoring and Alarm Systems

Verizon Wireless has designed a variety of network monitoring and alarm systems into its network. These produce data and alarms at the MTSOs and at the Network Operations Control Center (NOCC).

Verizon Wireless has set up alarms for every critical component at the cell site and the MTSO. The actual alarm message from the field is amplified and expanded at the NOCC to describe in much greater detail the actual problem. It would indicate the specific module that was not functioning properly, as well as the specific component responsible. Alarms are coded with varying degrees of priority, so that a variety of minor problems do not obscure critical problems from the technician's attention. This code also helps the technicians determine how quickly the problem must be addressed. For instance, one of twenty-four radio channels could go out of service at a cell site that rarely operates at capacity. This failure would not affect Verizon Wireless' ability to deliver service to its subscribers. Thus, it would be more appropriate to repair the radio channel at night, when the chance of disrupting subscribers on the network is smaller. This also keeps maintenance personnel available for true emergencies that impact subscriber service.

Mobile Telephone Switching Office (MTSO)

Catastrophic failure or destruction of a MTSO is the most serious of possible scenarios. As MTSOs are added, the area and number of subscribers affected by the loss of a single MTSO are reduced. Verizon Wireless is committed to a policy designed to maintain loading on any particular MTSO of no more than 65% of its designed maximum capacity. This will ensure that in the event of the loss of any given MTSO, the remaining MTSOs will have the capacity to handle the subscribers and facilities of the lost MTSO without degrading service. A local MTSO is located in Charlotte, NC.

Each MTSO, in addition to the redundancy of the installed systems and circuitry, is protected by automatic power back-up systems, by automatic fire suppression systems, and by physical security systems and alarms. In each MTSO, network operations personnel routinely back-up system data for the switch itself and the peripheral systems. Automated backup routines are supplemented with scheduled manual backup routines and off-site storage of critical data.

Cell Site

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Catastrophic failure or destruction of a cell site, while serious, is no longer a crisis situation. The large quantity of cell sites included in the network to provide the desired level of subscriber service, both in terms of capacity and quality of service, has significantly diminished the impact of the loss of any given cell site.

Each cell site, in addition to the redundancy of the installed systems and circuitry, is protected by automatic power back-up systems, by automatic fire suppression systems, and by physical security systems and alarms. Through arrangements with our vendors, any major components of a cell site, up to and including the building and tower, become an immediate priority restoration effort on the part of both Verizon Wireless and Verizon Wireless' vendors.

Service Protection and Restoration Strategies

Service protection and restoration strategies are an integral part of Verizon Wireless network management. Switches and cell sites are automatically and continuously monitored for numerous factors, from call processing to room temperature. All switches and cell sites have battery backup, and in most cases, independent diesel power sources. Most of the hardware Verizon Wireless uses is redundant and utilizes automatic cutover in case of **failure**. In most markets, the switching is diversified so in the event of failure, traffic can be rerouted. In addition, most cell sites are fed with double backhaul facilities and our NOCC works closely with our facilities providers to coordinate and expedite the restoration of outages. Verizon Wireless also works closely with its vendors to ensure that we have access to their engineering personnel and replacement equipment when required.

Cells on Wheels (COWs)

Verizon Wireless maintains Cells on Wheels (COWs) in many of its operating areas, which may be utilized to quickly improve coverage and capacity at emergency site locations and in surrounding areas. Additional capacity can also be added to existing sites and to the supporting switching infrastructure. In other instances, Verizon Wireless deploys temporary cell sites to quickly meet increased network demands resulting from emergencies and major events.

Response Time

In the event of an alarm or other indication of failure, Verizon Wireless will respond to ensure that its subscribers continue to receive high quality cellular service. Personnel will be dispatched to the cell site or MTSO with a standard set of spare parts and repair equipment, in addition to other parts and equipment are indicated by the nature of the alarm and failure. Maintenance personnel have access to the MTSO and the NOCC to get further data and to verify proper performance once equipment has been replaced and service restored.

8. Fraud

Verizon Wireless currently uses authentication fraud technology to help prevent fraudulent use of our network. Authentication is a transparent process that confirms the identity of cellular phones before allowing access to its wireless network. This process virtually eliminates cloning fraud and provides customers more secure wireless communications.

