



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.



A PROPOSAL TO

State of West Virginia COST

for

Voice over Internet Protocol (VoIP)

January 23, 2013

Presented by:

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General Information

Nature of Proposal

This proposal is being submitted to the State of West Virginia by Verizon Business Network Services Inc. on behalf of MCI Communications Services Inc.; Verizon Network Integration Corp. and Verizon Select Services Inc. d/b/a Verizon Business Services (hereinafter referred to as "Verizon") with the understanding that neither party shall be obligated to provide or purchase any of the products and/or services described herein until both parties agree in writing on the applicable terms and conditions that will apply to such products/services.

In the event that the contract is awarded to Verizon, Verizon will provide the State with an agreement that incorporates elements of the RFP and this Response into its standard form agreement. Verizon will negotiate in good faith any modifications and/or necessary additional terms and conditions negotiated by the parties to develop a mutually agreeable final contract. As part of such contract negotiations, Verizon is willing to discuss any of the terms contained in the RFP, for purposes of incorporation into the agreement, as may be modified by the parties, and as mutually agreed to by the parties. Verizon reserves the right to withdraw its proposal.

Pricing Disclaimer

Unless otherwise indicated in this proposal, prices do not include, and State of West Virginia will be required to pay, all applicable taxes (including, but not limited to, sales, use, utility, gross receipts, and VAT), unless exempt by applicable law, similar tax-like and tax-related charges, and other surcharges levied as a result of receipt of the services from Verizon. Verizon's proposed pricing is based upon Verizon's response to this RFP. In the event that State of West Virginia alters its requirements, or does not accept Verizon's proposal as stated herein, or third party charges change, Verizon reserves the right to adjust its proposed pricing.

Validity Period

Unless otherwise stated in this proposal, this proposal is valid for a period of ninety (90) days from the date submitted. However, during this period promotions may expire and rates, charges, and/or discounts may fluctuate with changes in the Tariffs or Guide unless specifically fixed in this proposal. Additionally, prices may change based upon any changes in terms and conditions agreed to by the parties.

Attachment C – Cost Sheet

Verizon is recommending in this response that the State of WV leverage its existing MPLS07 pricing for the PIP access circuit requirement. However Verizon has also provided an additional price for an alternate option if the State of WV is not interested in utilizing the MPLS07 option as Access for the delivery of UCCaaS. Verizon is providing two separate cost sheets – one showing the total with the access circuit purchased of the MPLS07 contract and one using Verizon's standard Ethernet Access rates.

Pricing Sheet Hourly Rates

Verizon prices and delivers all UCCaaS projects on a custom per project basis. Where possible, the hourly rate of employees identified in the customer pricing sheet has been provided. Not all of these positions directly align to all of the employees that may be necessary to complete an UCCaaS installation. The State of West Virginia can expect to receive a pricing quote and statement of work for every UCCaaS project. A sample statement of work and price quote has been provided for a 500 user UCCaaS installation. Note that this cost is less than the Services Subtotal shown on the cost sheet.

A professional services hourly rate card attachment is listed in this section to provide hourly rates multiple positions that may be used for a UCCaaS deployment.

Verizon discovered a calculation error in the Cost spreadsheet provided. The Services Subtotal block (D55) incorrectly doubles the cost of the services provided in cells D34 through D50. Please make a note of this during your evaluation.

VOIP13: Cost Sheet - MPLS						
A.1) VoIP Solution Call Control:	Cost Per Month	Total Users		Total Monthly Cost	Qty.	Total 1 Year Cost
Basic Package	\$13.49	50		\$674.50	12	\$8,094.00
Standard Package	\$19.17	300		\$5,751.00	12	\$69,012.00
Enhanced Package	\$37.36	150		\$5,604.00	12	\$67,248.00
Total Call Control Monthly Charges						\$144,354.00
A.2) Data Connectivity to Data Center:	L1 Type	L2 Type	Speed	Total Monthly Cost	Qty.	Total 1 Year Cost
Charleston Connection	Fiber	Ethernet	20 Mbps	\$3,097.60	12	\$37,171.20
Total Data Connectivity Monthly Charge						\$37,171.20
A.3) Additional Monthly Charges:				Total Monthly Cost	Qty.	Total 1 Year Cost
Fee 1-Administration					12	\$0.00
Fee 2-Federal Universal Service				\$1,755.80	12	\$21,069.60
Fee				\$225.87	12	\$2,710.44
Total Additional Monthly Charges						\$23,780.04
SUBTOTAL:						
A.4) Total Project Monthly Charge (Sum of A.1 + A.2 + A.3 total additional monthly charges)						\$205,305.24



