

## Notice of Contract Purchase Agreement



**State Of Rhode Island and Providence Plantations**  
**Department of Administration**  
**Division of Purchases**  
**One Capitol Hill**  
**Providence, RI 02908-5860**

<b>V E N D O R</b>	<b>CENTURLINK COMMUNICATIONS LLC</b> <b>100 CENTURLINK DR</b> <b>MONROE, LA 71203</b> <b>United States</b>
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<b>MPA-308 - TELECOMMUNICATIONS SERVICES</b>	
Award Number	<b>3389041</b>
Revision Number	<b>3</b>
Effective Period	<b>01-SEP-2014 - 31-AUG-2017</b>
Approved PO Date	<b>30-AUG-2016</b>
Vendor Number	<b>1661-iSupplier</b>

<b>S H I P  T O</b>	<b>MASTER PRICE AGREEMENT</b> <b>SEE BELOW</b> <b>RELEASE AGAINST, RI MPA</b> <b>United States</b>
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Type of Requisition	<b>IT PURCHASE</b>
Requisition Number	
Change Order Requisition Number	<b>1068</b>
Solicitation Number	<b>7548392</b>
Freight	<b>Paid</b>
Payment Terms	<b>NET 30</b>
Buyer	<b>Walsh, Gail</b> -
Requester Name	
Work Telephone	

This Purchase Order is issued pursuant to and in accordance with the terms and conditions of the solicitation and applicable federal, state, and local law, including the State of Rhode Island's purchasing regulations, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

MASTER PRICE AGREEMENT #308

CHANGE TO PO #3389041 DATED 8/5/14

CHANGE EFFECTIVE PERIOD

FROM: 9/1/14 - 8/31/16

TO: 9/1/14 - 8/31/17

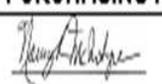
AGENCY CONTACT:

DEBRA ST. HILAIRE - (401) 462-4748

### INVOICE TO

The State of Rhode Island accepts electronic invoices via its supplier portal. To register and submit electronic invoices, visit the supplier portal at <http://controller.admin.ri.gov/iSupplier/isup/index.php>

To submit paper invoices, mail to: Department of Administration Controller, One Capitol Hill, 4th Floor, Providence 02908.

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

**Contract Terms and Conditions**

**Table of Contents**

Terms and Conditions.....III

    PURCHASE ORDER STANDARD TERMS AND CONDITIONS .....III

        TERMS AND CONDITIONS FOR THIS PURCHASE ORDER .....III

        MPA BID AWARD (STATEWIDE APPLICABILITY) .....III

        INSURANCE REQUIREMENTS (ADDITIONAL) .....III

        MULTI YEAR AWARD .....III

        PURCHASE AGREEMENT AWARD .....III

        AUTHORIZATION AND RELEASE .....IV

        BLANKET PAYMENT .....IV

        EQUAL OPPORTUNITY COMPLIANCE .....IV

        QUARTERLY REPORTS .....IV

        WAGE REQUIREMENTS - ADDITIONAL .....IV

        CAMPAIGN FINANCE COMPLIANCE .....IV

        TERMS AND CONDITIONS OF PRICING AGREEMENT .....V

## **Terms and Conditions**

### **PURCHASE ORDER STANDARD TERMS AND CONDITIONS**

#### **TERMS AND CONDITIONS FOR THIS PURCHASE ORDER**

##### **MPA BID AWARD (STATEWIDE APPLICABILITY)**

STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).

##### **INSURANCE REQUIREMENTS (ADDITIONAL)**

ANNUAL RENEWAL INSURANCE CERTIFICATES FOR WORKERS' COMPENSATION, PUBLIC LIABILITY, PROPERTY DAMAGE INSURANCE, AUTO INSURANCE, PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS), BUILDER'S RISK INSURANCE, SCHOOL BUSING AUTO LIABILITY, ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL), VESSEL OPERATION (MARINE OR AIRCRAFT) PROTECTION & INDEMNITY, ETC., MUST BE SUBMITTED TO THE SPECIFIC AGENCY IDENTIFIED IN THE "BILL TO" SECTION OF THE PURCHASE ORDER. CERTIFICATES ARE ANNUALLY DUE PRIOR TO THE BEGINNING OF ANY CONTRACT PERIOD BEYOND THE INITIAL TWELVE-MONTH PERIOD OF A CONTRACT. FAILURE TO PROVIDE ANNUAL INSURANCE CERTIFICATION MAY BE GROUNDS FOR CANCELLATION.

##### **MULTI YEAR AWARD**

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

##### **PURCHASE AGREEMENT AWARD**

THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity reference in the agreement or in the bid preceding it are estimates only and do not represent a commitment on the part of the state to any level of billing activity, other than for quantities or volumes specifically released during the term. No action is to be taken except as specifically authorized, as described herein under AUTHORIZATION AND RELEASE. ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachments, and any release(s) against it shall be subject to: (1) the specifications, terms and conditions set forth in the Request/Bid Number cited herein, (2) the General Terms and Conditions of Contracts for the State of Rhode Island and (3) all provisions of, and the Rules and Regulations promulgated pursuant to, Title 37, Chapter 2 of the General Laws of the State of Rhode Island. This NOTICE shall constitute the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State Purchasing Agent or his designee. CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor.