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Verizon Wireless offers further security through its development and deployment of its CDMA digital network. CDMA Digital technology encodes speech transmissions into a computer language and then sends it to the receiving end in a random sequence. Currently, digital signals are very difficult to reconstruct and decode, therefore cloning fraud on digital equipment is virtually non-existent. Additionally, because CDMA is digitally encoded, increased privacy and security is inherent to the technology.

The Verizon Wireless in-house Fraud Task Force team is dedicated to proactively respond to unusual call-pattern alarms generated by fraud-detection software.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

SECTION III – CONVERSION AND TRAINING

A. Local Number Portability

To port lines in to Verizon Wireless, the State will need to provide information about the lines to be ported in from the existing carrier. This information includes the billing name and address, the account number from the old carrier and the agency's federal tax ID number. It is important that the existing service not be cancelled before Verizon Wireless begins the porting process. Once Verizon Wireless has all of the required information, it will submit the port requests for those lines.

Any number that the State wants to port must first be eligible for porting. Eligibility is based on the geographic locale of the number (the number must remain associated with the same geographic area and Verizon Wireless must be licensed to provide service in that area) and the number must be active with the old service provider.

Verizon Wireless does not charge a specific fee for porting numbers to or from our service. We have evaluated our on-going costs to fulfill the government's local number portability mandate, and as a result, currently charges 0.05 cents per month for each telephone number. The Regulatory charge is a Verizon Wireless charge to help defray the costs imposed on our business by regulators and our costs of complying with regulatory mandates. Important Note: Any customer who ports a line from Verizon Wireless to another carrier will be responsible for any accrued charges.

B. Implementation Timeline

Verizon Wireless Federal Government Operations Team is experienced in account conversion. Verizon Wireless will coordinate closely with the State to ensure the work effort of implementation and migration to Verizon Wireless service is a smooth process. Migration would include activations, equipment provisioning, training, the establishment of a process flow for controls and procedures for purchases, billing format, reporting options, and notification to both organizations in performance of the contract.

Verizon Wireless has several methods of performing mass conversions, and will let the State decide the best method for their offices. In select areas and depending on the number of conversions to our network, Verizon Wireless can arrange for on-site installation services to replace or convert cellular phones, during regular business hours Monday-Friday, 8:30a.m. – 4:30 p.m. Verizon Wireless will make commercially reasonable accommodations to arrange the State's installation requirements, whenever possible, at no additional cost.

The Major Account Manager (MAM) will work with the State to establish a comprehensive plan designed to meet the State's requirements. The implementation plan will include but not be limited to:

1. MAM will meet with the State to gain an understanding of the current cellular usage and future needs to determine price plans and phone options. (Trial demo phones if needed)

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2. MAM will work with the State to determine conversion plan. Re-evaluate plan as necessary to ensure minimal work force disruption.
3. The State will provide list of existing numbers to port from other carriers.
4. Review “management team” Initial meeting of introduction.
5. Product and VZW services training. (Phone features and Voice features such as voice mail, call forwarding etc.)
6. Provide escalation list to key contacts. This sheet lists all the groups necessary to manage your account. To include adding or making changes to vendor services.
7. Follow up with initial roll out, adjust as necessary.
8. Explain initial billing and available detail call reports, schedule quarterly account review. Provide price plan recommendations based on actual usage. Provide updates on new products and services offered by Verizon Wireless. Review quality assurance plan. Provide customize reports as required.

C. Re-Programming of Phone

Verizon Wireless will assist in re-programming current cellular phones at no additional charge. However, equipment to be re-programmed needs to be technically compatible with Verizon Wireless’ network (i.e. Dual Band/CDMA Digital/1900 Mhz CDMA Digital or Tri-mode 800 Mhz Analog/CDMA Digital/1900 Mhz CDMA Digital), capable of being programmed with the Verizon Wireless preferred roaming list, compatible with the calling plans offered, and on Verizon Wireless’ approved device list. Also, certain calling plans may require specific tri-mode equipment.

Verizon Wireless may make certain equipment available at no charge. However, Verizon Wireless does not guarantee that it will always be able to offer equipment at no charge through the term of the resulting agreement.

