



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  
LDPHONE8

PAGE  
1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

Method One Communications  
403 Pennsylvania Avenue  
Charleston, WV 25302

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/08/2007				
BID OPENING DATE:	12/13/2007		BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
REQUEST FOR QUOTATION						
TO PROVIDE INTRASTATE, INTERSTATE AND INTERNATIONAL AND DEDICATED T-1'S TO HANDLE THE TRAFFIC, CALLING CARDS, INBOUND TOLL FREE CALLING AND DIRECTORY ASSISTANCE TO ALL PARTICIPATING WV STATE AGENCIES AND POLITICAL SUBDIVISIONS.						
SUCCESSFUL VENDOR MUST SIGN THE ATTACHED NO DEBT AFFIDAVIT AND WV-96 FORMS PRIOR TO AWARD. ALL VENDORS SHOULD SIGN AND INCLUDE THE FORMS WITH THEIR BID.						
*****						
INQUIRIES						
WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON MONDAY, NOVEMBER 19, 2007. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR EMAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, EMAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO: JO ANN ADKINS DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 FAX: 304-558-4115 EMAIL: JOADKINS@WVADMIN.GOV						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	(304) 720-6460	12/11/2007
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE
President	74-3088181	

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

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

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

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**INSTRUCTIONS TO BIDDERS**

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

**SIGNED BID TO:**

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



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Purchasing Division  
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BID OPENING DATE: 12/13/2007

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		915-77		
TELEPHONE SERVICES, LOCAL AND LONG DISTANCE						
EXHIBIT 3						
LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON ..... AND EXTENDS FOR A PERIOD OF THREE (3) YEARS 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.						
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.						
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.						
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.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	(304) 720-6460	12/11/2007
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President	74-3088181	

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<p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p>						

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
REV. 04/11/2001						
PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.						
VENDOR PREFERENCE CERTIFICATE						
CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).						
A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:						
( ) BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR						
(x) BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4)						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
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TITLE		(304) 720-6460	12/11/2007
President		FEIN 74-3088181	ADDRESS CHANGES TO BE NOTED ABOVE

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~~12/13/2007~~

~~BID OPENING TIME~~

01:30PM

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SEE REVERSE SIDE FOR TERMS AND CONDITIONS

**SIGNATURE**

TELEPHONE

DATE \_\_\_\_\_

TITLE	
-------	--

**FEIN**

(304) 720-6460

12/11/2007

President

~~74-3088181~~

**ADDRESS CHANGES TO BE NOTED ABOVE**

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ADDRESS CORRESPONDENCE TO ATTENTION OF

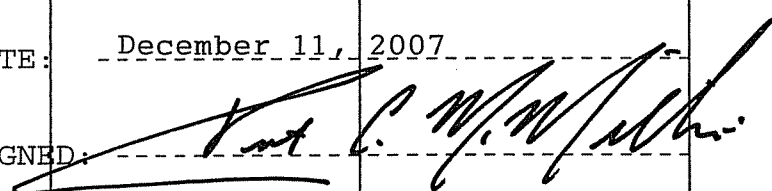
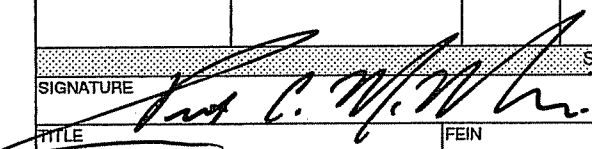
JO ANN ADKINS  
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<p>PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY 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: Method-One-Communications----</p> <p>DATE: December 11, 2007</p> <p>SIGNED: </p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE 		TELEPHONE		DATE		
TITLE President		FEIN 74-3088181		(304) 720-6460		12/11/2007
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TITLE: --- President ---						
* 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)						
NOTICE						
A SIGNED BID MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER:					FILE 42	
RFQ. NO.:					LDPHONE8	
BID OPENING DATE:					12/13/07	
BID OPENING TIME:					1:30 PM	

SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>[Signature]</i>				TELEPHONE (304) 720-6460		DATE 12/11/2007
TITLE President		FEIN 74-3088181			ADDRESS CHANGES TO BE NOTED ABOVE	

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Method One Communications  
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PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
----- (304) 720-6461 -----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
----- Kent C. McMillion -----						
***** THIS IS THE END OF RFQ LDPHONE8 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Kent C. McMillion</i>	(304) 720-6460	12/11/2007
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE
President	74-3088181	

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# **LDPHONE8**

## **Specifications**

The Acquisitions and Contract Administration Section of the Purchasing Division is soliciting quotations from qualified vendors to establish a statewide contract to replace services currently provided by Sprint via Purchase Order LDPHONEA (copies of the Purchase Order is available via the Purchasing Division's website at <http://www.state.wv.us/admin/purchase/swc/LDPHONE.htm> ). The services include traditional long distance (intrastate, interstate and international) and the necessary dedicated T-1s to handle the traffic, calling cards, inbound toll free calling and dedicated T-1s if applicable, and directory assistance. The State of West Virginia will not guarantee any minimum monthly service to be used under this contract. The contract is effective for three (3) years with the option to renew for two (2) additional one (1) year periods.

### **I Current Environment**

#### **Operating Environment:**

There is currently a consolidated backbone network that serves WV state government and educational institutions. Dedicated intralata facilities within the network are leased from Verizon. This network carries international switched facilities, all inbound calling functions, interlata connectivity (dedicated and switched), interstate connectivity (dedicated and switched) and toll free services (inbound and outbound). Included as an Attachment to this RFQ, the State has provided a spreadsheet listing the current usage. Vendors must note that the quantities listed are approximate only and are not to be considered as "guaranteed".

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

#### **Examples:**

1. An agency is connected/serviced through the Centrex node in Huntington, WV. When this agency wants to call Morgantown, WV, the call is processed at the Huntington node and via ARS, the call gets routed across the network (and the Lata crossing) and hops off at the Morgantown, WV node and results in a local call.
2. When this same agency (referenced above) wants to make a long distance interstate call, the call gets routed from the Huntington Centrex node to the Charleston egress, hops off on to the LD provider's network and completes the call.
3. When this same agency (referenced in # 1 above) wants to call another agency in the Bluefield LATA, the call is routed to the Charleston egress point, where it hops off onto the LD provider's network, stays on the LD provider's network to Bluefield, hops off at the correct Central Office and completes the call.

4. ~~When an agency that is not connected/serviced through a Centrex node wants to make a call to any place other than its local calling area (intralata, interlata, interstate, etc.), the call gets switched at the CO by means of a LPIC/PIC code to the LD provider's network and the call is completed.~~
5. When an agency has a dedicated T-1 line for LD access, their telephone system acts as the ARS to route calls either across the LEC's lines or across the dedicated LD providers facilities.

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

### **Billing Environment:**

Currently, all services offered under the LDPHONEA Contract that are managed by the WV Office of Technology (WVOT) are billed on one (1) master account with subaccounts, as defined by the State. The master account is an aggregate of all subaccounts, both usage and cost. The detailed information for the master account is provided at the subaccount level (i.e. call record detail, etc.). The WVOT is responsible for administering the services under this contract, allocating the charges to the respective customers and collecting their payment, and then rendering payment to the vendor via the master account invoice.

All moves, adds or changes to services offered under this contract and billed via the master account are managed via a Telecommunications Change Request (TCR) form. This TCR is required to be approved by the WVOT and submitted to the vendor for processing. Any charges incurred on the master account without an approved TCR are not considered valid and will not be paid.

### **Future Environment:**

The State is currently using some VoIP technology and it is anticipated the use of this technology will increase in the future. The State plans to implement a Multi Protocol Label Switching (MPLS) core network and pursue IP trunking, both of which will facilitate the increase in VoIP technologies.

## **II Mandatory Requirements**

Each vendor will be required to meet the following specifications and provide pricing for the services listed on the mandatory Price Quote.

### **General Requirements:**

#### **1. Inquiries**

Written questions shall be accepted through close of business on November 19, 2007. Questions may be sent via USPS, fax, courier or email. In order to assure no Vendor receives an unfair advantage, no substantive questions will be answered orally. If possible, e-mail questions are preferred. Address inquiries to:

Jo Ann Adkins  
Department of Administration

~~Purchasing Division~~  
 2019 Washington Street, East  
 Charleston, WV 25305  
 Fax: 304-558-4115  
 E-mail: [joadkins@wvadmin.gov](mailto:joadkins@wvadmin.gov)

2. The State reserves the right to utilize inter-state agreements, such as the WSCA (Western States Contracting Alliance), GSA, or MiCTA, to purchase long distance services, outside of the terms and conditions of any contract resulting from an award of this RFP, pursuant to West Virginia State Code, Section §5A-3-19.

### **Implementation/Conversion:**

1. The Start Date for Implementation/Conversion shall begin no later than ten (10) working days after the vendor has received the list of information from the State as outlined by the vendor in response to this mandatory specification. It is preferred the vendor submit, as part of their response, the type of information and level of detail required from the WVOT for the implementation/conversion process. It is to be understood that, prior to award, the actual information/detail will be mutually agreed upon by both the vendor and the WVOT.
2. Implementation/Conversion of existing services shall be as per the following timeframes:
  - a. Outbound long distance (interexchange) services in place at the time of award must be converted to the new carrier no later than 60 calendar days after the Start Date at no additional cost to the State. Dedicated outbound long distance services shall be converted within 45 calendar days after the aforementioned outbound long distance services are converted.
  - b. Calling cards must be converted to the new carrier no later than 45 calendar days after the Start Date at no additional cost to the State.
  - e. Inbound toll free services, without dedicated T-1s and/or Advanced features, must be converted no later than 90 calendar days after the Start Date at no additional cost to the State. All remaining toll free services must be converted no later than 45 days after the initial toll free services have been converted.
3. If the vendor fails to meet the required implementation/conversion time frames within 180 calendar days from the Start Date, the State has the option of withholding 10% of the invoiced charges for each month the time frames are not met. If, after an additional 60 calendar days, these time frames still have not been met the State reserves the right to rebid the services and any money that has been withheld will revert back to the WVOT.
4. Prior to actually beginning the implementation/conversion process, an initial face-to-face meeting will be held at the WVOT facility for all key members of the vendor's project team and the WVOT staff. This meeting shall occur within five (5) working days of ARO.
5. It is preferred the vendor submit, as part of their response: (a) a detailed implementation plan that insures the smooth transition to the new service; (b) a sample of their billing – both paper copy and electronic version; and (c) an overview of your customer support and trouble resolution services. Be advised that the TCS&B Unit has limited resources to dedicate to this project so the State expects the vendor to assume all of the responsibilities required for implementation/conversion.