**AUTHORIZATION AND RELEASE**

In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency. A Direct Purchase Order (DPO) shall be created by the agency listing the items ordered, using the pricing and format set forth in the Master Blanket. All pricing shall be as described in the Master Blanket and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected in Master Blanket.

**BLANKET PAYMENT**

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. PAYMENTS WILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDERED INVOICES NO MORE THAN MONTHLY TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OF BLANKET PERIOD IS AUTOMATICALLY CANCELLED.

**EQUAL OPPORTUNITY COMPLIANCE**

THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPPORTUNITY COMPLIANCE.

**QUARTERLY REPORTS**

REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number. Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.

**WAGE REQUIREMENTS - ADDITIONAL**

VENDOR IS ADVISED THAT ALL PROVISIONS OF TITLE 37 CHAPTER 13 OF THE GENERAL LAWS OF RHODE ISLAND APPLY TO THE WORK COVERED BY THIS REQUEST, AND THAT PAYMENT OF THE GENERAL PREVAILING RATE OF PER DIEM WAGES AND THE GENERAL PREVAILING RATE FOR REGULAR, OVERTIME, AND OTHER WORKING CONDITIONS EXISTING IN THE LOCALITY FOR EACH CRAFT, MECHANIC, TEAMSTER, OR TYPE OF WORKMAN NEEDED TO EXECUTE THIS WORK IS A REQUIREMENT FOR BOTH CONTRACTORS AND SUBCONTRACTORS.

**CAMPAIGN FINANCE COMPLIANCE**

CAMPAIGN FINANCE: In accordance with RI General Law 17-27-2, Every person or business entity providing goods or services of \$5,000 or more, and has in the preceding 24 months, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, or candidate for general office, any member, or candidate for general assembly, or political party, is required to electronically file an affidavit regarding political contributions at:

<https://secure.ricampaignfinance.com/RhodeIslandCF/Public/VendorAffidavit.aspx>

**ARRA SUPPLEMENTAL TERMS AND CONDITIONS**

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions For Contracts and Sub-awards Funded in Whole or in Part by the

American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

**DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:**

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.

**TERMS AND CONDITIONS OF PRICING AGREEMENT**

**SCOPE AND LIMITATIONS - This Agreement covers requirements as described herein, ordered by State agencies during the Agreement Period. No additional or alternative requirements are covered, unless added to the Agreement by formal amendment by the State Purchasing Agent or his designee.**

Under State Purchasing Law, 37-2-54, no purchase or contract shall be binding on the state or any agency thereof unless approved by the department [of administration] or made under general regulations which the chief purchasing officer may prescribe. Under State Purchasing Regulation 8.2.1.1.2, any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the state.

**PRODUCT ACCEPTANCE** - All merchandise offered or otherwise provided shall be new, of prime manufacture, and of first quality unless otherwise specified by the State. The State reserves the right to reject all nonconforming goods, and to cause their return for credit or replacement, at the State's option.

a) Failure by the state to discover latent defect(s) or concealed damage or non-conformance shall not foreclose the State's right to subsequently reject the goods in question.

b) Formal or informal acceptance by the State of non-conforming goods shall not constitute a precedent for successive receipts or procurements.

Where the vendor fails to cure the defect promptly or replace the goods, the State reserves the right to cancel the Release, contract with a different vendor, and to invoice the original vendor for any differential in price over the original contract price.

**ORDER AUTHORIZATION AND RELEASE AGAINST PRICING AGREEMENT**

**In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.**

**State Agencies shall request release as follows: All releases shall reference the Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein.**

A Department Purchase Order (DPO) listing the items ordered shall be created by the agency. The agency may mail or fax a copy of the order to the Vendor. In some cases the agency may request delivery by telephone, but must provide the Vendor with a DPO Order Number reference for billing purposes. Vendors are encouraged to require written orders to assure payments are processed accurately and promptly.

**DELIVERY** If this is an MPA, Vendor will obtain "ship to" information from each participating agency. This information will be contained in the DPO. APA delivery information will be contained in the Notice of Award.

**PRICING** - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected herein.

**INVOICING** All invoices shall reference the DPO Order Number(s), Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein. If this is an MPA, Vendor will obtain "bill to" information from each participating agency. This information will be contained in the DPO. APA billing information will be contained in the Notice of Award.

**PAYMENT** - Invoices for items not received, not priced according to contract or for work not yet performed will not be honored. No payment will be processed to any vendor for whom there is no IRS W-9 on file with the State Controller.