D. Training

The State’s Major Account Manager will serve as the training request point of contact. Verizon Wireless’ training team will provide face-to-face and online training. Training includes a tutorial of products, services and government compliance, and train-the-rainer customer training on billing, products and services

Verizon Wireless, if requested, will support training requirements, including registration of training attendees; class scheduling; and class instruction.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Verizon Wireless confirms that every effort will be made to ensure that our training services fulfill or exceed the State's expectations. Training sessions will be delivered on schedule and accomplished in accordance with the highest standards of professionalism, business, and management practices if requested. Training sessions will be conducted on State premises. It is the responsibility of the State to ensure that the environment of the selected facility contributes to a good learning atmosphere, e.g., adequate light and ventilation, comfortable temperature, enough space to ensure participant comfort, and standard classroom furnishings. Verizon Wireless will ensure that all necessary equipment and materials are in place and that class sessions start on time. Verizon Wireless cannot perform training sessions on classified facilities.

AGA Training

Verizon Wireless will provide, upon request training for the following FAST processes:

- Place a service request to add, terminate or change services.
- Obtaining price quotes.
- Modify or cancel service orders.
- Obtain status reports from the service order tracking system.
- Indicate service acceptance or rejection.
- Submit a notice of service orders acceptance or non-acceptance.
- Verify billing data.
- Initiate and track billing disputes.
- Obtaining status of credit adjustments.

Verizon Wireless will provide training at a location mutually agreed upon by both parties.

Verizon Wireless will update training documentation and provide additional training upon request by the State. Verizon Wireless agrees to the State right to supervise the quality of the training and request to update the training when necessary. Verizon Wireless understands that updates to training documentation will not be requested more than four times per year.

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SECTION IV – ORDERING PROCEDURES/BILLING AND ACCOUNT MANAGEMENT

A. Points of Contact

The Major Account Manager located in Warrandale, PA will be the State’s primary point of contact during normal business hours for equipment and service orders. The Verizon Wireless Major Account Manager, with necessary sales support coordinators, will provide local support to the State’s agencies. Your Major Account Manager will also serve as the local point of contact for training, demonstrations and product updates.

- (1) Name: Ellen Schmidt
Title: Major Account Manager
Address: 200 Allegheny Drive
Warrendale, PA 15086
Telephone: (412) 855-1124
Email: Ellen.Schmidt@VerizonWireless.com

- (2) Name: Robb Moretti
Title: Associate Director, Strategic Sales
Address: 700 West Resource Drive
Brooklyn Heights, OH 44131
Telephone: (216) 970-9700
Email: Robb.Moretti@VerizonWireless.com

B. Ordering Service and Delivery of Equipment

Verizon Wireless has the ability to activate “service” only devices that are approved for use on our network and are GPS-compliant (meets e-911 standards) within 8 business hours provided the order is received by noon Monday through Friday. Requests received during non-business hours may not be fulfilled within the requested eight (8) hour timeframe. Hours of operation for the FAST Order processing center are 7:00AM to 8:00PM EST, Monday through Friday. Verizon Wireless will strive to meet this timeframe for "service" only activations requested under escalated cases.

Normal process time for fulfilling orders is typically 3–5 business days from the receipt of the Purchase Order, subject to availability. Rush orders are typically shipped within two business days after receipt of Purchase Order. Bulk orders of greater than 50 lines may vary in length. The assigned Major Account Manager will work with the State with the purchase of new cellular units and replacements required.

C. Activation and Termination Fees

The normal early termination fee and activation fee has been waived for Government Subscribers under this Verizon Wireless Pricing Offer.

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D. Online Ordering

Verizon Wireless is committed to bringing value-added solutions to our strategic customers and has therefore developed an online Storefront that permits select authorized customers to make online purchases in the convenience of their secure office intranet platform. Any authorized user may place a paperless order, 24 hours a day, 7 days a week, and receive email confirmation from Verizon Wireless. The Storefront database is a combination of marketing/advertising database, data entry, and catalog publisher that resides on a Verizon Wireless owned or controlled server. In addition, manual input is allowed to permit personalization and unique calling plans and equipment pricing. The storefront also provides third party e-commerce solutions through Ariba and Hubspan.

The Verizon Wireless Storefront offers the ability to support credit cards or purchase orders as a method of payment for products selected. In addition, the customer-specific Storefront may be designed to require each end-user to input the appropriate project or account coding as a mandatory entry before an order is electronically submitted for processing.

Our Storefront delivers to each user all products and services based upon the specific rates and pricing of the State's Agreement with Verizon Wireless. Additionally, we provide information on Frequently Asked Questions, Customer Service, Calling Feature Descriptions and more, subject to Verizon Wireless website ordering and linking terms and conditions.