### **Project Management:**

1. The vendor shall be required to designate a person as the single point of contact

(hereinafter referred to as a Project Manager) who is responsible for managing the implementation and conversion of these services. The Project Manager will be housed at the WVOT's facility in Charleston, WV until 90% of all existing services have been completely implemented/converted.

2. At a minimum, the Project Manager shall be onsite at least three (3) full business days each week (9AM-5PM, EST). WVOT will be responsible for providing network and internet connectivity for the Project Manager and applicable team members but all PC hardware, peripherals, etc. shall be the responsibility of the vendor. Additionally, any VPN access that may be needed by the Project Management team shall be the responsibility of the vendor. To meet this requirement, there will be no additional cost to the State, including, but not limited to: travel, lodging and meals. All costs shall be inclusive.
3. After the Project Manager is no longer required to be housed at or near the WVOT facility, the following shall be required for the life of the contract: The Project Manager shall serve as the single point of contact (SPOC) for all problem resolutions, billing issues, installation activity, etc. The SPOC shall be available to the state staff via a nationwide toll free calling service. The Project Manager will meet with the WVOT staff at the WVOT facility on a regularly scheduled basis which will be no less than once a month or as deemed necessary by the WVOT.
4. The Project Manager shall be responsible for ensuring all vendor staff supporting the State's account will be advised of the contract, the terms and conditions, operational requirements, etc. This shall be required if, or when, the vendor assigns/reassigns new staff to the State's account. The Project Manager will be required to ensure all of the information necessary to effectively support our account is conveyed during any vendor staff transition. The Project Manager shall be responsible for ensuring appropriate vendor personnel are available to provide overall account management
5. The Project Manager may appoint a designee to serve in his place as SPOC for specific functions (i.e. new services). If the Project Manager does such, the WVOT shall be notified, in writing, of this appointment. At a minimum, the Project Manager must provide the employee's name, all contact information (telephone number, email, etc.), escalation personnel, and the area(s) of responsibility.
6. The WVOT reserves the right to request a new Project Manager if the WVOT notifies the vendor of project defects, milestones not being met, etc. and the vendor fails to correct the issues within a mutually agreeable time frame.

#### **Billing and Payment:**

1. After implementation/conversion, any additions, changes or disconnects of services must not be acted upon by the vendor without an approved Telecommunications Change Request (TCR) from the WVOT. If necessary, the vendor shall initiate internal processes to prevent any services being established without a TCR. Any charges incurred by the State that is the result of the vendor initiating service without a TCR, a TCR not completed accurately, or a TCR being incomplete, the WVOT reserves the right to refuse payment.
2. All charges incurred by any State agency required to submit a TCR for services offered under this contract must be billed via a master account from the vendor. For any charges that fail to bill on the master account, the WVOT reserves the right to refuse payment.
3. All credits, debits and adjustments for prior months' billing must be reflected on future invoices as part of the "Total Balance Due". For example, if the current billing month is October and a credit needs applied for services billed in August, the October invoice would show the previous (or unpaid balance) along with the credits, debits and/or

adjustments plus the total current charges (see detailed sample below). These entries would equal the "Total Balance Due". All credits, debits and/or adjustments for prior months' billing must be applied no later than two (2) billing cycles from when the billing error was submitted to the vendor.

<i>Prior Balance Due or Previous Balance Due:</i>	<i>\$100.00</i>
<i>Payment(s) Received</i>	<i>-10.00</i>
<i>Adjustments*</i>	<i>-10.00</i>
<i>Past Due Charges</i>	<i>\$ 80.00</i>
 <i>New Current Monthly Charges:</i>	 <i>\$ 10.00</i>
 <b>TOTAL AMOUNT DUE</b>	 <b>\$ 90.00</b>

*\*(any adjustment made toward a previous monthly charge)*

4. The vendor shall be required to comply with the terms of Senate Bill 700 and the Legislative Rules with regards to billing and payment. See <http://www.legis.state.wv.us/legishp.html> for a copy of the Senate Bill and <http://www.wvsos.org/adlaw/proposed/161-02%20er.pdf> for the Legislative rules (must have Adobe to access the rules).
5. The vendor will submit a single master account bill to the WVOT each month for all state entities. This master account bill must be submitted to the State's WVOT Telecommunications Customer Service and Billing (TCS&B) Unit to ensure compliance with contract terms. All charges must be at the designated subaccount level.
6. The single master account bill, which must also include the detailed backup as described in the "Current Environment", shall be in the form of both a paper copy and an electronic copy at no additional cost to the State. Both the electronic media copy and the paper copy must match. The WVOT will require two (2) copies of the paper copy of the bill and a minimum of one (1), with a maximum of up to ten (10), copies of the electronic version of the bill at no additional cost to the State. The paper copy for the calling detail must be separated by individual accounts as defined by the WVOT since this back-up must be included with the statement of charges for each specific user. Currently, we have approximately 2,500 distinct accounts (sub accounts) billing on our master account that we reallocate to the users along with the appropriate detailed back-up.
7. The vendor's billing must include a listing of all dedicated facilities, etc. that are required to support the services of this contract even though they are at a zero charge. This will ensure a complete and accurate inventory of all services at all times that the State must maintain in order to be ensured of effective services.

#### **Training and Support:**

1. The vendor shall provide hands-on training to the WVOT staff which shall include but not be limited to: how to read the paper invoice, define the billing line items, explain the detailed back-up that is provided, etc.
2. The vendor shall include in their pricing the cost of training up to five (5) WVOT personnel on the electronic billing platform. The WVOT prefers training that is held at a location where vendor personnel, that are trainers as part of their normal duties, conduct the training. The Office of Technology will accept training on-site at our location provided that it is at the same level that would be attained at the vendor location.
3. The WVOT also will not accept web-based training or on-line training programs. Vendors shall include all costs related to this training including, but not limited to, all tuition and

travel expenses for State and Vendor personnel.

### **III Mandatory services:**

#### **Long Distance:**

1. Per Minute Charges shall be based and billed on six (6) second increments after the initial eighteen (18) second increment.
2. Per Minute Charges for long distance calls shall be the same regardless if the call is made using switched or dedicated facilities. If a change to the Current Environment as described in Section I were to change, the vendor should describe what impact, if any, this would have on the vendor's pricing and/or ability to deliver contracted services.
3. All connectivity charges and coordination efforts required to connect to the 2 egress points will be the responsibility of the successful vendor.
4. The vendor is responsible for monitoring the dedicated facilities and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to the WVOT quarterly.
5. The 2 egress points must have switched overflow capabilities in addition to the dedicated facilities.
6. Transition to the new service should be transparent to the station user. Dialing procedures must remain unchanged.
7. The vendor must be completely responsible for coordinating with the local exchange carriers in getting the LPIC/PIC code changed and placing a freeze on the changes for all existing outbound long distance services. This will be at no cost to the State. The WVOT realizes any current LPIC/PIC freeze will be the State's responsibility to lift until the new LPIC/PIC changes are made.
8. Vendor must provide international calling. Although the per minute rate proposed by the vendor for International calling will not be included as part of the cost evaluation it is preferred it be included as part of the vendor's response.
9. Call detail records must be provided in an electronic format as specified by the WVOT for all calls made through the switches. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call and cost per call. Currently, Verizon's Centrex nodes support ISDN PRI connections with Q931 signaling. The vendor, however, will not be responsible for providing this level of call detail information in those cases where Verizon's facilities are unable to hand off that detail to the long distance carrier. Currently, those Centrex nodes are: New Martinsburg, Moundsville, Farmington, Elkins, Buckhannon, Sutton, Weirton, and Rowlesburg. If, in the future, Verizon upgrades these facilities the long distance carrier will be responsible for providing this detailed data.
10. Call detail records must be provided in an electronic format as specified by the WVOT for all outbound long distance calls made outside of the switches. The detail record, at a minimum, shall include: originating number, call to number, date of call, time of call, length of call and cost per call.

#### **Calling Cards:**

1. The vendor will be responsible for issuing approximately 8,000 replacement cards.

#### **Inbound Toll Free Calling:**



1. ~~Based on FCC 800 portability regulations, no change in the present toll free numbers shall be acceptable.~~
2. All converted and/or new dedicated facilities (i.e. T-1s, PRIs, etc.) must be included in the cost per minute. The State shall not pay a separate charge for these facilities.
3. The vendor must provide "advanced" features for supporting inbound toll free services. This shall include, but not be limited to, the features listed below. Where available, the State has identified the quantity : call referral, caller transfer, and informational announcements which are defined below:

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

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

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

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

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

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

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

Time of Day Routing: This feature allows a customer to route calls to the same toll free number to different terminating locations (switched or dedicated) based on the time of the day. Days may be divided into 15 minute increments. Quantity: 13

4. During Implementation/Conversion, the vendor is responsible for providing weekly updates for all toll free services that are being processed via a "Responsible Organization Change Authorization" (Resporg) form.
5. Call detail records must be provided in an electronic format as specified by the WVOT for all inbound toll free calls. The detail record, at a minimum, shall include: originating number, call

to number, date of call, time of call, length of call, cost per call, and if the call was made from a payphone.