# Notice of Contract Purchase Agreement

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
ONE CAPITOL HILL  
PROVIDENCE RI 02908

CENTURYLINK COMMUNICATIONS LLC  
100 CENTURYLINK DR  
MONROE, LA 71203  
United States

MPA-308 - TELECOMMUNICATIONS SERVICES	
<b>Award Number</b> 3389041	<b>Effective Period:</b> 01-SEP-14 - 31-AUG-16

<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States	<b>Date:</b> 05-AUG-14 <b>Buyer:</b> G Walsh <b>Shipping:</b> Paid <b>Terms:</b> NET 30 <b>Vendor#:</b> 1661	<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States

Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

MASTER PRICE AGREEMENT #308

CONTRACT TERM:  
9/1/14-8/31/16

WITH AN OPTION TO RENEW FOR UP TO THREE (3) ADDITIONAL ONE-YEAR RENEWALS.

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IN ORDER TO PROVIDE SERVICES UNDER THIS MASTER PRICE AGREEMENT, VENDOR MUST BE IN COMPLIANCE WITH THE PROVISIONS OF RHODE ISLAND GENERAL LAW 5-70 - TELECOMMUNICATIONS.  
\*\*\*\*\*

PROVIDE TELECOMMUNICATIONS SERVICES PER ORDER OF PRECEDENCE AS FOLLOWS:

1. THE STATE OF RHODE ISLAND'S GENERAL CONDITIONS OF PURCHASE (ATTACHED)
2. SUPPLEMENTAL AGREEMENT (ATTACHED)
3. RFP #7548392 AND ADDENDA 1-3 (INCORPORATED BY REFERENCE)
4. VENDOR'S COST PROPOSAL (ATTACHED)
5. VENDOR'S TECHNICAL PROPOSAL (INCORPORATED BY REFERENCE)

AWARDED CATEGORIES:  
CALL CENTER SERVICES  
CONFERENCE CALLING SERVICES  
WEB CONFERENCING

VENDOR CONTACT:  
CATHERINE PAULING  
TEL: (617) 233-0238  
EMAIL: CATHERINE.PAULING@CENTURYLINK.COM

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Delivery of goods or services as described herein shall be deemed acceptance of these requirements



# Notice of Contract Purchase Agreement

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
ONE CAPITOL HILL  
PROVIDENCE RI 02908

CENTURYLINK COMMUNICATIONS LLC  
100 CENTURYLINK DR  
MONROE, LA 71203  
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<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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<b>Date:</b> 05-AUG-14
<b>Buyer:</b> G Walsh
<b>Shipping:</b> Paid
<b>Terms:</b> NET 30
<b>Vendor#:</b> 1661

<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

STATE CONTACTS:  
JACQUELINE DROUIN  
TEL: (401) 462-5997  
JACQUELINE.DROUIN@DOIT.RI.GOV

MAUREEN COLLARD  
TEL: (401) 462-2940  
MAUREEN.COLLARD@DOIT.RI.GOV

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

State of Rhode Island

RFP - Bid#7548392 - Telecommunications Services MPA-308 - Table of Contents

<u>Category</u>	<u>Cost Table</u>	<u>Description</u>	<u>Comments</u>
7.1		<b>Traditional Voice Services</b>	
	7.1.1	Centrex	CenturyLink no Bid
	7.1.2	POTS	CenturyLink no Bid
	7.1.3	PRI	CenturyLink no Bid
	<b>7.1.4</b>	<b>Call Center Services</b>	
<b>7.1.4.5</b>		<b>Usage Rates for Voice Services</b>	
	<b>7.1.5</b>	<b>Call Center Services</b>	
	<b>7.1.5</b>	<b>Usage Rates for LD</b>	
	<b>7.1.5</b>	<b>Usage Rates for Toll Free</b>	
	<b>7.1.5</b>	<b>Usage Rates for International</b>	
	<b>7.1.5</b>	<b>Local Access</b>	
	<b>7.1.5</b>	<b>Usage Rate Calling Card</b>	
7.2		VoIP Services	CenturyLink no Bid
7.3		Telephone Sets/Equipment	CenturyLink no Bid
<b>7.4</b>		<b>Conferencing Calling Services</b>	
	<b>7.4</b>	<b>Audio Web Conferencing</b>	
7.5		IP Data Circuits	CenturyLink no Bid

**State of Rhode Island**  
**RFP - Bid#7548392 - Telecommunications Services MPA-308**

**Category 7.1.4 - Call Center Services**

**EZ Route**

<b>EZ Route Components</b>	MRC	NRC	Surcharge per Call
DTMF menu and database routing	\$50.00	\$150.00	<b>0.04</b>
Speech recognition menu and database monitoring	\$50.00	\$150.00	<b>0.08</b>

**Hosted IVR (Virtual Ports)**

<b>IVR Basic Components</b>	Net Rate
IVR DTMF Monthly Subscription MRC	\$400.00
IVR Speech Recognition Monthly Subscription MRC	\$400.00
	NRC
ACD Connect per connection	\$2,250.00
	MRC
	\$900.00