VOIP13: Cost Sheet – Type 3

A.1) VoIP Solution Call Control:	Cost Per Month	Total Users		Total Monthly Cost	Qty.	Total 1 Year Cost
Basic Package	\$13.49	50		\$674.50	12	\$8,094.00
Standard Package	\$19.17	300		\$5,751.00	12	\$69,012.00
Enhanced Package	\$37.36	150		\$5,604.00	12	\$67,248.00
Total Call Control Monthly Charges						\$144,354.00
A.2) Data Connectivity to Data Center:	L1 Type	L2 Type	Speed	Total Monthly Cost	Qty.	Total 1 Year Cost
Charleston Connection	Fiber	Ethernet	20 Mbps	\$3,781.60	12	\$45,379.20
Total Data Connectivity Monthly Charge						\$45,379.20
A.3) Additional Monthly Charges:				Total Monthly Cost	Qty.	Total 1 Year Cost
Fee 1-Administration					12	\$0.00
Fee 2-Federal Universal Service				\$1,865.93	12	\$22,391.16
Fee				\$239.62	12	\$2,875.44
Total Additional Monthly Charges						\$25,266.60
SUBTOTAL:						
A.4) Total Project Monthly Charge (Sum of A.1 + A.2 + A.3 total additional monthly charges)						\$214,999.80

B) One-Time Fees			
Implementation Services and Miscellaneous Costs and Fees			
<i>NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.</i>			
	Cost Per Hour	Estimated Hours	Total
Project Management Services			
Position: Project Manager	\$185.00	100	\$18,500.00
Subtotal		100	\$18,500.00
Network Integration Services			
Position: Network Engineer	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Solution Integration Services			
Position: Solution Architect	\$ -	100	\$0.00
Subtotal		100	\$0.00
Integration to Contact Center Applications			
Position: Contact Center Specialist	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Integration to Microsoft (MS) Exchange			
Position: Network Engineer	\$ 200.00	100	\$20,000.00
Subtotal		100	\$20,000.00
Circuit Integration			
Position: Account Management	\$ -	100	\$0.00
Subtotal		100	\$0.00
Other Services			
Position:		100	\$0.00
Subtotal			
Services Total			\$78,500.00

C. Total One Year Cost	MPLS		
A.1 VOIP Solution Call Control			\$144,354.00
A.2 Data Connectivity to Data Center			\$37,171.20
A.3 Additional Monthly Charges			\$23,780.04
B. One Time Fees			\$78,500.00
TOTAL for Evaluation:			
C. Total One Year Cost = (Total Monthly Charges times 12 months + Total One-Time Fees)			\$283,805.24

C. Total One Year Cost	Type 3		
A.1 VOIP Solution Call Control			\$144,354.00
A.2 Data Connectivity to Data Center			\$45,379.20
A.3 Additional Monthly Charges			\$25,266.60
B. One Time Fees			\$78,500.00
TOTAL for Evaluation:			
C. Total One Year Cost = (Total Monthly Charges times 12 months + Total One-Time Fees)			\$293,499.80