### **Dedicated Facilities:**

1. The vendor must provide, at no additional cost to the State, dedicated T-1's to carry the traffic (inbound and outbound) via the egress points (Charleston and Clarksburg). Currently, the incumbent vendor has a single dedicated T-1 located at each of these egress points. If additional T-1's would be required, these are to be provided by the vendor at no cost to the State.
2. The vendor is responsible for monitoring the dedicated facilities located at the egress points and providing any additional dedicated facilities necessary to minimize the amount of overflow switched traffic. A summary of the analysis must be reported to the WVOT quarterly.
3. The vendor must provide T-1's, at no additional cost to the State, to support users requiring dedicated facilities to support their inbound and/or outbound traffic with an average usage of 50,000 minutes/month.
4. The vendor is to provide the costs associated with a dedicated T-1 installed at a user's facility to support their inbound and/or outbound traffic with average usage of less than 50,000 minutes/month. The vendor shall identify the one-time costs and monthly recurring costs for said T-1 on the Mandatory Price Quote. If the rate is based on the user's proximity to a vendor's POP, the vendor shall identify the location of their POPs supporting the State of West Virginia

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

QTY	NPA	NXX	
2	304	293	
1	304	340	
1	304	344	Charleston Egress Location
3	304	384	
4	304	442	
1	304	558	
6	304	696	
2	304	744	
1	304	788	
3	304	926	
1	304	622-627	Clarksburg Egress Location

### **Directory Assistance:**

1. The vendor shall provide Dial "00" Operator Assistance and interstate Directory Assistance.
2. In the event Operator services fail or overflow, the vendor shall have alternate routing to other facilities or another IXC operator and such alternate routing shall be transparent to the end user.

### **IV Price Quote:**

1. The vendor must complete each Mandatory Price Quote per service. If the vendor's pricing algorithm results in a rounding on the vendor's billing, the vendor's response must clearly describe how the rounding impacts their proposed per minute costs. This must be incorporated

into the pricing structure for evaluation purposes. Failure on the part of the vendor to include this information will result in the State denying any charges that exceed the per minute price quote.

2. The vendor must identify any regulatory costs that are separate from the per minute cost, such as Universal Service Fund (USF) and how these costs are applied. For example, how and to what services does the USF apply? It is preferred, any tariff, etc. that impacts these fees should be listed in the vendor's response for reference. The vendor should note if these tariffs are subject to change and where the State can confirm the then current tariff rate for these fees.
3. Costs identified that are in addition to the per minute charge (i.e. Universal Service Fund) and/or are government mandated charges must be identified separately on the "Other" Mandatory Price Quote.
4. Only those costs identified in the Mandatory Price Quotes will be considered legitimate charges. The WVOT reserves the right to refuse payment for all other fees/charges.
5. To the extent possible by law, the vendor shall extend to the State the lowest rates and charges for all services provided in response to this RFQ that it offers to any other customer similarly situated.

## V **Evaluation:**

1. The vendor with the lowest total cost based on the Cost Evaluation Price Quote will be considered the successful vendor. Regarding the pricing for a T-1, the most expensive price for a T-1 listed by the vendor is to be used on the Cost Evaluation Price Quote. A vendor's T-1 pricing of "Individual Case Basis", is not considered acceptable.

**INBOUND TOLL FREE SERVICES  
MANDATORY PRICE QUOTE**

Type of Service	Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees	Non-Recurring Charges
Inbound Toll Free	Initial 18 second increment	\$0.0120	\$0.00	No Charge
	6 second increment	\$0.0040	"	"
	Per minute	\$0.0399	"	"
Inbound Toll Free-Dedicated	Initial 18 second increment	\$0.0120	"	"
	6 second increment	\$0.0040	"	"
	Per minute	\$0.0399	"	"
User Dedicated T-1		\$400.37	"	"
Interactive (Advanced Feature) Toll Free Services*				
Geographical Rtg		\$0.00	"	"
Call Referral		\$0.00	"	"
Call Transfer		\$0.00	"	"
Info. Announcement		\$0.00	"	"
Area Code Routing		\$0.00	"	"
Area Code Selection		\$0.00	"	"
Area Code/Ex. Rtg		\$0.00	"	"
Day of Week Routing		\$0.00	"	"
Time of Day Routing		\$0.00	"	"
DNIS Digits		\$0.00	"	"
Info. Digits		\$0.00	"	"
ANI Screening		\$0.00	"	"
Feature Group D		\$0.00	"	"
Toll Free MRC		\$0.00	"	"

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

**OUTBOUND LONG DISTANCE SERVICES  
MANDATORY PRICE QUOTE**

Type of Service	Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees	Non-Recurring Charges
IntraState/Intralata*	Initial 18 second increment	\$0.0114	\$0.00	No Charge
Outbound Long Distance	6 second increment	\$0.0038	"	"
	Per minute	\$0.0379	"	"
IntraState/Interlata*	Initial 18 second increment	\$0.0114	"	"
Outbound Long Distance	6 second increment	\$0.0038	"	"
	Per minute	\$0.0379	"	"
User Dedicated T-1	Per T-1	\$400.37	"	"
Interstate Outbound Long Distance*	Initial 18 second increment	\$0.0084	"	"
	6 second increment	\$0.0028	"	"
	Per minute	\$0.0279	"	"
User Dedicated T-1	Per T-1	\$400.37		

\*Switched and Dedicated

**CALLING CARD SERVICES  
MANDATORY PRICE QUOTE**

Type of Service	Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees	Non-Recurring Charges
Calling Card Service	Initial 18 second increment	\$0.0180	\$0.00	No Charge
	6 second increment	\$0.0060	"	"
	Per minute	\$0.0599	"	"

# **"OTHER" - MANDATORY PRICE QUOTE**

This section is to include all charges that the vendor will bill, and as legally can be paid by the State, that are in addition to the costs identified in the Mandatory Price Sheets. The following descriptions have been listed since they are typical charges but the vendor is required to add any additional charges that would apply to the services being requested.

Description	Type of Service	Based on Unit of Measure	Proposed Unit Cost (Put N/C if No Charge)	Regulatory Fees
Universal Service Fund (USF)	Outbound Long Distance - Interstate ONLY	Total Interstate Min Total International Min.	11%	No charge
Payphone Surcharge for Inbound Toll Free	Inbound Toll Free	Per Call	\$0.55	" "
Directory Assistance*	Outbound Long Distance	Per Call	\$0.85	" "
National Directory Assistance*	Outbound Long Distance	Per Call	\$0.85	" "
Billing Increments		18/6 seconds		" "
Billing Rounding		4th Decimal		" "
PICC charges		Per Line	\$0.00	" "
*No minimums or maximums				

\*The vendor is to indicate if there are any minimums/maximums associated with this service. For example, each BTN is granted a specific amount of directory assistance calls for free and then all subsequent calls are at a per call rate.

# COST EVALUATION PRICE QUOTE

<u>Service Type</u>	<u>Originating Number</u>	<u>Destination Number</u>	<u>Length of Call (in minutes)</u>	<u>Charges (See Note Below)</u>	<u>Other Costs (Where applicable)</u>	<u>Total Cost</u>
Outbound Long Distance	304-749-7910	304-765-2919	.5	\$0.0190		\$0.0190
User Dedicated- Outbound Long Distance	304-733-4281	859-727-9183	5.9	\$0.1646	USF	\$0.1646
Outbound Long Distance	304-558-8153	304-528-3561	15.8	\$0.5988		\$0.5988
Outbound Long Distance	304-358-2702	443-600-2712	.3	\$0.0084	USF	\$0.0084
User Dedicated - Inbound Toll Free	304-339-2054	800-642-3021	1.0	\$0.0399		\$0.0399
Inbound Toll Free	304-924-5587	800-642-3021	.7	\$0.0279		\$0.0279
Inbound Toll Free	949-830-9838	800-642-3021	12.5	\$0.4988		\$0.4988
Inbound Toll Free from Payphone	304-565-7413	800-642-3021	.3	\$0.0120	\$0.55	\$0.5620
Inbound Toll Free	940-591-1200	800-642-3021	1.6	\$0.0638		\$0.0638
Inbound Toll Free from a cell phone	304-541-5620 (from 740 Area Code)	800-642-3021	.5	\$0.0200		\$0.0200
Calling Card	WV	FL	.4	\$0.0240		\$0.0240
Calling Card - Operator Assisted	WV	WV	.5	\$0.0299		\$0.0299
Calling Card	WV	WV	11.3	\$0.6769		\$0.6769
Directory Assistance	304-558-3456	411	N/A	N/A		\$0.000
National Directory Assistance	304-924-5587	412-555-1212	N/A	\$0.8500		\$0.8500
Directory Assistance	304-442-3125	304-555-1212	N/A	\$0.8500		\$0.8500
User Dedicated T-1	N/A	N/A	N/A	\$400.37		\$400.37
<b>TOTAL COST</b>						<b>\$404.80</b>

\*Charges must be based on the applicable unit cost as listed in the Mandatory Price Quote sheets.



## Usage in Minutes

		Inter	Intra	Canadian	International	Total
<b>LD OUTBOUND</b>						
	Dedicated	269,051	157,790	1,516	807	429,165
	Switched	102,434	556,242	286	136	659,097
<b>LD INBOUND</b>						
	Dedicated	102,427	178,561	221	0	281,209
	Switched	310,528	1,035,430	339	0	1,346,298
<b>Calling Cards</b>		5,036	27,951	19	69	33,075
(6702 Calls made)						
(8032 Cards)						
<b>Total Minutes</b>		<b>789,477</b>	<b>1,955,973</b>	<b>2,382</b>	<b>1,011</b>	<b>2,748,844</b>

## Countries called via International

Country	# Calls	Country	# Calls
AUSTRALIA	4	MALAWI	2
BRAZIL	15	MALI	1
CAMEROON	4	MEXICO	5
CHINA	1	NETHERLANDS	2
COSTA RICA	7	NIGERIA	3
ECUADOR	6	PROVIDNCLS	1
FINLAND	2	RELIANCEIN	11
FRANCE	4	RUSSIA	1
GERMANY	8	SCRBRGHTBG	1
GREECE	1	SPAIN	2
HONG KONG	2	SWEDEN	1
INDIA	15	TAIWAN	1
ITALY	11	TURKEY	3
JAPAN	17	UKRAINE	1
KINGSTON	13	UN ARAB EM	1
LINSTEAD	2	UNITEDKGDM	21

TOTAL CALLS 169

\*\*Note: THIS SAMPLE WAS PULLED FROM ONE MONTH USAGE  
WITHIN THE LAST QUARTER

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT**

**West Virginia Code §5A-3-10a states:** No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate

**DEFINITIONS:**

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

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

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

**CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy) for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Method ONE Communications

Authorized Signature: [Signature] Date: 12/11/2007

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

VENDOR

Company Name: Method ONE Communications

Signed: Tom C. McNeil

Title: President

Date: 12/11/2007

**RFQ Response and  
Solutions Proposal  
Prepared Exclusively  
For**

**The State of West Virginia**

**Presented by**





December 11, 2007

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

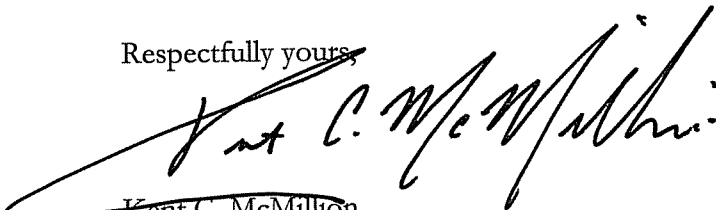
To Whom It May Concern:

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

The opportunities outlined in this RFQ response can help the State of West Virginia meet its key telecommunications and financial objectives in 2008 and beyond. We hope that you will be pleased with our recommendations and view this RFQ response as a unique opportunity for the State of West Virginia and Method One Communications.