<b>Interaction Routing Components</b>	Unit MRC for Agreement with One Year Term	Unit MRC for Agreement with Two Year Term	Unit MRC for Agreement with Three Year Term	Unit NRC
<b>Bundled Agent Packages</b>				
Quick Launch Agent	\$100.00	\$63.75	\$73.00	\$22.50
Skills Based Agent	\$125.00	\$110.00	\$82.50	\$28.50
CTI Based Agent	\$150.00	\$135.00	\$120.00	\$43.00
Supervisor Standalone	\$145.00	\$130.00	\$115.00	\$45.00
<b>E Service Applications</b>				
First Application	\$78.00	\$75.00	\$73.00	\$40.00
Added Application	\$22.00	\$21.00	\$20.00	\$15.00
Email Content Analyzer	\$19.20	\$17.70	\$16.50	\$10.00
Scripting	\$4.50	\$4.15	\$3.85	\$20.00
<b>Outbound</b>				
Outbound Only Agent	\$200.00	\$185.00	\$150.00	\$65.00
Outbound Blended Agent Add On	\$120.00	\$105.00	\$92.00	\$38.00
Platform Usage Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call.	\$0.03/min.	\$0.03/min.	\$0.03/min.	N/A

<b>Work Force Management "WFM"</b>				
WFM Bundle Add On	\$85.00	\$65.00	\$50.00	\$16.00
<b>Desktop Applications</b>				
Genesys Agent Desktop per Concurrent Agent	\$16.20	\$16.00	\$15.80	\$15.00
Agent Application (Simplex) (per customer)	\$400.00	\$380.00	\$360.00	\$350.00
Hosted Genesys Agent Desktop (Simplex) per Concurrent Agent	\$20.20	\$20.00	\$19.80	N/A
Agent Application (Duplex) (per customer)	\$710.00	\$690.00	\$670.00	\$650.00
Hosted Genesys Agent Desktop (Duplex) per Concurrent Agent	\$24.20	\$24.00	\$23.80	N/A
Application Subscription	\$820.00	\$790.00	\$760.00	950.00
<b>Additional Applications</b>				
Call Recording per port	\$79.00	\$59.00	\$51.00	\$75.00
Call Recording Storage per port for each twelve month increment	\$10.00	\$10.00	\$10.00	N/A
CTI Standalone Add per agent	\$30.00	\$30.00	\$30.00	\$15.00
<b>Virtual Hold</b>				
Virtual Hold Concierge (per port)	\$245.00	\$240.00	\$235.00	\$15.00
Virtual Hold Rendezvous (per port)	\$62.00	\$58.00	\$55.00	\$15.00
<b>Miscellaneous Adapters</b>				
Live Person Adapter	\$24.00	\$22.00	\$21.00	\$10.00
Sales Force Adapter	\$12.30	\$12.10	\$11.90	\$10.00
Display Board Adapters (per customer location)	\$62.00	\$57.00	\$53.00	\$100.00
<b>Application Support</b>				
Application Support Hourly Rate	-	-	-	\$280.00/hr.

**All tax and surcharge rates are subject to change without prior notice.**

**Listed below are the tax types and percentage ranges that apply to call center/toll free services.**

As of 01/28/2014

Jurisdiction	Authority	Le	Tax Type Desc.	Tax/Surcharge Rate	Intra	Inter
RI	State		Gross Receipts	5.00%	Y	Y
Fed	Fed		Fed USF	15.60%	N	Y
Fed	Fed		Fed Telecom Rela	1.744%	N	Y
Fed	Fed		Federal Regulatory	0.361%	N	Y
Fed	Fed		Property Tax Reco	0.660%	N	Y

**All tax and surcharge rates are subject to change without prior notice.**

**Listed below are the tax types and percentage ranges that apply to toll/outbound services.**

As of 01/28/2014

Jurisdiction	Authority	Le	Tax Type Desc.	Tax/Surcharge Rate	Intra	Inter
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*	RI	State	Gross Receipts	5.00%	Y	Y
	Fed	Fed	Fed USF	15.60%	N	Y
	Fed	Fed	Fed Telecom Relat	1.744%	N	Y
	Fed	Fed	Federal Regulatory	0.361%	N	Y
	Fed	Fed	Property Tax Reco	0.660%	N	Y

\* State of RI tax waived for accounts that provide tax exempt certificate.