Should you decide to utilize the Extranet Ordering Solution, it can serve as the primary medium for order processing. Upon receipt of the order from the State's authorized personnel, Verizon Wireless will provide a tracking number via the Internet. The online store offers a summary of the order (quantity of phones, selected rate plans, shipping address, billing address, credit card billing for equipment) and charges associated with the order. In addition, multiple orders may be placed at one time. The Extranet site 'check out' page will be customized to capture Internet Billing Analysis System (IBAS) hierarchy structure information for appropriate placement of the new line within the IBAS report or invoice, if necessary. Provision and use of the Extranet site requires the execution of a separate Extranet agreement between the State and Verizon Wireless.

Verizon Wireless will work with the State during implementation to establish mutually agreed upon procedures to limit ordering to authorized State personnel only. The State shall take appropriate precautions and security measures to ensure that only authorized personnel have access to any passwords or security codes necessary to access the storefront to activate service, order equipment or other features available on this online storefront. The State will place the employee URL provided by Verizon Wireless behind the State firewall to ensure that only authorized employees of the State have access to the contract discounts and offers.

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E. Operational Changes

Designated representatives from the State will be authorized to make calling plan and other changes for the State's Government Subscribers. The authorized representatives will be able to change rate plans among those eligible rate plans indicated in the Verizon Wireless Pricing Offer, provided they have met the requirements of the plan terms and conditions. The individuals authorized to make rate plan changes may contact the Major Account Manager to review and make the change. Additionally, the authorized representative of the State may make certain other changes consistent with the Government Account Program. There is no early termination fee charged under the GSA Federal Supply Schedule.

F. Billing

1. Internet Billing Analysis System (IBAS)

Verizon Wireless offers Internet Billing Analysis System (IBAS), a powerful web based tool to assist the State in managing your cellular usage, evaluating trends and creating reports. IBAS will address the State's cost accounting and reporting needs in an easy-to-use, accessible format. IBAS will also allow the State to perform many functions, including the following:

- Receive on-line reporting in a consolidated manner or broken out by account number.
- View individual phone information, such as airtime usage and call detail.
- Modify Mobile Number information to allow for specific, customized analysis.

The IBAS Application provides the user with secure Internet access and a simple Main Menu to direct the user to their specific reporting needs.

Modify Cellular Number Information – Increases the reporting and analysis capabilities of the IBAS system by allowing the customer to assign information, including user name, user id, cost center, and email address, to each mobile number.

Analyze Billing Data – Permits the user to perform ad-hoc analysis on the many variables that comprise the State's overall cellular usage. This function provides extensive calling information including in-depth data on roaming. Call detail can be easily extracted to an Excel or Word file based on virtually any criteria the user desires.

Reports – Contains cost center, account level, or agency-wide reports that contain airtime usage and charges information. The user can set the billing period (up to one year), and get summary information, create customer specific header and footer settings, filter the data based on user chosen parameters, and export information to Excel, Word, CSV or Tab as needed.

View Custom Hierarchies – Displays the hierarchy and invoicing points that the customer asked to have created in the IBAS system. Once the hierarchy has been selected, the user can drill down on a selected node from the hierarchy to get names and phone information.

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User Hierarchy Association – Allows the State to restrict user access to view charges, make basic subscriber modifications and run reports on specific information within IBAS. This is dependent on the hierarchy structure that is created.

View/Distribute Memo Bill– Enables the user to view courtesy statements (including call detail) for individual phones, view the costs associated with a particular mobile number, and e-mail individual statements to a user-specified recipient.

Also allows the user to transmit, via e-mail, individual bills or batch of individual memo bills to predetermined recipient e-mail addresses. This can be accomplished by selecting the user names, mobile numbers, account numbers, cost centers, hierarchy nodes, or the company-wide option from the filter screen. Information may be downloaded to Word, Excel, CSV or Tab as needed.

Grand Total Report – Provides an overall view of the State’s cellular charges as presented in IBAS. The filter screen allows the user to view charges at the billing account level. This report also provides a tally of total number of subscribers (telephones) consolidated by IBAS in a given Bill Presentment period.

Consolidated Invoicing – The State’s wireless monthly access and usage charges enterprise wide are consolidated and invoiced through one convenient tool for all Government liable end-users.

IBAS is designed to provide timely, accurate information that will allow the State to better manage its wireless business communications usage and charges based on its specific requirements.