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

Respectfully yours,



Kent C. McMillion  
President

# Executive Summary

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

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

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

TouchTone Communications will be responsible for providing the State of West Virginia with a complete long distance service solution including T1 access services, calling cards, switched access and toll free services. This service solution includes provisioning, activations, billing, customer service and support as well as emergency contacts to address any of the State of West Virginia's service issues on a 7x24 hour basis. TouchTone Communications has 15 years of experience in providing quality voice and data services exclusively to the marketplace through its authorized distributors. Since inception, TouchTone Communications has expanded in size and offerings to incorporate all of the advanced telecom products into its product portfolio and to service its customers effectively. To effectively bundle services in a manner to meet the ever-increasing technical needs of customers today, TouchTone Communications works closely with a number of telecom service providers. TouchTone Communications bundles these services together to provide one comprehensive service solution.

Collectively, we will facilitate the entire long-distance communications process for the State of West Virginia and bring a strong team capable of engineering and handling any size project with a set goal in mind. Through several top tier carrier relationships, we have the ability to integrate multiple services and to provide the best telecommunications service solution while maintaining extremely competitive rates. Our carrier relations are very strong

which affords the ability to provide prompt and competent provisioning and activations services to customers. Billing capabilities have recently been upgraded to a new system that provides customers with an easy-to-read 2-color invoice, complete with a suite of in-depth management reports and itemized call detail. Customer care and support remain at the forefront of the corporate philosophy for Method One Communications and TouchTone Communications.

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

## **PRODUCTS AND SERVICES**

This document proposes that we will provide the following services to the State of West Virginia:

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

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

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



# Pricing Summary

The proposed pricing with TouchTone Communications is as follows:

## PRICING FOR THE STATE OF WEST VIRGINIA

CPM
-----

### **\*LONG-DISTANCE**

Peak/Off Peak

InterState Rates: - Outbound

**\$0.0279** - 4 digit rounding

InterState Rates: - Inbound

**\$0.0399** - 4 digit rounding

### **\*LONG-DISTANCE**

Peak/Off Peak

IntraState/LATA Rates: - Outbound (WV)

**\$0.0379** - 4 digit rounding

IntraState/LATA Rates: - Inbound (WV)

**\$0.0399** - 4 digit rounding

### **CALLING CARDS**

Peak/Off Peak

Outbound Flat Rated

**\$0.0599** - 4 digit rounding

*\*Long-Distance Rates are the same for both dedicated and switched facilities.*

### **INTERNATIONAL RATES:**

Attached as Addendum A

Dedicated Facilities (T-1): \$0.00 per T-1 (inclusive in above pricing)

Directory Assistance: \$0.85

Toll Free MRC: \$0.00

Calling Card – Operator Assisted: \$0.00 Fee (\$0.0599 cents per minute)

PICC CHARGE: \$0.00 (No Charge)

USF: 11%

Billing Increments: Domestic 18-6 Dedicated

18-6 Switched

International 30/6

Mexico 60/60

***\*\*In the event the Current Operating Environment changes as described in Section I of the RFQ, the above pricing will be honored and no additional charges will be applied for adds, moves, changes, disconnection of dedicated facilities, or long-distance traffic fluctuations.***

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

**Call Rounding – Switched & Dedicated Services**

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

**CALL DETAIL SUMMARY**

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

**2.4 Total Minutes**

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

# Regulatory Fees & Universal Service Fund

The State of West Virginia will not be charged any regulatory fees, PICC charges, or Government Mandated Charges (excluding USF) throughout the term of the 3-year contract. The State of West Virginia will be charged a Universal Service Fund Fee calculated by the aggregate long-distance charges for all Interstate and International Calls. The current USF Fee is .110 or 11% and is subject to be changed quarterly depending on the needs of Universal Service Programs. Method One Communications will update the State in the event of a change in the Universal Service Fund contribution factor. The State can confirm changes of the USF contribution factor at <http://www.fcc.gov/omd/contribution-factor.html>

## Dedicated Facilities

Method One Communications and TouchTone Communications collectively will provide 24-Hour Proactive Network Monitoring of the State's dedicated facilities. This proactive monitoring ensures the continuous integrity of the State's calls, as well as, monitor long-distance traffic. Method One Communications will provide the State a quarterly analysis and utilization report as specified in the RFQ. The State of West Virginia will be provided dedicated T-1's via the egress points and facilities to support both dedicated traffic **above** and **below** 50,000/month at no additional cost to the State. In the event that the State needs to add an additional T-1 under the 3-year contract, there will be no associated one-time costs or monthly recurring costs associated with the additional T-1(s). The maximum monthly recurring cost for a T-1 is \$400.37. This monthly recurring cost is located on the Mandatory Price Quote as specified by the RFQ. Although this monthly recurring cost will not be charged to the State in any event, the T-1 rate is based on the end user's proximity to the nearest serving POP. TouchTone Communications through their established carrier relationships have serving POPs in Beckley, Bluefield, Charleston, Clarksburg, Huntington, Martinsburg, Parkersburg, and Wheeling. Detailed POP information including CLLI Codes and addresses are available on fax request to (304) 720-6461 or by e-mail at [sales@method-one.net](mailto:sales@method-one.net)

# Vendor Information



## **Method One Communications, LLC (Authorized Distributor)**

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

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

- Complete network services including MPLS
- Switched and Dedicated phone services, including 1-plus and toll free outbound and inbound calling
- Nationwide Internet Access and Web Hosting and development services
- Calling Cards
- Wireless personal communications (pagers and digital phones)
- Debit Cards (Pre-paid phone cards)
- Billing software for customized billing reports
- Multimedia conference services such as Conference Calling and Video Conferencing

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

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

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



### **TouchTone Communications**

TouchTone Communications is a full service provider of communication services with tens of thousands of customers nationwide. The company was established in 1993 with one goal in mind, to offer the highest quality service at the most competitive prices, while maintaining the highest possible level of customer service. Since TouchTone's inception they have focused on growing their product base without ever losing sight of the original goal. TouchTone Communications has an FCC 214 license to operate as a facilities-based International provider and is licensed to provide service originating from all 48 continental United States. TouchTone's switching facilities are located in Newark, New Jersey. The company maintains long-standing relationships with service providers around the world, including Tier One and emerging carriers.

TouchTone Communications offers the following products and services: Switched Long Distance (Standard Long Distance Service), Calling Cards, Toll Free Service, Dedicated Long Distance, Dedicated Internet Service, and Integrated Voice and Data Service.

## **REFERENCES**

References are available upon fax request to (304) 720-6461 or by e-mail at [sales@method-one.net](mailto:sales@method-one.net).

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

## **IMPLEMENTATION AND SUPPORT**

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

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

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

INSTALLATION CONTACT AND ESCALATION LIST

TECHNICAL SVCS ESCALATION LEVEL	CONTACT	PHONE INFORMATION
Level 1	<b><u>Kent C. McMillion</u></b> President & Designated Project Manager <a href="mailto:kmcmillion@method-one.net">kmcmillion@method-one.net</a>	Phone: 304-720-6460 x102 Cellular: 304-421-1492 Fax: 304-720-6461
Level 1A (if level 1 unavailable)	<b><u>Patricia Fowler</u></b> Customer Relations <a href="mailto:pfowler@method-one.net">pfowler@method-one.net</a>	Phone: 304-720-6460 x101 Fax: 304-720-6461
Level 2	<b><u>Leisa Thompson</u></b> Vice-President <a href="mailto:lthompson@method-one.net">lthompson@method-one.net</a>	Phone: 740-532-1012 Cellular: 304-751-0290 Fax: 740-532-1328
Level 3	<b><u>S. Argyle McMillion</u></b> Chief Operating Officer <a href="mailto:argyle@method-one.net">argyle@method-one.net</a>	Phone: 304-720-6460 x103 Cellular: 304-421-1501 Fax: 304-720-6461

Method One Communications will provide additional resources in addition to the mandatory requirements described in the Implementation/Conversion and Project Management requirements of the RFQ. These additional resources include a daily on-site Project Manager and daily reports will be provided to the State at no additional cost. Upon successful award of the bid, Method One Communications in conjunction with TouchTone Communications will begin the following implementation/conversion process as mutually agreed upon by the WVOT and the aforementioned parties:

***Pre-Start Date:***

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

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



***Start Date:***

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

**STANDARD TIMELINE INFORMATION:**

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

## **Trouble Report and Resolution Services**

### **Method One Communications Trouble Reporting and Customer Care Escalation Referral List**

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

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

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

**SEVERE OUTAGE SERVICE ESCALATION LEVELS**

Level	Escalation	Contact	Phone Numbers
Level 1	0-2 Hours	Patricia Fowler	Phone: 304-720-6460 ext. 101 888-720-6460 ext. 101 (24x7) Fax: 304-720-6461 E-mail: pfowler@method-one.net
Level 2	2 Hours	Leisa Thompson Vice-President	Phone: 877-781-2105 Cell: 304-751-0290 Fax: 740-532-1012 E-mail: lthompson@method-one.net
Level 2	2 Hours	Kent McMillion President (Project Manager)	Phone: 304-720-6460 ext. 102 Cell: 304-421-1492 Home: 304-925-2474 888-720-6460 ext. 102 Fax: 304-720-6461 E-mail: kmcmillion@method-one.net
Level 3	4 Hours	Customer Service TouchTone Customer Support	Phone: 800-266-4006  E-mail: support@touchtone.net
Level 3	4 Hours	Helena Da Cruz Assistant Manager, Customer Support	Phone: 800-266-4006 ext. 4222  E-mail: hdacruz@touchtone.net
Level 4	6 Hours	Neil DeRiggi Manager, Customer Support	Phone: 973-968-3920  E-mail: nderiggi@touchtone.net
Level 5	8 Hours	Dillon Kim	Phone: 973-739-9300 ext. 4201
		Director, Operations	E-mail: dkim@touchtone.net

## **Addendum A:**

### **International Long-Distance & International Calling Card Rates**

# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
93	Afganistan **	\$0.690	\$0.790
355	Albania	\$0.210	\$0.310
213	Algeria	\$0.230	\$0.330
684	American Samoa **	\$0.200	\$0.300
376	Andorra	\$0.110	\$0.210
3763, 3764, 3766	Andorra - Mobile	\$0.300	\$0.400
244	Angola **	\$0.260	\$0.360
264*	Anguilla	\$0.290	\$0.390
672	Antartica **	\$0.830	\$0.930
268	Antigua	\$0.310	\$0.410
54	Argentina	\$0.049	\$0.165
549	Argentina - Mobile	\$0.250	\$0.350
374	Armenia	\$0.190	\$0.290
297	Aruba	\$0.220	\$0.300
247	Ascension Island **	\$0.690	\$0.790
61	Australia	\$0.049	\$0.120
614	Australia - Mobile	\$0.300	\$0.400
43	Austria	\$0.049	\$0.159
436	Austria - Mobile	\$0.330	\$0.430
994	Azerbaijan Rep.	\$0.190	\$0.360
992	Azores	\$0.240	\$0.340
242*	Bahamas	\$0.150	\$0.250
973	Bahrain **	\$0.390	\$0.490
880	Bangladesh **	\$0.270	\$0.370
246*	Barbados	\$0.220	\$0.380
375	Belarus	\$0.249	\$0.350
37529	Belarus - Mobile	\$0.340	\$0.440
32	Belgium	\$0.070	\$0.150
324	Belgium - Mobile	\$0.320	\$0.420
501	Belize	\$0.390	\$0.450
229	Benin **	\$0.230	\$0.330
441*	Bermuda	\$0.150	\$0.250
975	Bhutan **	\$0.280	\$0.380
591	Bolivia	\$0.250	\$0.350
387	Bosnia-Herzegovina	\$0.260	\$0.360
267	Botswana **	\$0.190	\$0.290
55	Brazil	\$0.049	\$0.199
119, 117, 118	Brazil - Mobile	\$0.250	\$0.350
284*	British Virgin Islands	\$0.200	\$0.300

For all "Country Codes" marked with a \* you must dial 1 + country code + number. All others are 011 + country code + city code + number.

For all "Countries" marked with a \*\* you must notify TouchTone if your customers need access to these countries when you submit the order

# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
673	Brunei **	\$0.130	\$0.230
359	Bulgaria	\$0.160	\$0.260
35948, 3598, 3599	Bulgaria - Mobile	\$0.330	\$0.430
226	Burkina Faso **	\$0.270	\$0.370
257	Burundi **	\$0.230	\$0.330
855	Cambodia **	\$0.540	\$0.640
237	Cameroon **	\$0.470	\$0.570
403	Canada - Alberta	\$0.039	\$0.090
604	Canada - British Columbia	\$0.039	\$0.090
204	Canada - Manitoba	\$0.039	\$0.090
506	Canada - New Brunswick	\$0.039	\$0.090
709	Canada - Newfoundland	\$0.039	\$0.090
902	Canada - Nova Scotia	\$0.039	\$0.090
205	Canada - Ontario	\$0.039	\$0.090
416	Canada - Ontario	\$0.039	\$0.090
519	Canada - Ontario	\$0.039	\$0.090
613	Canada - Ontario	\$0.039	\$0.090
807	Canada - Ontario	\$0.039	\$0.090
905	Canada - Ontario	\$0.039	\$0.090
418	Canada - Quebec	\$0.039	\$0.090
450	Canada - Quebec	\$0.039	\$0.090
514/819	Canada - Quebec	\$0.039	\$0.090
306	Canada - Saskatchewan	\$0.039	\$0.090
238	Cape Verde Islands **	\$0.450	\$0.550
345*	Cayman Islands	\$0.160	\$0.290
236	Central African Rep. **	\$0.260	\$0.360
235	Chad Republic **	\$0.530	\$0.630
56	Chile	\$0.070	\$0.170
568, 569	Chile - Mobile	\$0.270	\$0.370
86	China	\$0.049	\$0.155
57	Colombia	\$0.150	\$0.250
269	Comoros	\$0.990	\$0.990
242	Congo **	\$0.270	\$0.370
682	Cook Islands **	\$1.150	\$1.250
506	Costa Rica	\$0.100	\$0.200
385	Croatia	\$0.150	\$0.250
53	Cuba **	\$1.100	\$1.200
357	Cyprus	\$0.120	\$0.220
420	Czech Republic	\$0.090	\$0.190
4208, 4207	Czech Republic - Mobile	\$0.300	\$0.400

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For all "Countries" marked with a \*\* you must notify TouchTone if your customers need access to these countries when you submit the order

# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
45	Denmark	\$0.070	\$0.150
4530, 4531, 4540, 4541, 4550, 4551,	Denmark - Mobile	\$0.310	\$0.410
246	Diego Garcia **	\$0.960	\$1.060
253	Djibouti **	\$0.490	\$0.590
767*	Dominica	\$0.290	\$0.390
809*	Dominican Republic	\$0.079	\$0.229
593	Ecuador	\$0.149	\$0.309
20	Egypt	\$0.199	\$0.309
503	El Salvador	\$0.200	\$0.300
240	Equi Guinea **	\$0.480	\$0.580
291	Eritrea **	\$0.550	\$0.650
372	Estonia	\$0.090	\$0.390
3725	Estonia - Mobile	\$0.250	\$0.450
251	Ethiopia **	\$0.580	\$0.680
298	Faeroe Islands **	\$0.240	\$0.340
500	Falkland Islands **	\$0.890	\$0.990
679	Fiji Islands	\$0.450	\$0.550
358	Finland	\$0.090	\$0.190
3584, 3585	Finland - Mobile	\$0.300	\$0.400
33	France	\$0.049	\$0.120
336	France - Mobile	\$0.300	\$0.400
596	French Ant.-Martinique	\$0.230	\$0.330
596 (Cellular)	French Ant.-Martinique - Mobile	\$0.300	\$0.400
594	French Guiana	\$0.250	\$0.350
594 (Cellular)	French Guiana - Mobile	\$0.300	\$0.400
689	French Polynesia	\$0.390	\$0.490
241	Gabon **	\$0.290	\$0.390
220	Gambia **	\$0.350	\$0.450
995	Georgia	\$0.140	\$0.240
9957, 9959	Georgia - Mobile	\$0.250	\$0.350
49	Germany	\$0.049	\$0.100
491	Germany - Mobile	\$0.340	\$0.400
233	Ghana **	\$0.210	\$0.310
350	Gibraltar **	\$0.100	\$0.200
30	Greece	\$0.090	\$0.190
30210	Greece - Athens	\$0.070	\$0.170
306	Greece - Mobile	\$0.270	\$0.350
299	Greenland	\$0.690	\$0.690
473*	Grenada	\$0.310	\$0.410
590	Guadeloupe	\$0.200	\$0.290

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# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge		Calling Card
		Rate per Minute		Rate per Minute
590690	Guadeloupe - Mobile	\$0.340		\$0.440
671	Guam	\$0.290		\$0.290
539	Guantanamo Bay	\$0.400		\$0.500
502	Guatemala	\$0.220		\$0.290
224	Guinea **	\$0.250		\$0.350
592	Guyana **	\$0.450		\$0.550
509	Haiti **	\$0.250		\$0.350
504	Honduras	\$0.440		\$0.440
852	Hong Kong	\$0.070		\$0.170
36	Hungary	\$0.049		\$0.180
3620, 3630, 3670	Hungary - Mobile	\$0.310		\$0.400
354	Iceland	\$0.100		\$0.200
3548	Iceland - Mobile	\$0.330		\$0.430
91	India	\$0.150		\$0.290
9122	India - Bombay	\$0.150		\$0.290
919	India - Mobile	\$0.290		\$0.390
9111	India - New Delhi	\$0.150		\$0.290
62	Indonesia	\$0.190		\$0.290
874	Inmarisat - W. Atlantic	\$6.000		\$6.000
873	Inmarisat - Indian Ocean	\$6.000		\$6.000
872	Inmarisat - Pacific Ocean	\$6.000		\$6.000
871	Inmarisat- Atlantic	\$6.000		\$6.000
98	Iran	\$0.200		\$0.300
964	Iraq **	\$0.530		\$0.630
353	Ireland	\$0.049		\$0.160
3538	Ireland - Mobile	\$0.300		\$0.400
972	Israel	\$0.049		\$0.170
9725, 9726	Israel - Mobile	\$0.160		\$0.250
39	Italy	\$0.049		\$0.150
393	Italy - Mobile	\$0.330		\$0.400
225	Ivory Coast **	\$0.350		\$0.450
876*	Jamaica **	\$0.150		\$0.320
81	Japan	\$0.049		\$0.170
8170, 8190	Japan - Mobile	\$0.250		\$0.350
962	Jordan	\$0.290		\$0.390
7310-7318, 7320-7330	Kazakhstan	\$0.199		\$0.350
254	Kenya **	\$0.380		\$0.480
686	Kiribati **	\$1.100		\$1.200
850	Korea, North **	\$0.780		\$0.880
82	Korea, South	\$0.070		\$0.170