**State of Rhode Island**  
**RFP - Bid#7548392 - Telecommunications Services MPA-308**

**Category 7.1.4.5 Usage Rates- Intra and Interstate Long Distance;**

Long Distance service is offered at \$0 MRC with per minute usage charges. Calls are billed in 18 second increments for the initial period and in 6 second increments thereafter.
For dedicated local access pricing with the Service, please reference pricing described on Local Access tab 7.1.5. - Local Access

Domestic Intrastate (including interLATA and intraLATA) Outbound Long Distance By State		Per Minute Net Rates
State	Origination – Termination	
RI	Dedicated – Switched	\$0.0200
RI	Switched - Switched	\$0.0250

Domestic Interstate Outbound Long Distance	
Origination – Termination	Per Minute Net Rate
Dedicated – Switched	\$0.0150
Switched – Switched	\$0.0200
Dedicated – Dedicated (VNS)	\$0.0140

**All tax and surcharge rates are subject to change without prior notice.**  
**Listed below are the tax types and percentage ranges that apply to toll/outbound services.**  
As of 02/03/2014

Jurisdiction	Authority Level	Tax Type Desc.	charge Rate	Intra	Inter
RI	State	Gross Receipts	5.00%	Y	Y
Fed	Fed	Fed USF	16.40%	N	Y
Fed	Fed	Fed Telecom Relay Service	1.744%	N	Y
Fed	Fed	Federal Regulatory Recove	0.361%	N	Y
Fed	Fed	Property Tax Recovery	0.660%	N	Y

\* Waived upon receipt of tax exempt certification

Category 7.1.4.5 Usage Rate s- Toll Free

Toll Free service is offered with MRC and per minute usage charges. Calls are billed in 18 second increments for the initial period and in 6 second increments thereafter.

For dedicated local access used with the service, please reference pricing described on Local Access tab 7.1.5.- Local Access

Domestic Intrastate (including interLATA and intraLATA) Toll Free By State		Per Minute Net Rates
State	Origination – Termination	
RI	Dedicated – Switched	\$0.0200
RI	Switched - Switched	\$0.0250
RI	Dedicated -Dedicated (VNS)	\$0.0200

Domestic Interstate Toll Free		Per Minute Net Rate
Origination – Termination		
Dedicated – Switched		\$0.0150
Switched – Switched		\$0.0200
Dedicated – Dedicated (VNS)		\$0.0200

**Toll Free 8xx Number Subscriber Fees**

Contract Term	Price Per 8xx Number	
	NRC (Install)	MRC (Monthly)
MTM	\$0.0000	\$5.00
1 Year	\$0.0000	\$5.00
2 Year	\$0.0000	\$2.50
3 Year	\$0.0000	\$1.00

NOTE: First Toll Free Number is always free.

8xx Sub-Fees are NOT part of 8xx CAPs listed below.

**Origination Features**

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge)
Tailored Call Coverage (TCC)	\$50.0000	\$0.00
Shared Carrier Arrangement	FREE	
Payphone Blocking	FREE	

**Call Information Features**

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)

Dialed Number Identification Service (DNIS)	\$15.0000	\$0.00
Real Time ANI	\$0.0000	\$0.00

### Routing Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Time of Day Routing (TOD)	\$50.0000	\$50.00
Day of Week Routing (DOW)	\$50.0000	\$50.00
Day of Year (Holiday) Routing (DOY)	\$50.0000	\$0.00
Geographic Routing (GeoRouting)	\$50.0000	\$50.00
Percent Allocation Routing	\$50.0000	\$50.00

### CenturyLink Menu Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge)
Menu Routing	\$250.0000	\$25.00

### Overflow/Termination Routing Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Direct Termination Overflow (DTO)	\$50.0000	\$50.00
SuperTrunk Overflow	\$50.0000	\$50.00
In Switch OverflowTrunk	\$50.0000	\$50.00
Busy Ring No Answer (BRNA)	\$50.0000	\$50.00
Alternate Call Routing (Alternate Call Route Plan)	\$50.0000	\$50.00

### Web Based Management

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
CenturyLink Control Web Portal for Toll Free (QCTF)	\$0.0000	\$0.00

### A La Carte Features

Features	NRC (Install Charge Per 8xx)	MRC (Monthly Charge per 8xx)
Industry Toll Free Directory Assistance	\$35.00 per 8xx (standard) \$100.00 per 8xx (expedite)	\$3.00 per 8xx
Project Account Codes (PAC)	\$15.0000	\$15.00
Extended Call Coverage (ECC)	\$0.0000	\$0.00
Fast Transfer and Release (Fast TrR)	\$1,000.0000	\$100.00

All tax and surcharge rates are subject to change without prior notice.

Listed below are the tax types and percentage ranges that apply to 8XX services.

As of 02/03/2014

\* Waived upon receipt of tax exempt certification

Jurisdiction	Authority Level	Tax Type Desc.	charge Rate	Intra	Inter
RI	State	Gross Receipts	5.00%	Y	Y
Fed	Fed	Fed USF	16.40%	N	Y
Fed	Fed	Fed Telecom Relay Service	1.744%	N	Y
Fed	Fed	Federal Regulatory Recovery	0.361%	N	Y
Fed	Fed	Property Tax Recovery	0.660%	N	Y

Category 7.1.5 Usage Rates- International

Long Distance International service is offered with per minute of use charges. Calls are billed in 30 second increments for the initial period and 6 second increments thereafter, except for Mexico, which is billed in 60 second increments. For local access used with the Service, please reference pricing described on Local Access tab 1.1.