Professional Services – Additional Categories

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
Communications	Contact Center Services			\$200			
Communications	Unified Communications & Collaboration	\$190		\$225		\$275	\$185
Communications	UCCaaS / UC Product Design & Implementation		\$200				\$185
Network	IPv6		\$185	\$195		\$260	\$185
Network	WAN Optimization Services		\$185	\$195		\$260	\$185
Network	Wireless LAN		\$185	\$195		\$260	\$185
Network	Data Protection		\$185	\$195		\$260	\$185
Mobility	Machine-to-Machine		\$190	\$210		\$260	\$185
Mobility	Mobility Consulting		\$190	\$210		\$260	\$185
Mobility	Machine-to-Machine - System Integration		\$190	\$210		\$260	\$185
Mobility	Mobility - System Integration		\$190	\$210		\$260	\$185
IT Solutions	Application		\$185	\$200		\$225	\$185
IT Solutions	Data & Storage		\$185	\$200		\$225	\$185
IT Solutions	Data Center Services		\$185	\$200		\$225	\$185
IT Solutions	IT Infrastructure		\$185	\$200		\$225	\$185
IT Solutions	IT System Integration		\$185	\$200		\$225	\$185
IT Solutions	Business Optimization & Resiliency		\$185	\$200		\$225	\$185
IT Solutions	Cloud Strategy		\$185	\$200		\$225	\$185
IT Solutions	Compliance		\$185	\$200		\$225	\$185

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
IT Solutions	Solutions Architecture		\$185	\$200		\$225	\$185
IT Solutions	Training - Cloud and Security		\$185	\$200		\$225	\$185
Communications - Staff Augmentation	Contact Center Services	\$125	\$150	\$205			\$175
Communications - Staff Augmentation	Unified Communications & Collaboration	\$125	\$150	\$205			\$175
Communications - Staff Augmentation	UCCaaS / UC Product Design & Implementation	\$125	\$150	\$205			\$175
Network - Staff Augmentation	IPv6	\$125	\$150	\$205			\$175
Network - Staff Augmentation	WAN Optimization Services	\$125	\$150	\$205			\$175
Network - Staff Augmentation	Wireless LAN	\$125	\$150	\$205			\$175
Network - Staff Augmentation	Data Protection	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Machine-to-Machine	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Mobility Consulting	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Machine-to-Machine - System Integration	\$125	\$150	\$205			\$175
Mobility - Staff Augmentation	Mobility - System Integration	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Application	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Data & Storage	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Data Center Services	\$125	\$150	\$205			\$175

Practice	Competency	Jr. Consultant	Consultant	Sr. Consultant	Exec. Consultant	Principal	Project Manager
IT Solutions - Staff Augmentation	IT Infrastructure	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	IT System Integration	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Business Optimization & Resiliency	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Cloud Strategy	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Compliance	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Solutions Architecture	\$125	\$150	\$205			\$175
IT Solutions - Staff Augmentation	Training - Cloud and Security	\$125	\$150	\$205			\$175

Pricing Notes

VoIP Solution Call Control

Map of customer requested packages to Verizon-offered UCCaaS packages.

State of WV Package	Verizon UCCaaS Package
Basic Package	Call Control (a la carte)
Standard Package	Enhanced Package
Enhanced Package	Premium Package

State of WV Enhanced Package includes Verizon’s Premium Package plus 1 hour of audio conferencing at \$.04 per minute per user per month and 1 hour of net conferencing at \$.204 per minute per user per month.

Cisco Contact Center

UCCaaS supported Cisco contact center servers and software (upon approval) are considered on premise equipment and software. Per the RFP, the State of West Virginia will purchase all on premise equipment through a separate contract. No equipment, software or installation hours have been provided within these pricing quotes for Cisco contact centers.

Administration Fee

Pricing for administration of the UCCaaS product is included in the monthly per user price for each UCCaaS user. This pricing does not include moves, adds, changes and deletes (MACD). MACD work is priced at \$35.30 for first request and \$39.05 for each additional MACD request. MACD work includes the following activities:

Add, Remove, Update, Change an IP Phone or soft phone
Add, Remove, Change a User, Directory Listing, Call Capabilities
Add, Remove, Change Extension Mobility Set Up/Login Features
Add, Remove, Change Voicemail Box
Voicemail Password Reset
Add, Remove, Change a Presence User

Upon release of the customer portal, many of these items can be administered by the customer (self-service).

Large scale changes to users/user groups, additions of users/user groups, the addition of sites or any project outside the scope of the above MACDs will be quoted

by the Verizon account team on a project basis within a statement of work and price quote provided by Verizon. Samples of a statement of work and price quote have been provided for a 500 user site.

On Premise Equipment Management

Verizon recommends, but does not require, the management of the local gateway/router utilized by the UC&C solution for circuit termination and SRST backup. Pricing for management can be provided upon request.