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# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
965	Kuwait	\$0.190	\$0.290
996	Kyrgyzstan	\$0.210	\$0.310
856	Laos **	\$0.290	\$0.390
371	Latvia	\$0.320	\$0.390
961	Lebanon	\$0.220	\$0.320
266	Lesotho **	\$0.190	\$0.290
231	Liberia **	\$0.310	\$0.410
218	Libya **	\$0.230	\$0.330
423	Liechtenstein	\$0.120	\$0.220
4236	Liechtenstein - Mobile	\$0.250	\$0.350
370	Lithuania	\$0.190	\$0.290
3706	Lithuania - Mobile	\$0.300	\$0.400
352	Luxembourg	\$0.090	\$0.190
3520, 3522	Luxembourg - Mobile	\$0.300	\$0.400
853	Macau**	\$0.100	\$0.190
389	Macedonia	\$0.350	\$0.390
261	Madagascar **	\$0.440	\$0.540
265	Malawi	\$0.130	\$0.230
60	Malaysia	\$0.090	\$0.190
960	Maldives	\$0.520	\$0.620
223	Mali Republic **	\$0.390	\$0.490
356	Malta	\$0.220	\$0.320
692	Marshall Islands **	\$0.590	\$0.690
222	Mauritania **	\$0.450	\$0.550
230	Mauritius **	\$0.360	\$0.460
52	Mexico	\$0.099	\$0.230
52	Mexico - Guadalajara	\$0.060	\$0.200
52	Mexico - Mexico City	\$0.060	\$0.200
52	Mexico - Monterrey	\$0.060	\$0.200
691	Micronesia **	\$0.610	\$0.710
373	Moldova	\$0.200	\$0.300
79	Moldova - Mobile	\$0.250	\$0.350
377	Monaco	\$0.110	\$0.220
3774, 3776	Monaco - Mobile	\$0.300	\$0.400
976	Mongolia	\$0.220	\$0.320
664*	Montserrat	\$0.390	\$0.490
212	Morocco	\$0.350	\$0.450
258	Mozambique **	\$0.240	\$0.340
95	Myanmar-Burma **	\$0.690	\$0.790
264	Namibia **	\$0.250	\$0.350

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# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
674	Nauru **	\$1.050	\$1.150
977	Nepal **	\$0.610	\$0.710
31	Netherlands	\$0.070	\$0.170
316	Netherlands - Mobile	\$0.370	\$0.450
599	Netherlands Antilles	\$0.290	\$0.390
869*	Nevis	\$0.290	\$0.390
687	New Caledonia **	\$0.530	\$0.630
64	New Zealand	\$0.070	\$0.080
642	New Zealand - Mobile	\$0.360	\$0.450
505	Nicaragua	\$0.320	\$0.420
227	Niger **	\$0.300	\$0.400
234	Nigeria **	\$0.270	\$0.370
683	Niue Island **	\$1.200	\$1.300
47	Norway	\$0.070	\$0.170
474, 479	Norway - Mobile	\$0.300	\$0.400
968	Oman **	\$0.390	\$0.490
92	Pakistan **	\$0.410	\$0.510
680	Palau **	\$0.640	\$0.740
507	Panama	\$0.190	\$0.290
675	Papua New Guinea **	\$0.490	\$0.590
595	Paraguay	\$0.290	\$0.390
51	Peru	\$0.150	\$0.250
51 (Cellular)	Peru - Mobile	\$0.350	\$0.450
63	Philippines	\$0.240	\$0.340
639	Philippines - Mobile	\$0.300	\$0.400
48	Poland	\$0.049	\$0.160
50,51,60,66,69,88,90	Poland - Mobile	\$0.330	\$0.400
22	Poland - Warsaw	\$0.049	\$0.160
351	Portugal	\$0.049	\$0.180
3519	Portugal - Mobile	\$0.370	\$0.450
262	Reunion Island	\$0.290	\$0.390
40	Romania	\$0.130	\$0.300
407	Romania - Mobile	\$0.360	\$0.450
7	Russia	\$0.049	\$0.190
7095	Russia - Moscow	\$0.049	\$0.170
7812	Russia - St. Petersburg	\$0.049	\$0.170
250	Rwanda **	\$0.290	\$0.390
378	San Marino	\$0.090	\$0.190
239	Sao Tome **	\$1.490	\$1.590
966	Saudi Arabia **	\$0.390	\$0.490

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# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
221	Senegal Republic **	\$0.370	\$0.470
381	Serbia / Yugoslavia	\$0.250	\$0.350
248	Seychelles Island **	\$0.360	\$0.460
232	Sierra Leone **	\$0.450	\$0.550
65	Singapore	\$0.060	\$0.160
421	Slovakia	\$0.140	\$0.240
4219	Slovakia - Mobile	\$0.320	\$0.400
386	Slovenia	\$0.130	\$0.230
386 (Cellular)	Slovenia - Mobile	\$0.330	\$0.400
677	Solomon Island **	\$1.150	\$1.250
252	Somalia **	\$1.100	\$1.200
27	South Africa	\$0.150	\$0.250
277, 278	South Africa - Mobile	\$0.300	\$0.400
34	Spain	\$0.049	\$0.150
346	Spain - Mobile	\$0.330	\$0.400
94	Sri Lanka **	\$0.310	\$0.410
290	St. Helena **	\$0.890	\$0.990
869*	St. Kitts	\$0.390	\$0.490
758*	St. Lucia	\$0.290	\$0.490
508	St. Pierre/Miquelon	\$0.350	\$0.450
784*	St. Vincent	\$0.320	\$0.320
249	Sudan **	\$0.390	\$0.490
597	Suriname **	\$0.430	\$0.530
268	Swaziland **	\$0.210	\$0.310
46	Sweden	\$0.049	\$0.110
4670, 4673	Sweden - Mobile	\$0.320	\$0.400
41	Switzerland	\$0.049	\$0.100
417	Switzerland - Mobile	\$0.370	\$0.400
963	Syria **	\$0.560	\$0.660
886	Taiwan	\$0.070	\$0.170
8869, 88660, 88670	Taiwan - Mobile	\$0.150	\$0.250
992	Tajikistan	\$0.290	\$0.390
255	Tanzania **	\$0.470	\$0.570
66	Thailand	\$0.190	\$0.290
228	Togo **	\$0.340	\$0.440
690	Tokelan **	\$0.990	\$1.090
676	Tonga **	\$0.660	\$0.760
868*	Trinidad/Tobago	\$0.180	\$0.320
216	Tunisia	\$0.180	\$0.490
90	Turkey	\$0.099	\$0.310

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# INTERNATIONAL VOICE PRICING

## SWITCHED, DEDICATED, & CALLING CARD

Country Code	Country	Leading Edge Rate per Minute	Calling Card Rate per Minute
90212, 90216	Turkey - Istanbul	\$0.099	\$0.260
905	Turkey - Mobile	\$0.300	\$0.400
993	Turkmenistan	\$0.290	\$0.390
649*	Turks/Caicos	\$0.280	\$0.380
256	Uganda **	\$0.220	\$0.320
380	Ukraine	\$0.099	\$0.250
971	United Arab Emirates **	\$0.400	\$0.500
44	United Kingdom	\$0.049	\$0.090
440, 443, 449	United Kingdom - Mobile	\$0.300	\$0.400
598	Uruguay	\$0.260	\$0.360
998	Uzbekistan	\$0.230	\$0.330
678	Vanuatu **	\$0.990	\$1.090
39669	Vatican City	\$0.070	\$0.150
58	Venezuela	\$0.049	\$0.190
582	Venezuela - Caracas	\$0.049	\$0.190
84	Vietnam **	\$0.510	\$0.610
681	Wallis/Futuna **	\$1.050	\$1.150
967	Yemen **	\$0.310	\$0.410
243	Zaire **	\$0.430	\$0.530
260	Zambia **	\$0.190	\$0.290
263	Zimbabwe **	\$0.170	\$0.270
263 (Cellular)	Zimbabwe-Mobile**	\$0.220	\$0.320
<u>Calling to U.S. Territories</u>			
907	Alaska	\$0.150	\$0.150
808	Hawaii	\$0.079	\$0.150
939	Puerto Rico	\$0.090	\$0.090
340	U.S.V.I.	\$0.090	\$0.150
<u>Toll Free Service to U.S.</u>			
907	Alaska	\$0.150	\$0.150
808	Hawaii	\$0.079	\$0.150
939	Puerto Rico	\$0.150	\$0.150
340	U.S.V.I.	\$0.150	\$0.150
All areas	Canada	\$0.150	\$0.150

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## **Addendum B:**

**Sample Paper Invoice Copy**  
**CDR Call Types**  
**CDR Field Descriptions**

**SUMMARY OF ACCOUNT HISTORY**

AMOUNT OF LAST STATEMENT	\$8.70
PAYMENTS RECEIVED 10/19/05	\$8.70CR

<b>PAST DUE BALANCE</b>	<b>\$0.00</b>
CURRENT CHARGES	\$22.87

<b>TOTAL DUE BY 11/30/05</b>	<b>\$22.87</b>
TOTAL DUE AFTER 12/14/05	\$23.21

**SUMMARY OF CHARGES**

DOMESTIC CALLS-INTERSTATE	\$3.52
DOMESTIC CALLS-INTRASTATE	\$16.25
CANADA	\$0.89

<b>TOTAL CALL CHARGES</b>	<b>\$20.66</b>
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Federal - Federal Excise Tax	\$0.63
Federal - Fed USF Combined High Cost and School	\$0.45
Federal - Carrier Cost Recover	\$0.06
State - Sales Tax	\$0.58
State - P.U.C. Fee	\$0.01
State - Statutory Gross Receipts	\$0.48

<b>TAXES AND REGULATORY CHARGES</b>	<b>\$2.21</b>
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<b>TOTAL CURRENT CHARGES</b>	<b>\$22.87</b>
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**ABC CORPORATION**  
**1234 ABC ROAD**  
**ANYTOWN, USA 12340**

Invoice Date	11/01/05
Account Number	8145837000
Call Usage	10/01/05 - 10/31/05

**Customer Service Information**

Customer Service	800-266-4006
Web site	www.touchtone.net
E-mail	support@touchtone.net
Fax	800-266-4011

**NETWORK CHANGE NOTICE!**

In our ongoing effort to provide you with the highest quality of service, TouchTone will be enhancing our network throughout the United States. Beginning next year, we will be converting targeted customer telephone lines to one of TouchTone's primary network providers depending upon your area of service. These changes are being made to ensure that your calls are carried on the highest quality network and **this will not affect your TouchTone Service or Rates in any way.** Currently, TouchTone utilizes Qwest, Sprint and Broadwing as primary network providers. Detailed information will be sent to you shortly. Additionally, feel free to call us at 800-266-4006 with any questions.