Country of Termination	Dedicated Origination - Switched Termination Rate Per Minute	Switched Origination - Switched Termination Rate Per Minute
<b>Default Rate: (Any country that is not listed and ILD/IDDD service is provided)</b>	<b>\$0.4500</b>	<b>\$0.5000</b>
Afghanistan	\$0.6498	\$0.6638
Afghanistan - Mobile/SS	\$0.5350	\$0.5350
Albania	\$0.3052	\$0.3192
Albania - Mobile/SS	\$0.2933	\$0.3163
Algeria	\$0.2604	\$0.2744
Algeria - Mobile/SS	\$0.5538	\$0.5768
Andorra	\$0.1167	\$0.1307
Andorra - Mobile/SS	\$0.4104	\$0.4334
Angola	\$0.3948	\$0.4088
Angola - Mobile/SS	\$0.4228	\$0.4368
Anguilla	\$0.2212	\$0.2352
Anguilla - Mobile/SS	\$0.3455	\$0.3685
Antarctica	\$4.0906	\$4.1136
Antigua	\$0.2117	\$0.2347
Antigua - Mobile/SS	\$0.3150	\$0.3290
Argentina	\$0.0735	\$0.0875
Argentina - Buenos Aires	\$0.0151	\$0.0151
Argentina - Mobile/SS	\$0.2546	\$0.2686
Armenia	\$0.3332	\$0.3472
Armenia - Mobile/SS	\$0.3612	\$0.3752
Aruba	\$0.1652	\$0.1843
Aruba - Mobile/SS	\$0.3672	\$0.3902
Ascension Island	\$2.8752	\$2.8982
Australia	\$0.0378	\$0.0608

Australia - Melbourne	\$0.0260	\$0.0260
Australia - Mobile/SS	\$0.1834	\$0.1974
Australia - Sydney	\$0.0251	\$0.0251
Austria	\$0.0690	\$0.0830
Austria - Mobile/SS	\$0.2792	\$0.3022
Austria - Vienna	\$0.0394	\$0.0394
Azerbaijan	\$0.3730	\$0.3870
Azerbaijan - Mobile/SS	\$0.5551	\$0.5781
Bahamas	\$0.1926	\$0.2156
Bahamas - Mobile/SS	\$0.3890	\$0.4120
Bahrain	\$0.2828	\$0.2968
Bahrain - Mobile/SS	\$0.3108	\$0.3248
Bangladesh	\$0.3158	\$0.3298
Bangladesh - Mobile/SS	\$0.4719	\$0.4859
Barbados	\$0.2212	\$0.2352
Barbados - Mobile/SS	\$0.3402	\$0.3632
Belarus	\$0.3302	\$0.3532
Belarus - Mobile/SS	\$0.4106	\$0.4336
Belgium	\$0.0321	\$0.0551
Belgium - Mobile/SS	\$0.2170	\$0.2310
Belize	\$0.3758	\$0.3988
Belize - Mobile/SS	\$0.4170	\$0.4310
Benin	\$0.3838	\$0.4068
Benin - Mobile/SS	\$0.3862	\$0.4092
Bermuda	\$0.1316	\$0.1456
Bhutan	\$0.5759	\$0.5899
Bhutan - Mobile/SS	\$0.6300	\$0.6440
Bolivia	\$0.2325	\$0.2555
Bosnia & Herzegovina	\$0.2201	\$0.2358
Bosnia & Herzegovina - Mobile/SS	\$0.5062	\$0.5292
Botswana	\$0.2965	\$0.2964
Botswana - Mobile/SS	\$0.3608	\$0.3838
Brazil	\$0.0980	\$0.1120
Brazil - Belo Horizonte	\$0.0595	\$0.0595
Brazil - Mobile/SS	\$0.2335	\$0.2565
Brazil - Rio de Janeiro	\$0.0769	\$0.0769
Brazil - Sao Paulo	\$0.0300	\$0.0300
British Virgin Islands	\$0.1764	\$0.1994
British Virgin Islands - Mobile/SS	\$0.4556	\$0.4786
Brunei	\$0.2828	\$0.2968
Brunei - Mobile/SS	\$0.3108	\$0.3248
Bulgaria	\$0.1820	\$0.1960
Bulgaria - Mobile/SS	\$0.6479	\$0.6709
Burkina Faso	\$0.4650	\$0.4647
Burkina Faso - Mobile/SS	\$0.4932	\$0.5162
Burundi	\$0.6244	\$0.6384
Burundi - Mobile/SS	\$0.2542	\$0.2682
Cambodia	\$0.7028	\$0.7168