Cost Sheet “Account Management”

The “Account Management” line item in the cost sheet was considered by Verizon to be a Project Manager for circuit installations and cut-overs.

Pricing for Private IP (MPLS) components are shown in the following tables:

PIP Dedicated Standard Port Speed	Monthly Price
64 Kbps	\$39.00
256 Kbps	\$110.80
512 Kbps	\$175.40
1 Mbps	\$270.40
1.024 Mbps	\$270.40
1.536 Mbps	\$200.00
2 Mbps	\$500.00
3 Mbps	\$551.80
3.072 Mbps	\$400.00
4 Mbps	\$635.40
4.608 Mbps	\$677.20
6 Mbps	\$735.40
6.144 Mbps	\$735.40
8 Mbps	\$835.60
10 Mbps	\$952.60
15 Mbps	\$1,104.40
20 Mbps	\$1,148.60
30 Mbps	\$1,257.00
40 Mbps	\$1,390.00
44.736 Mbps	\$1,401.60
50 Mbps	\$2,100.00

PIP Dedicated Standard Port Speed	Monthly Price
80 Mbps	\$3,120.00
100 Mbps	\$3,700.00
155.52 Mbps	\$4,030.00
200 Mbps	\$4,800.00
300 Mbps	\$6,900.00
400 Mbps	\$8,800.00
500 Mbps	\$10,000.00
600 Mbps	\$11,400.00
622.08 Mbps	\$11,680.00
800 Mbps	\$13,600.00
1000 Mbps	\$15,000.00

Gold Car (EF CoS) Port Charge	Monthly Price
8 Kbps	\$10.00
16 Kbps	\$10.00
32 Kbps	\$10.00
128 Kbps	\$22.50
256 Kbps	\$22.50
384 Kbps	\$22.50
512 Kbps	\$22.50
768 Kbps	\$22.50
1.376 Mbps	\$25.00
1.536 Mbps	\$25.00
1.728 Mbps	\$112.60
2.000 Mbps	\$118.60
3.000 Mbps	\$183.80
3.500 Mbps	\$215.80
4.096 Mbps	\$263.60
5.000 Mbps	\$420.80
7.200 Mbps	\$420.80
9.216 Mbps	\$523.20
10.000 Mbps	\$563.20
13.488 Mbps	\$714.00

Gold Car (EF CoS) Port Charge	Monthly Price
15.360 Mbps	\$775.00
17.808 Mbps	\$855.00
18.432 Mbps	\$891.80
20.000 Mbps	\$931.80
24.576 Mbps	\$1,088.40
25.000 Mbps	\$1,107.20
30.000 Mbps	\$1,208.40
40.000 Mbps	\$1,371.00
44.992 Mbps	\$1,395.40
50.000 Mbps	\$1,843.80
72.000 Mbps	\$1,843.80
90.000 Mbps	\$1,843.80
110.500 Mbps	\$3,380.30
139.936 Mbps	\$3,380.30
180.000 Mbps	\$3,380.30
248.800 Mbps	\$5,224.10
450.000 Mbps	\$9,219.00
700.000 Mbps	\$15,057.70
900.000 Mbps	\$18,284.35

Access

As mentioned earlier, Verizon is recommending in this response that the State of WV leverage its existing MPLS07 pricing for the PIP access requirement in Charleston. However Verizon has also provided an additional price for an alternate option if the State of WV is not interested in utilizing the MPLS07 option as Access for the delivery of UCCaaS. Verizon is in continuous negotiations with Access providers and given the history of access rates would anticipate that these options will continue to improve over the next three years benefiting the State of WV long term.

Since UCCaaS is an IP based Routed solution access option changes can be made in the future without causing the State of WV any interruption in services. Verizon would work with the State to install and test the new Routes for IP Voice quality and then advertise them to UCCaaS allowing for a seamless migration to the new or alternate access.

PIP access in Sutton is less expensive using Verizon's current access pricing than it is using MPLS07 pricing at the 20 Mbps needed to support 500 users. PIP access at

89 Richard D Minnich Dr, Sutton, WV is \$2114/month for 20 Mbps Ethernet Access (Excluding surcharges).

VoIP Components: Concurrent Calling Plan Structure

VoIP Monthly Recurring Charges: Concurrent Call Charges

'Concurrent call' is defined as the number of simultaneous active calls that can be supported at any point of time. With Verizon VoIP, each location must be provisioned with at least one concurrent call per site.