The Verizon Wireless billing along with its IBAS reporting system offers much flexibility and can be tailored to meet the State’s needs. A minimum of 100 lines of service must be implemented to qualify for IBAS billing.

2. MyBusiness Account

Verizon Wireless offers an on-line tool, called My Business Account, that business customers can use for online bill presentment, online bill payment, and to manage their account. Customers log into My Business Account with a user name and password, and then navigate through the application to view service information, view statements or to make a payment. ***Customers must have 1000 lines or less to be qualified for a MyBusiness Account.***

My Business Account is organized in easy-to-use “tabs”. Customers simply click on the tab they need based on what they want to accomplish. My Business Account has the following functionality:

- Administration – The Administration tab allows the company point of contact to perform several useful functions that help manage their account. From the Administration tab, users can view their company profile, manage billing accounts, create State or personal address books, go paperless and create business structures.

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- **More About Business Structures** – A Business Structure is a customized hierarchical view of billing information. Business Structures are created by the customer directly in My Business Account. Business Structures allow the customer to organize their billing accounts by department, geographic territory, or in whatever way best meets their needs. By doing so, users will be able to see a cost summary for each business structure. For example, a customer may have 50 mobile numbers and 10 billing account numbers. The point of contact could create a business structure for their Marketing department, another for Finance and another for Sales.
- **Statements** – The Statements tab provides a quick, easy method for customers to review their balance, last payment and a summary of current charges. In addition, customers can view usage and charges related to their entire business or a particular account. From the statements page, customers can easily view or print their bill in several flexible formats. They can also view unbilled voice, data and text message usage. Statements can be viewed up to 6 months in the past.
- **Payments** – The payments tab allows businesses to apply payments to their account(s). Customers can use checking or savings accounts for a one-time payment. For recurring payments, a credit/debit card or a business checking or savings account can be used. The payments tab can also send e-mail notifications to customers if a payment is reversed or declined.
- **Reports** – The Reports tab offers customers the ability to pull data based on usage or cost. For example, a customer can view the “20 longest phone calls” or a “summary of cost by month”. Additionally, customers can pull a summary usage report that includes usage statistics at the mobile telephone number (MTN) level. They can receive usage details for such things as peak, off-peak and nights and weekends. Reports help customers manage their account and make informed decisions about their service.
- **Help** – The Help tab is a tool for customers to help them learn how to use My Business Account and find answers to frequently asked questions. The My Business Account “On-line Tutorial” can be found in the Help tab and is a useful tool to help educate customers on using the application. The Support tab is a sub tab under Help that provides interactive demos on how to set up business structures, make payments, and manage users.
- **Account Maintenance** – Customers can manage account activity on-line through the account maintenance tab. The account maintenance tab offers a range of functionality such as updating account information, changing a voice mail password, completing a local telephone number change or checking the status of a port. This section of the application will continue to become more robust with future releases.

Future enhancements to My Business Account will include: the ability to order equipment, change calling plans, add/delete features, purchase new lines of service, upgrade equipment, purchase accessories, and advanced reporting and analytics.

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Please see your Account Manager for more details about My Business Account or access the My Business demo through the following link: http://www.verizonwireless.com/SMB/account_demo/index.html.

G. Billing Dispute Resolution

Verizon Wireless bills thirty (30) days in arrears. In addition, because some charges (such as roaming charges) are provided by 3rd parties, such charges will be billed to customers when received by Verizon Wireless. Verizon Wireless must first receive billing data from the other carriers/roaming partners before billing can proceed. Valid billings must be paid regardless of when rendered. Verizon Wireless will not agree to waive billing of valid charges, regardless of when incurred.

In the event of disputed charges, the State must provide Verizon Wireless with written notice within thirty (30) days of the date of the invoice of the disputed amounts. The written notice must also include why you are disputing the charges and the State's supporting documentation. Verizon Wireless will use good faith efforts to resolve billing issues within sixty (60) days after we receive the notification of the dispute with supporting documentation. Particularly complex issues may take longer to resolve. If a billing issue is resolved in the State's favor, Verizon Wireless will credit the State within a commercially reasonable timeframe.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

SECTION V – SERVICE AND SUPPORT

A. Account Management

The State shall contact the Major Account Manager noted in Section IV.A above for any service-related questions. In addition, the Verizon Wireless National Government Team is uniquely positioned to support the State’s wireless initiatives. We are committed to providing best in class enterprise customer service. Our mission is to create exceptional value for our customers by understanding and then delivering on your agency’s needs. The Verizon Wireless Government Accounts Program will enhance the State’s wireless investment by providing:

- Centrally based strategic team located in Laurel, Maryland.
- The Government Sales Organization is comprised of sales and operational directors who lead every major effort of the sales and implementation process. All aspects of the process for Government accounts under our General Services Administration Federal Supply Schedule Contract are created and managed from this strategic location.