All past due balances are subject to a 1.5% finance charge.



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

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



Phone Number	8145837000
Account Number	8145837000
Invoice Date	11/01/05
Due Date	11/30/05

Payment Due By
<b>11/30/05</b>

Total Amount Due
<b>\$22.87</b>

Amount Enclosed
<b>\$</b>



**ABC CORPORATION**  
**1234 MAIN ROAD**  
**ANYTOWN, USA 12340**



0007790 Non-2

**TOUCHTONE COMMUNICATIONS**  
**P.O. BOX 135**  
**WHIPPANY, NJ 07981**



81458377670000022870000023216

TCH001-P01002 (11/04)  
20-W-3.5-2/1C

## CHANGE OF ADDRESS

Please print and check the box on the reverse side

Account Name \_\_\_\_\_

New Address \_\_\_\_\_

City \_\_\_\_\_ St. \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone ( ) \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

## CREDIT CARD AUTHORIZATION FORM

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

☐ This month only ☐ This month and all future bills

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

Name (Please print): \_\_\_\_\_

Type of credit card (Please check the appropriate box):



Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature Required: \_\_\_\_\_



## 8145837000 ACCOUNT CODE 711 DOMESTIC CALLS

DATE	TIME	AREA/NUMBER	PLACE		MINUTES	AMOUNT
10/01	08:47A	812-620-4000	SALEM	IN	0.5	0.0195
10/01	08:50A	610-357-1000	CHESTERHTS	PA	0.3	0.0128
10/01	08:51A	812-620-4000	SALEM	IN	0.3	0.0117
10/01	09:13A	812-620-4000	SALEM	IN	0.3	0.0117
10/01	09:31A	812-620-4000	SALEM	IN	1.1	0.0429
10/03	08:10A	724-867-9000	EMLENTON	PA	0.9	0.0383
10/03	08:11A	724-867-9000	EMLENTON	PA	0.9	0.0383
10/03	08:13A	814-328-2000	HAZEN	PA	4.8	0.2040
10/03	08:19A	814-368-3000	BRADFORD	PA	1.2	0.0510
10/03	08:20A	814-749-9000	NANTY GLO	PA	0.9	0.0383
10/03	08:22A	570-356-2000	CATAWISSA	PA	8.7	0.3698
10/03	08:31A	724-867-9000	EMLENTON	PA	0.9	0.0383
10/03	08:33A	814-498-2000	ROCKLAND	PA	2.1	0.0893
10/03	04:35P	812-620-4000	SALEM	IN	0.3	0.0117
10/03	04:44P	812-620-4000	SALEM	IN	0.3	0.0117
10/03	04:45P	812-620-4000	SALEM	IN	18.8	0.7332
10/04	06:03P	812-620-4000	SALEM	IN	0.3	0.0117
10/06	08:06A	724-867-9000	EMLENTON	PA	0.9	0.0383
10/06	08:15A	724-867-9000	EMLENTON	PA	0.9	0.0383
10/06	08:18A	570-658-9000	BEAVER SPG	PA	1.2	0.0510
10/06	08:19A	570-658-9000	BEAVER SPG	PA	3.6	0.1530
10/06	08:25A	724-867-9000	EMLENTON	PA	2.7	0.1148
10/06	08:28A	814-797-0000	KNOX	PA	2.7	0.1148
10/06	08:32A	724-867-0000	EMLENTON	PA	2.1	0.0893
10/06	08:35A	724-992-0000	GROVE CITY	PA	5.7	0.2423
10/06	08:45A	812-620-4000	SALEM	IN	2.2	0.0858
10/06	09:17A	814-368-3000	BRADFORD	PA	8.1	0.3443
10/06	09:26A	814-498-2000	ROCKLAND	PA	1.2	0.0510
10/06	09:29A	814-723-8000	ARREN	PA	0.6	0.0255
10/06	09:31A	814-542-8000	MOUNTUNION	PA	0.9	0.0383
10/06	09:32A	814-435-2000	GALETON	PA	4.8	0.2040
10/06	10:09A	812-620-4000	SALEM	IN	4.2	0.1638
10/06	10:17A	812-620-4000	SALEM	IN	0.3	0.0117
10/06	10:19A	812-620-4000	SALEM	IN	0.3	0.0117
10/06	10:36A	812-620-4000	SALEM	IN	2.7	0.1053
10/06	02:18P	724-946-2000	NEWWLMNGTN	PA	0.3	0.0128
10/06	02:19P	812-620-4000	SALEM	IN	4.1	0.1599
10/06	03:06P	814-849-3000	BROOKVILLE	PA	0.9	0.0383
10/07	06:02P	812-620-4000	SALEM	IN	13.4	0.5226
10/08	01:33P	814-939-7000	PUNXSUTWNY	PA	0.6	0.0255
10/10	03:44P	570-356-2000	CATAWISSA	PA	0.6	0.0255
10/10	03:47P	812-620-4000	SALEM	IN	0.3	0.0117
10/10	03:49P	814-328-2000	HAZEN	PA	0.6	0.0255
10/10	04:23P	812-620-4000	SALEM	IN	5.1	0.1989
10/10	04:29P	570-356-2000	CATAWISSA	PA	5.4	0.2295
10/11	03:59P	717-299-7000	LANCASTER	PA	8.4	0.3570
10/11	04:08P	812-620-4000	SALEM	IN	0.3	0.0117
10/11	04:13P	812-620-4000	SALEM	IN	0.3	0.0117
10/11	05:03P	812-620-4000	SALEM	IN	1.1	0.0429
10/11	05:07P	937-773-7000	PIQUA	OH	1.4	0.0546
10/12	03:27P	717-299-7000	LANCASTER	PA	1.2	0.0510
10/12	03:29P	937-773-7000	PIQUA	OH	4.2	0.1638
10/12	03:52P	717-299-7000	LANCASTER	PA	2.4	0.1020
10/12	03:56P	717-299-7000	LANCASTER	PA	3.9	0.1658
10/12	04:00P	937-773-7000	PIQUA	OH	2.8	0.1092
10/13	03:46P	814-592-0000	CLEARFIELD	PA	0.3	0.0128
10/13	03:47P	814-349-8000	MILLHEIM	PA	12.3	0.5228
10/14	08:15A	814-498-2000	ROCKLAND	PA	7.8	0.3315
10/14	08:37A	740-397-0000	MT VERNON	OH	0.7	0.0273
10/14	08:38A	330-339-8000	NEWPHLDLPH	OH	0.7	0.0273
10/14	08:40A	716-649-2000	HAMBURG	NY	1.9	0.0741
10/14	08:48A	814-837-6000	KANE	PA	9.3	0.3953
10/14	08:58A	330-339-8000	NEWPHLDLPH	OH	6.8	0.2652
10/14	09:11A	814-427-5000	BIG RUN	PA	4.5	0.1913
10/14	09:16A	814-427-2000	BIG RUN	PA	0.6	0.0255
10/14	09:17A	814-427-2000	BIG RUN	PA	0.6	0.0255
10/14	10:20A	717-630-0000	HANOVER	PA	12.9	0.5483
10/14	10:54A	814-533-2000	JOHNSTOWN	PA	1.8	0.0765
10/14	10:55A	814-533-2000	JOHNSTOWN	PA	0.6	0.0255
10/14	10:59A	814-533-2000	JOHNSTOWN	PA	8.1	0.3443
10/14	03:44P	814-236-2000	CURWENSVL	PA	0.9	0.0383
10/14	03:45P	814-349-8000	MILLHEIM	PA	0.3	0.0128
10/15	09:12A	812-620-4000	SALEM	IN	4.6	0.1794

continued

DATE	TIME	AREA/NUMBER	PLACE		MINUTES	AMOUNT
10/17	07:37A	812-620-4000	SALEM	IN	3.9	0.1521
10/17	07:45A	814-349-8000	MILLHEIM	PA	0.3	0.0128
10/17	08:26A	812-620-4000	SALEM	IN	0.3	0.0117
10/17	08:30A	812-620-4000	SALEM	IN	0.3	0.0117
10/17	08:33A	812-620-4000	SALEM	IN	0.8	0.0312
10/17	01:00P	812-620-4000	SALEM	IN	0.3	0.0117
10/17	03:32P	717-630-0000	HANOVER	PA	3.3	0.1403
10/21	12:44P	814-349-8000	MILLHEIM	PA	22.8	0.9690
10/21	01:25P	814-837-0000	KANE	PA	1.2	0.0510
10/21	01:32P	814-837-6000	KANE	PA	0.9	0.0383
10/24	10:13A	814-592-0000	CLEARFIELD	PA	6.6	0.2805
10/24	10:22A	814-837-6000	KANE	PA	1.2	0.0510
10/24	10:23A	814-837-6000	KANE	PA	27.9	1.1858
10/25	12:38P	570-356-0000	CATAWISSA	PA	2.1	0.0893
10/25	12:42P	814-592-0000	CLEARFIELD	PA	0.3	0.0128
10/25	12:43P	814-837-6000	KANE	PA	2.1	0.0893
10/25	12:44P	814-837-6000	KANE	PA	0.9	0.0383
10/25	12:46P	814-837-6000	KANE	PA	12.9	0.5483
10/26	09:35A	814-837-6000	KANE	PA	2.7	0.1148
10/26	09:38A	814-598-4000	BRADFORD	PA	2.7	0.1148
10/26	09:42A	269-496-0000	MENDON	MI	0.6	0.0234
10/26	04:23P	814-837-6000	KANE	PA	6.3	0.2678
95 CALLS					TOTAL	
					320.1	13.3069