Tiered - Available with IP Trunking and IP Integrated Access

Each such simultaneous calling unit includes unlimited intra-enterprise VoIP (VoIP origination and termination) calling, unlimited local calling (if applicable), and an allotment of inter-enterprise VoIP (termination is non-VoIP) long distance ("LD") as set forth below. Tiered overage charges will apply as outlined below for minutes in excess of established limits. Minutes cannot be shared between locations [multiple buildings on a campus with a single VoIP connection comprise a single location] nor can they be rolled over from month to month. Calls to international locations can also be made but are billed at metered rates as defined in the Guide

Off-Net Concurrent Calls – This is the sum of all billable concurrent calls. Includes outbound and inbound Local and long distance (LD) calls.

Service Type	MRC Per Sim. Call	Intra-enterprise VoIP Mins Included	Local Calls Included	Inter-enterprise VoIP LD Mins Included	*BEST	Domestic Long Distance
250 Local and LD	\$16.80	Unlimited	Unlimited	250	n/a	\$0.015 / min
250 Local and LD with BEST	\$22.80	Unlimited	Unlimited	250	Included	\$0.015 / min
750 Local and LD	\$22.80	Unlimited	Unlimited	750	n/a	\$0.015 / min
750 Local and LD with BEST	\$28.80	Unlimited	Unlimited	750	Included	\$0.015 / min
250 LD Only	\$7.20	Unlimited	n/a	250	n/a	\$0.015 / min
250 LD Only with BEST	\$13.20	Unlimited	n/a	250	Included	\$0.015 / min
750 LD Only	\$13.20	Unlimited	n/a	750	n/a	\$0.015 / min
750 LD Only with BEST	\$19.20	Unlimited	n/a	750	Included	\$0.015 / min

Metered - Available with IP Trunking and IP Integrated Access

Each such simultaneous calling unit includes unlimited intra-enterprise VoIP calling (VoIP origination and termination) and unlimited local calling (if applicable), while all outbound long distance ("LD") inter-enterprise calls (termination is non-VoIP) will be billed a per-minute charge, as set forth below. Calls to international locations can also be made but are billed at metered rates as defined in the Guide.

Off-Net Concurrent Calls – This is the sum of all billable concurrent calls. Includes outbound and inbound Local and long distance (LD) calls.

On-Net Concurrent Calls – Customers will be provided one on-net concurrent call for each off-net concurrent call they purchase up to their maximum bandwidth.

Service Type	MRC Per Sim. Call	Intra-enterprise VoIP Mins Included	Local Calls Included	Inter-enterprise VoIP LD Mins Included	*BEST	Domestic Long Distance
Local and LD	\$15	Unlimited	Unlimited	0	n/a	\$0.0138 / min
Local and LD with BEST	\$21	Unlimited	Unlimited	0	Included	\$0.0138 / min
LD Only	\$4.20	Unlimited	n/a	0	n/a	\$0.0138 / min
LD only with BEST	\$10.20	Unlimited	n/a	0	Included	\$0.0138 / min

VoIP Components: Optional VoIP Features

Monthly recurring fee	
DID Blocks of 20 (only sold in blocks of 20)	\$3.75 per block of 20 plus \$5 installation fee
Caller ID with Name (inbound)	\$0.90 per concurrent call
Redirect to TN	NRC of \$1.50 / DID in a configured PBX group ² plus \$1.20 / DID / month in a configured PBX group
Verizon Alternate Route Recovery Service (US Only)	\$2.40 / MRC per concurrent call port (applies to all locations w/in Enterprise)

VoIP Project Management

The following are the monthly recurring cost for an optional VoIP Project Manager.