▪ **DEDICATED CUSTOMER SERVICE PERSONNEL**

Verizon Wireless’ Federal Accounts Support Team (FAST) in Laurel, MD is dedicated to all accounts under the Federal Government sector, local and state government nationwide and will work closely with the State and the Major Account Manager to ensure effective account implementation, timely order fulfillment, account maintenance and quality assurance. The FAST is a group of lead coordinators who provide a single point of contact for Government customers nationwide. This organization looks forward to serving the State needs and can be reached at a dedicated, toll-free number, 1-800-295-1614, Monday through Friday, 7:00 AM - 11:00 PM EST.

The FAST coordinators are trained in customer care, account management, sales support and multiple billing systems to provide our customers and sales teams with the following types of support:

- Analyze, research and resolve billing, service and equipment inquiries and any necessary adjustments
- Explain features and benefits of products and services
- Troubleshoot service and equipment issues
- Process orders, activations, disconnects, suspension requests
- Price plan analysis and changes
- Scheduling installation and/or repair appointments
- Contract adherence and maintenance

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▪ **WIRELESS DATA SUPPORT CENTER**

Wireless Data Support Center is available twenty-four (24) hours a day, seven (7) days a week for equipment technical support at 1-866-298-5373.

▪ **TECHNICAL SERVICE TECHNICIANS**

Verizon Wireless provides technical support to troubleshoot and to help resolve technical-related issues. Technical Support Specialists are available twenty-four (24) hours a day, seven (7) days a week. This group of professional specialists can also be reached toll and airtime free by dialing 611 or *611 from the wireless phone.

Your Major Account Manager will be the liaison between the State and the Federal Government Operations Organization and will actively be involved in the day-to-day administration of the State contract. When new pricing is warranted and renegotiations of the terms of the base agreement are required, the Major Account Manager will be the facilitator of these adjustments.

B. Service Support Goals

Verizon Wireless is not offering a service level agreement. However, we have provided a general service support goals list below that details subject areas and typical resolution times.

The Verizon Wireless Federal Account Support Team (FAST) service goals are:

Order Processing. Normal process time for fulfilling orders is typically 3–5 business days from the receipt of the Purchase Order, subject to availability. Rush orders are typically shipped within two business days after receipt of Purchase Order. Bulk orders of greater than 50 lines may vary in length. The assigned Major Account Manager will work with the State with the purchase of new cellular units and replacements required. Local Number Portability (LNP) order turn around time may vary.

Subscriber Changes. Designated representatives from the State will be authorized to make calling plan and other changes for the State’s Government Subscribers. The authorized representatives will be able to change rate plans among those eligible rate plans indicated in the Verizon Wireless Pricing Offer, provided they have met the requirements of the plan terms and conditions. The individuals authorized to make rate plan changes may contact the Major Account Manager to review and make the change. Additionally, the authorized representative of the State may make certain other changes consistent with the Government Account Program. There is no early termination fee charged under the GSA Federal Supply Schedule. Subscriber information changes, for centrally processed orders, will typically be made within two (2) business days after a requested change from the designated representative. Such changes will be reflected within thirty (30) to sixty (60) days of the billing cycle in which the change was made.

Service Disconnects, Restorations, Mobile Equipment Identifier (MEID) Changes. For centrally processed orders, these changes will typically be made within 3-5 business day.

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Returns. Customers may return wireless equipment purchased from Verizon Wireless for any reason within fifteen (15) days of the original date of purchase. If customer decides to cancel service within this fifteen (15) day period, they will not incur an Early Termination Fee but will remain responsible for charges made prior to the return of the wireless equipment to Verizon Wireless.

Consolidated Billing and Management Reports. For eligible customers, consolidated and management reports are available on our Internet Billing Analysis System (IBAS) within twenty (20) to thirty (30) days of the end of each month's billing cycle once a billing hierarchy is defined by the customer and received by Verizon Wireless.