Cambodia - Mobile/SS	\$0.7308	\$0.7448
Cameroon	\$0.2946	\$0.3086
Cameroon - Mobile/SS	\$0.4472	\$0.4612
Canada	\$0.0209	\$0.0349
Cape Verde Islands	\$0.3570	\$0.3710
Cape Verde Islands - Mobile/SS	\$0.4550	\$0.4690
Cayman Islands	\$0.1540	\$0.1680
Cayman Islands - Mobile/SS	\$0.2678	\$0.2908
Central African Republic	\$1.6408	\$1.6638
Central African Republic - Mobile/SS	\$0.6300	\$0.6440
Chad	\$0.9577	\$0.9717
Chad - Mobile/SS	\$0.6838	\$0.6978
Chile	\$0.1428	\$0.1658
Chile - Mobile/SS	\$0.2506	\$0.2646
Chile - Santiago	\$0.0557	\$0.0557
China	\$0.1137	\$0.1277
China - Beijing	\$0.0506	\$0.0506
China - Fuzhou	\$0.0230	\$0.0230
China - Guangzhou	\$0.0507	\$0.0507
China - Mobile/SS	\$0.1932	\$0.2072
China - Shanghai	\$0.0229	\$0.0229
Christmas & Cocos Islands	\$0.1880	\$0.2110
Colombia	\$0.1243	\$0.1383
Colombia - Bogota	\$0.0322	\$0.0322
Colombia - Mobile/SS	\$0.2268	\$0.2408
Comoros	\$0.9941	\$1.0171
Comoros - Mobile/SS	\$1.3202	\$1.3432
Congo	\$0.9759	\$0.9989
Cook Islands	\$4.1860	\$4.2000
Costa Rica	\$0.1624	\$0.1764
Costa Rica - Mobile/SS	\$0.1904	\$0.2044
Croatia	\$0.2094	\$0.2234
Croatia - Mobile/SS	\$0.5769	\$0.5771
Cuba	\$1.3686	\$1.3916
Cuba - Mobile/SS	\$1.7628	\$1.7628
Cuba - Guantanamo Bay	\$1.1000	\$1.1200
Cyprus	\$0.2212	\$0.2352
Cyprus - Mobile/SS	\$1.1191	\$1.1194
Czech Republic	\$0.1708	\$0.1848
Czech Republic - Mobile/SS	\$0.8858	\$0.8862
Czech Republic - Prague	\$0.0480	\$0.0480
Denmark	\$0.0700	\$0.0840
Denmark - Mobile/SS	\$0.2100	\$0.2240
Diego Garcia	\$3.5342	\$3.5572
Djibouti	\$0.6047	\$0.6277
Dominica	\$0.2298	\$0.2438
Dominica - Mobile/SS	\$0.3380	\$0.3610
Dominican Republic	\$0.1841	\$0.1841

Dominican Republic - Mobile/SS	\$0.1540	\$0.1680
East Timor	\$5.2464	\$5.2694
Ecuador	\$0.1935	\$0.2152
Ecuador - Mobile/SS	\$0.4051	\$0.4050
Egypt	\$0.2414	\$0.2554
Egypt - Cairo	\$0.3645	\$0.3645
Egypt - Mobile/SS	\$0.3444	\$0.3584
El Salvador	\$0.3111	\$0.3341
El Salvador - Mobile/SS	\$0.3315	\$0.3545
Equatorial Guinea	\$0.7364	\$0.7504
Eritrea	\$0.5074	\$0.5214
Estonia	\$0.2268	\$0.2408
Estonia - Mobile/SS	\$0.5940	\$0.6170
Ethiopia	\$0.4620	\$0.4760
Ethiopia - Mobile/SS	\$0.4900	\$0.5040
Faeroe Islands	\$0.4183	\$0.4413
Falkland Islands	\$2.5776	\$2.6006
Fiji Islands	\$0.4135	\$0.4365
Fiji Islands - Mobile/SS	\$0.4946	\$0.5086
Finland	\$0.1381	\$0.1382
Finland - Mobile/SS	\$0.1680	\$0.1820
France	\$0.0280	\$0.0420
France - Mobile/SS	\$0.1930	\$0.2070
France - Paris	\$0.0191	\$0.0191
French Antilles	\$0.1988	\$0.2128
French Antilles - Mobile/SS	\$0.1168	\$0.1168
French Guiana	\$0.2632	\$0.2772
French Guiana - Mobile/SS	\$0.0212	\$0.0212
French Polynesia	\$0.5290	\$0.5520
Gabon	\$0.6694	\$0.6924
Gabon - Mobile/SS	\$0.7018	\$0.7248
Gambia	\$0.6512	\$0.6742
Gambia - Mobile/SS	\$1.0428	\$1.0658
Georgia	\$0.3977	\$0.4117
Georgia - Mobile/SS	\$0.4143	\$0.4283
Germany	\$0.0280	\$0.0446
Germany - Mobile/SS	\$0.2409	\$0.2639
Ghana	\$0.4156	\$0.4386
Ghana - Mobile/SS	\$0.3439	\$0.3669
Gibraltar	\$0.2825	\$0.2965
Gibraltar - Mobile/SS	\$0.4373	\$0.4603
Greece	\$0.0871	\$0.1011
Greece - Athens	\$0.0407	\$0.0407
Greece - Mobile/SS	\$0.1930	\$0.2070
Greenland	\$1.3943	\$1.4173
Greenland - Mobile/SS	\$0.5810	\$0.5950
Grenada	\$0.2391	\$0.2531
Grenada - Mobile/SS	\$0.3564	\$0.3794