Project Manager PILOT 3 month term	\$ 4,626.00
Project Manager Phase II 9 month term	\$ 4,626.00
Project Manager Phase II 3 month term	\$ 4,765.00

Service Program Mgr. and Financial Service Mgr. – Optional service rates are listed below:

Users	Role	Annual Price	Monthly Price
0-500	Service Program Mgr. II		
501-5000	Service Program Mgr. II	170,266.95	4,729.64
5001-10000	Service Program Mgr. II	340,533.90	9,459.28
10001-15000	Service Program Mgr. II	510,800.85	14,188.91
15001-20000	Service Program Mgr. II	681,067.80	18,918.55

Users	Role	Annual Price	Monthly Price
0-500	Financial Service Mgr. II		
501-5000	Financial Service Mgr. II	127,915.36	3,553.20
5001-10000	Financial Service Mgr. II	255,830.73	7,106.41
10001-15000	Financial Service Mgr. II	383,746.09	10,659.61
15001-20000	Financial Service Mgr. II	511,661.46	14,212.82

VoIP Non-Recurring Charges:

Service Establishment Fee – This fee is non-recurring fee based on the number of users per site, not across the enterprise.

Number of DIDs	IP IA / IP Trunking	IP IA / IP Trunking if Customer Requests After Hours Implementation*
0-24	\$100	\$150
25-75	\$250	\$375
76-300	\$500	\$750
301-1,000	\$750	\$1,125
1,001-5,000	\$1,000	\$1,500
5,001-12,500	\$2,500	\$3,750

Number of DIDs	IP IA / IP Trunking	IP IA / IP Trunking if Customer Requests After Hours Implementation*
12,501-20,000	\$4,000	\$6,000
>20,001 DIDs	Individual Case Basis (ICB)	ICB

*After hours implementation is defined as anytime before 8:00 a.m. local time and anytime after 8:00 p.m. local time.

Rates for Audio and Net conferencing are listed below:

Audio Conferencing	
Domestic	
Calls that originate & Terminate in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Service includes Bridging & Transport unless otherwise noted.	
Service Level/Access Type	Rate Per Minute / Per Participant
Premier Service	
Dial-Out Access	0.2640
Toll Free Meet-Me Access	0.2340
Toll Meet-Me Access (bridging only)	0.2100
Standard Service	
Dial-Out Access	0.1980
Toll Free Meet-Me Access	0.1740
Toll Meet-Me Access (bridging only)	0.1440
Unattended Service	
Toll Free Meet-Me Access	0.0400
Toll Meet-Me Access (bridging only)	0.0350
Instant Meeting Service	
Dial-Out Access	0.0400
Toll Free Meet-Me Access	0.0400
Toll Meet-Me Access (bridging only)	0.0350
Toll Free Meet-Me - Wireless Access Option	0.0380
Toll Meet-Me - Wireless Access Option (bridging only)	0.0330

Net Conferencing	
Domestic Per-Minute Net Conferencing:	
Instant, Advanced, Reserved and Customized Net Conferencing on Microsoft Live Meeting Professional Platform	0.20
Instant and Advanced Net Conferencing on WebEx Meeting Center Pro Platform	0.20

Surcharges

Federal Universal Service Fund Surcharge (FUSF)

The FUSF surcharge is calculated on all telecommunication services subject to direct regulation by the FCC as well as all Interconnected VoIP service charges treated as interstate under FCC rules. This surcharge equals the contribution rate set by the FCC. The FCC calculates this rate each quarter, and it typically changes each quarter. For the first quarter of 2013, this rate is 16.1%. The calculations shown on attachment C use the first quarter 2013 contribution rate.

Carrier Cost Recovery Charge (CCRC)

The CCRC equals 2.10% of all charges, excluding taxes, for all telecommunications services subject to the direct regulation by the FCC as well as all Interconnected VoIP service charges treated as interstate under FCC rules.

UCCaaS and FUSF/CCRC

UCCaaS is considered a hybrid service consisting of enhanced services not subject to these surcharges and Interconnected VoIP that is subject to the surcharges. Verizon's legal department has determined that 64.9% of the service is considered Interconnected VoIP, and that 64.9% of the full FUSF and CCRC surcharges apply to UCCaaS. For the first quarter of 2013, the FUSF surcharge for UCCaaS is 10.45% and CCRC is 1.36%. These rates were used for the calculations shown on Attachment C for the UCCaaS only charges.

Paper Invoice Charge

A \$15 per month charge will be added for each paper invoice. Electronic invoices are included at no charge.