Invoicing Related Issues. We will work to resolve invoicing related issues within five (5) business days of receipt and reflected within two (2) billing cycles after resolution.

Reported Issues. Inquires are subject to resolution within twenty four (24) hours or the Account Manager will provide a timeframe for resolution if unable to resolve within twenty four (24) hours.

800# Support. The FAST can be reached at a dedicated, toll-free number, 1-800-295-1614, Monday through Friday, 7:00 AM - 11:00 PM EST, and every member of the FAST strives to provide outstanding customer service.

Technical Assistance. Dial *611 from your mobile phone.

Note: In no event shall the failure to meet the above service goals subject Verizon Wireless to any penalties or damages of any kind.

C. Availability of Equipment

Although we do not manufacture handsets, Verizon Wireless anticipates having equipment available that is compatible with our services throughout the agreement term; however, the availability of specific models is subject to periodic change. The Major Account Manager will advise the State as new equipment and features become available.

D. Loaner Phones

While Verizon Wireless does not typically offer loaner phones, we offer customers several equipment protection programs.

In the event of an emergency and upon proper notification, Verizon Wireless will make a good faith effort to provide the State with loaner phones as needed. This provisioning process is supported at a local level and would be facilitated by the management team in each market.

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E. Spare Phones

Verizon Wireless works with organizations concerning their business continuity and upon award of this contract, Verizon Wireless will entertain a course of action that would meet both the State's and Verizon Wireless' business objectives.

F. Warranty

In the event that a cellular phone or other wireless device is lost or stolen, Verizon Wireless will not hold the subscriber liable for unauthorized calls where the subscriber was not negligent, provided that the subscriber reports the theft promptly to the police and to Verizon Wireless. Once a subscriber notifies Verizon Wireless, service and billing will be suspended for up to thirty (30) days to allow subscriber to replace or recover the phone. In order to suspend service the subscriber must notify Verizon Wireless of the lost or stolen equipment, and provide any reasonable documentation (such as a police report) that Verizon Wireless may request.

Verizon Wireless' Major Account Manager will assist the subscriber with the purchase of replacement cellular phones. The subscriber may purchase the equipment at the current contract price, subject to certain restrictions and requirements.

a. Manufacturer's Warranty

As part of the wireless handset equipment package, the State will receive the manufacturer's consumer warranty, typically one (1) year in length. Verizon Wireless will reasonably assist the State with obtaining repair or replacement of equipment under warranty. Other solutions may be available based on region. Some equipment may need to be returned directly to the manufacturer for repair under the warranty guidelines. In the event that the subscriber's equipment is no longer covered under the manufacturer's consumer warranty, additional charges for repair would apply, and it may be more cost efficient for the subscriber to purchase new equipment.

In the event that a cellular phone or other wireless device is lost or stolen, Verizon Wireless will not hold the subscriber liable for unauthorized calls where the subscriber was not negligent, provided that the subscriber reports the theft promptly to the police and to Verizon Wireless. Once a subscriber notifies Verizon Wireless, service and billing will be suspended for up to thirty (30) days to allow subscriber to replace or recover the phone. In order to suspend service the subscriber must notify Verizon Wireless of the lost or stolen equipment, and provide any reasonable documentation (such as a police report) that Verizon Wireless may request.

For defective or damaged equipment, please refer to the Handset Resolution (FRU Exchange) Program below.

Verizon Wireless' Major Account Manager will assist the subscriber with the purchase of replacement cellular phones. The subscriber may purchase the equipment at the current contract price, subject to certain restrictions and requirements.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

b. Additional Warranty Options

Handset Resolution (FRU Exchange) Program

Customers may return/exchange wireless equipment purchased from Verizon Wireless direct channels for any reason within 30 days of the original date of purchase. Customers may return/exchange one wireless phone per new purchase unless there is a manufacturer's defect.

Customers with an eligible defective handset may exchange the handset for a new unit within 30 days of date of purchase. After the initial 30-day return period Verizon Wireless will assist the subscriber with the manufacturer's warranty process. If the equipment is defective after the initial 30-day return period, but before expiration of the manufacturer's warranty, the subscriber may receive a Field Replacement Unit (FRU) in exchange for the defective unit at no charge. Beyond the expiration of the manufacturer's warranty period, the subscriber may receive a FRU, but Verizon Wireless will assess a \$50 fee for equipment that is replaced due to manufacturer defect.