**ACCOUNT CODE SUMMARY**

DESCRIPTION	#CALLS	MINUTES	AMOUNT
ACCOUNT CODE 711	95	320.1	13.3069
ACCOUNT CODE 901	101	170.2	7.3528
TOTALS:	196	490.3	20.6597

**CALL TYPE SUMMARY**

DESCRIPTION	#CALLS	MINUTES	AMOUNT
DOMESTIC CALLS-INTERSTATE	38	90.3	3.5217
DOMESTIC CALLS-INTRASTATE	142	382.2	16.2480
CANADA	16	17.8	0.8900
TOTALS:	196	490.3	20.6597

**AREA CODE SUMMARY**

DESCRIPTION	#CALLS	MINUTES	AMOUNT
OUTBOUND:		0.0	0.0000
AREA CODE 269	1	0.6	0.0234
AREA CODE 330	2	7.5	0.2925
AREA CODE 514	16	17.8	0.8900
AREA CODE 570	6	21.6	0.9181
AREA CODE 610	2	10.5	0.4463
AREA CODE 716	1	1.9	0.0741
AREA CODE 717	12	44.1	1.8746
AREA CODE 724	11	19.8	0.8420
AREA CODE 740	3	4.8	0.1872
AREA CODE 812	27	66.8	2.6052
AREA CODE 814	111	286.2	12.1670
AREA CODE 937	4	8.7	0.3393
Sub-Total:	196	490.3	20.6597
TOTALS:	196	490.3	20.6597

**TIME OF DAY SUMMARY**

DESCRIPTION	#CALLS	MINUTES	AMOUNT
7:00 am - 8:00 am	5	5.7	0.2266
8:00 am - 9:00 am	40	85.8	3.6296
9:00 am - 10:00 am	24	53.6	2.2613
10:00 am - 11:00 am	22	97.4	4.1242
11:00 am - 12:00 pm	8	7.8	0.3363
12:00 pm - 1:00 pm	10	44.6	1.9109
1:00 pm - 2:00 pm	17	32.9	1.4575
2:00 pm - 3:00 pm	6	19.3	0.7983
3:00 pm - 4:00 pm	32	60.1	2.5379
4:00 pm - 5:00 pm	16	45.9	1.8534
5:00 pm - 6:00 pm	7	4.6	0.1859
6:00 pm - 7:00 am	9	32.6	1.3378
TOTALS:	196	490.3	20.6597

**DAY OF WEEK SUMMARY**

DESCRIPTION	#CALLS	MINUTES	AMOUNT
SUNDAY	0	0.0	0.0000
MONDAY	41	129.7	5.4068
TUESDAY	41	69.7	2.9807
WEDNESDAY	36	75.1	3.2345
THURSDAY	37	83.7	3.5257
FRIDAY	28	117.4	4.9078
SATURDAY	13	14.7	0.6042
TOTALS:	196	490.3	20.6597





CALL TYPE	DESCRIPTION
800	INBOUND SERVICE
80D	TOLL FREE DEDICATED
80N	TOLL FREE CANADIAN ORIG
80P	PAYPHONE ORIGINATION
80R	TOLL FREE CARIBBEAN ORIG.
8NP	TOLL FREE PAYPHONE-CANADA
8RP	TOLL FREE PAYPHONE-CARIB
CAN	CANADIAN CALL
CAR	CARIBBEAN CALL
DE8	DEDICATED TOLL-FREE SVC
DED	DEDICATED OUTBOUND SVC.
DEI	DEDICATED INTERNATIONAL
DEN	DEDICATED-CANADA
DER	DEDICATED-CARIBBEAN
INF	DIRECTORY ASSISTANCE
INT	INTERNATIONAL CALLS
NOR	1+ DOMESTIC CALLS
TBR	TRAVEL CARD CARRIBEAN
TNP	TRAVEL CARD PAYPHONE CAN.
TON	TRAVELCARD-ORIG CANADA
TOP	TRAVELCARD-ORIG PAYPHONE
TOR	TRAVELCARD-ORIG CARRIBEAN
TRP	TRAVEL CARD-CARIB. PAY.
TVI	TRAVEL CARD INTERNATIONAL
TVL	TRAVELCARD
TVN	TRAVEL CARD-CANADA
TVP	TRAVEL CARD-PAYPHONE ORIG
TVR	TRAVEL CARD CARRIBEAN

## TouchTone Communications: CDR Field Descriptions

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

13 : 077 : 06	PROCESS DATE	Date the Call was written to TouchTone's Call detail file. YYYYMMDD.
14 : 084 : 04	NUMBER OF CALLS	Number of calls represented by this record.
15 : 089 : 01	VOLUME FLAG	Y indicates this call is susceptible to volume charges. N indicates this call is not susceptible to volume charges. It is user defined and comes from the Call Group.
16 : 091 : 11	AMOUNT #2	Second call charge amount. Only populated when the system is setup to rate the calls twice.
17 : 103 : 01	2/4 DECIMAL FLAG #2	A 2 indicates the call charges in amount 2 have been rounded to two places to the right of the decimal. A 4 indicates the call charges in amount 2 have been rounded to four places to the right of the decimal.
18 : 105 : 03	CALL TYPE	Type of Call as determined by TouchTone. Each different type of call has its own indicator that is set by TouchTone.
19 : 109 : 07	INPUT TRUNK	Indicates which trunk carried the call into the switching system.
20 : 117 : 07	OUTPUT TRUNK	Indicates which trunk carried the call out of the switching system.
21 : 125 : 03	ORIG. COUNTRY	Country Code for the Country where the call originated. Only populated on call originating Internationally.
22 : 129 : 16	ORIG. NUMBER	Contains the origination number of the call, if available.
23 : 146 : 10	ORIG. PLACE	Contains the Origination city of the call if it is a North American Numbering Plan (NANP) location. Otherwise, it contains the Country name if International. These come from your VNH file and are User Definable.
24 : 157 : 02	ORIG. STATE	Contains the Origination state of the call if it is a NANP location. Otherwise, it contains a two-character country abbreviation. These come from your VNH file and are User Definable.
25 : 160 : 03	LATA	LATA for the Destination Number.
26 : 164 : 11	VOLUME DISC. AMT.	Amount of the Volume Charges. May be positive or negative. The +/- sign may be trailing, leading, or none based upon the users selection in the export code. Example with sign trailing: 999999.9999+
27 : 176 : 10	VOLUME CODE	Contains the volume code used to determine volume charges for this call. This is user definable.
28 : 187 : 01	VOLUME TYPE	Not in use at this time.

29 : 189 : 01	VOLUME LEVEL	A C = Customer, a G = Group ID, and a U = User ID. This indicates the level at which the volume charges were calculated.
30 : 191 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
31 : 193 : 02		
32 : 196 : 09		
33 : 206 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
34 : 208 : 02		
35 : 211 : 09		
36 : 221 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
37 : 223 : 02		
38 : 226 : 09		
39 : 236 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
40 : 238 : 02		
41 : 241 : 09		
42 : 251 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
43 : 253 : 02		
44 : 256 : 09		
45 : 266 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
46 : 268 : 02		
47 : 271 : 09		
48 : 281 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
49 : 283 : 02		
50 : 286 : 09		
51 : 296 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
52 : 298 : 02		
53 : 301 : 09		
54 : 311 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
55 : 313 : 02		
56 : 316 : 09		
57 : 326 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
58 : 328 : 02		
59 : 331 : 09		
60 : 341 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
61 : 343 : 02		
62 : 346 : 09		
63 : 356 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
64 : 358 : 02		
65 : 361 : 09		



66 : 371 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
67 : 373 : 02		
68 : 376 : 09		
69 : 386 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
70 : 388 : 02		
71 : 391 : 09		
72 : 401 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
73 : 403 : 02		
74 : 406 : 09		
75 : 416 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
76 : 418 : 02		
77 : 421 : 09		
78 : 431 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
79 : 433 : 02		
80 : 436 : 09		
81 : 446 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
82 : 448 : 02		
83 : 451 : 09		
84 : 461 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
85 : 463 : 02		
86 : 466 : 09		
87 : 476 : 01	TAX TABLE	These contain the Tax Authority and Type as well as the tax amount. The values here are determined by the Tax Code assigned to the Customer, Group ID, or User ID.
88 : 478 : 02		
89 : 481 : 09		
90 : 491 : 07	ORIG. CITY CODE	On an Internationally originating call, when a city code is identifiable, this field will contain the city code. Note, the city code is included in the Origination Number of the call.
91 : 499 : 12	MISC 1	This field is used for miscellaneous information typically used in custom applications.
92 : 511 : 12	MISC 2	This field is used for miscellaneous information typically used in custom applications.
93 : 525 : 12	MISC 3	This field is used for miscellaneous information typically used in custom applications.
94 : 538 : 01	ANI FLG	A Y indicates that the originating number was an ANI. A N indicates that the originating number is not an ANI.
95 : 540 : 07	DEST. CITY CODE	On a call to an International number, when a city code is identifiable, this field will contain the city code. Note, the city code is included in the Destination Number of the call.

96 : 548 : 01	2/4 DECIMAL FLAG #1	A 2 indicates the call charges in amount 1 have been rounded to two places to the right of the decimal. A 4 indicates the call charges in amount 1 have been rounded to four places to the right of the decimal.
97 : 550 : 06	CALL DURATION	This is the un-rounded duration of the Call. It is hhmmss.
98 : 557 : 03	DESTINATION COUNTRY	Country Code for Destination Country. Only populated on calls with an International Destination.
99 : 561 : 16	DESTINATION NUMBER	Dialed Number of Destination.
100 : 578 : 01	DEN FLAG	Time of Day indicator. These are user defined.
101 : 580 : 08	DATE	This is the date the call was made. YYYYMMDD.
102 : 589 : 06	TIME	This is the time the call was made. HHMMSS - using a 24 hour clock.
103 : 596 : 06	MINUTES	Contains the rounded duration of the Call. 9999.9 is mmmm.1/10 <sup>th</sup> .
104 : 603 : 11	AMOUNT #1	Total amount of the call before volume charges.
105 : 615 : 10	USER ID	Contains the ANI, 800, calling card, dedicated circuit number, etc. of ID the call is billed to.