Extended Warranty

Under the Extended Warranty Program, eligible handset equipment will be covered for electrical and mechanical malfunctions and manufacturer defects only. Verizon Wireless will exchange defective equipment (after the 13th month) with a new or refurbished Unit. The Extended Warranty is available for purchase within 30 days of activation or equipment upgrade. The monthly fee for this program is \$1.99 per line.

Wireless Phone Protection

Verizon Wireless offers its customers access to wireless equipment insurance through the "Wireless Phone Protection" program. This option will allow the subscriber, under certain circumstances, to purchase wireless equipment insurance through a Third Party Equipment Insurance Vendor. On behalf of the insurance provider, Verizon Wireless will bill each insured line for the insurance coverage, on a monthly basis, via their Verizon Wireless account. Eligible handset equipment and certain accessories will be covered if lost, stolen, or for accidental physical damage subject to certain restrictions. The insurance carrier will provide new or refurbished replacement units for eligible equipment.

The equipment insurance prices charged may vary by the Verizon Wireless Area in which the subscriber is seeking service. Verizon Wireless may terminate, at any time and in its sole discretion, its relationship with a particular insurance provider and substitute other insurance providers, or cease or eliminate the provision of insurance altogether, with no liability to Verizon Wireless.

Customers may add Wireless Phone Protection within 15 days after purchase. Additional terms and conditions apply and can be provided by the third party insurance provider upon request. The monthly fee for this program is \$4.99 per line plus a \$50.00 deductible for each approved insurance claim occurrence.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

Total Equipment Coverage

Total Equipment Coverage (TEC) combines the coverage of the Extended Warranty and Wireless Phone Protection programs. Replacement equipment units will be provided under the applicable program guidelines. The customer must activate the Extended Warranty portion within the requisite time frame to be able to add Wireless Phone Protection at a later date to complete the TEC package. The monthly fee for this program is \$4.99 - \$5.99 per line plus a \$50.00 deductible for each approved insurance claim occurrence.

G. Network Reliability

Verizon Wireless does not currently provide network information on the percentage of dropped calls system-wide. Verizon Wireless, however, has a procedure to assist subscribers in receiving credits for dropped or interrupted calls. In the event a subscriber making a call within the home calling area reports a dropped call or a call disconnected because of interference with radio transmission, and that call is re-dialed within five (5) minutes, Verizon Wireless will issue a credit for the dropped or disconnected call, according to the terms of the agreement.

Verizon Wireless' highly dependable network design supports calls with a blocked and lost call rate of less than 2 percent (2%) during the busiest hour of day.

In certain Verizon Wireless Areas, subscribers may be billed at normal airtime rates for calls that ring for 60 seconds or more, even if such calls are busy or unanswered. Unanswered or busy calls to certain fax machines or data modems may incur charges, even though it may sound as if the call was unanswered. When roaming, additional charges may apply and are determined by the service provider of the visited system.

H. Disaster Recovery Backup Service

Every Verizon Wireless cell site nationwide is equipped with battery backup. This battery backup is designed for a hold over time of 8 hours. Additionally, the majority of sites nationwide are equipped with permanent diesel generators, and in many areas that experience severe weather conditions, the percentage of sites equipped with permanent generators exceeds 80-90%. The run time of the generators varies but typically exceeds a minimum of 1-2 days, with adequate refueling support provided locally. Most of the hardware Verizon Wireless uses is redundant and utilizes automatic cut over in case of failure. In most markets, the switching is diversified so in the event of failure, traffic can be rerouted.

Verizon Wireless maintains Cells on Wheels (COWs) in many of its operating areas, which may be utilized to handle special events. In anticipation of increased activity surrounding major events, Verizon Wireless takes steps to prepare to meet increased demands on the network. In some instances, Verizon Wireless deploys new cell sites to enhance coverage and capacity throughout the area of the particular event. Verizon Wireless utilizes COWs to quickly improve coverage and capacity at emergency site locations and in surrounding areas. Additional capacity can also be added to existing sites and to the supporting switching infrastructure. In other instances, Verizon Wireless deploys temporary cell sites to quickly meet increased network demands resulting from emergencies and major events.

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Data furnished in this document is subject to the proprietary information limitations described in the Confidentiality Section of this proposal and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate this proposal.

ALTERNATIVE RESPONSE TO REQUEST FOR PROPOSAL

SECTION VI – COST

Verizon Wireless has provided cost information in a separate document entitled “Cost Proposal”.