Guadeloupe	\$0.2044	\$0.2184
Guadeloupe - Mobile/SS	\$0.3461	\$0.3601
Guatemala	\$0.2249	\$0.2479
Guatemala - Mobile/SS	\$0.2436	\$0.2666
Guinea	\$1.1529	\$1.1759
Guinea - Mobile/SS	\$0.4338	\$0.4478
Guinea Bissau	\$1.9632	\$1.9862
Guyana	\$0.3967	\$0.4107
Guyana - Mobile/SS	\$0.4585	\$0.4725
Haiti	\$0.4907	\$0.5137
Haiti - Mobile/SS	\$0.4907	\$0.5137
Honduras	\$0.3360	\$0.3500
Honduras - Mobile/SS	\$0.3920	\$0.4060
Hong Kong	\$0.0754	\$0.0894
Hong Kong - Mobile/SS	\$0.1148	\$0.1288
Hungary	\$0.1129	\$0.1129
Hungary - Budapest	\$0.0813	\$0.0813
Hungary - Mobile/SS	\$0.2584	\$0.2724
Iceland	\$0.1820	\$0.1960
Iceland - Mobile/SS	\$0.2773	\$0.2913
India	\$0.1890	\$0.2030
India – Ahmedabad	\$0.0081	\$0.0081
India - Bangalore	\$0.0313	\$0.0313
India - Bombay	\$0.0328	\$0.0328
India - Calcutta	\$0.1390	\$0.1390
India - Gujarat	\$0.0379	\$0.0379
India - Hyderabad	\$0.0412	\$0.0412
India - Kerala	\$0.0372	\$0.0372
India - Madras	\$0.0323	\$0.0323
India - New Delhi	\$0.0324	\$0.0324
India - Pune	\$0.0325	\$0.0325
India - Punjab	\$0.0321	\$0.0321
India - Mobile/SS	\$0.3108	\$0.3248
Indonesia	\$0.1390	\$0.1620
Indonesia - Jakarta	\$0.0324	\$0.0324
Indonesia - Surabaya	\$0.0448	\$0.0448
Indonesia - Mobile/SS	\$0.2378	\$0.2518
INMARSAT	\$3.3663	\$3.3663
International Networks	\$14.5834	\$14.6064
International Networks Satellite	\$5.3790	\$5.3790
Iran	\$0.3478	\$0.3618
Iran - Mobile/SS	\$0.4732	\$0.4872
Iraq	\$0.1782	\$0.1846
Iraq - Mobile/SS	\$0.2542	\$0.2542
Ireland	\$0.0700	\$0.0840
Ireland - Mobile/SS	\$0.3304	\$0.3534
Iridium	\$14.9408	\$14.9638
Israel	\$0.0350	\$0.0490

Israel - Mobile/SS	\$0.1202	\$0.1342
Italy - Mobile/SS	\$0.3597	\$0.3827
Italy	\$0.0298	\$0.0480
Ivory Coast	\$0.4664	\$0.4894
Ivory Coast - Mobile/SS	\$0.4912	\$0.5142
Jamaica	\$0.2360	\$0.2500
Jamaica - Mobile/SS	\$0.3779	\$0.4009
Japan	\$0.0432	\$0.0662
Japan	\$0.0432	\$0.0662
Japan - Osaka	\$0.1387	\$0.1387
Japan - Tokyo	\$0.0740	\$0.0740
Japan - Mobile/SS	\$0.2141	\$0.2351
Jordan	\$0.3478	\$0.3618
Jordan - Mobile/SS	\$0.4022	\$0.4162
Kazakhstan	\$0.1403	\$0.1543
Kazakhstan - Mobile/SS	\$0.1921	\$0.2061
Kenya	\$0.3220	\$0.3360
Kenya - Mobile/SS	\$0.3500	\$0.3640
Kiribati	\$2.2719	\$2.2949
Kuwait	\$0.2839	\$0.2979
Kuwait - Mobile/SS	\$0.4004	\$0.4144
Kyrgyzstan	\$0.2385	\$0.2615
Kyrgyzstan - Mobile/SS	\$0.3483	\$0.3623
Laos	\$0.6319	\$0.6459
Laos - Mobile/SS	\$0.7946	\$0.8086
Latvia	\$0.4165	\$0.4395
Latvia - Mobile/SS	\$1.0603	\$1.0833
Lebanon	\$0.3265	\$0.3405
Lebanon - Mobile/SS	\$0.3903	\$0.4043
Lesotho	\$0.3276	\$0.3416
Lesotho - Mobile/SS	\$0.3715	\$0.3945
Liberia	\$0.4819	\$0.5049
Liberia - Mobile/SS	\$0.5290	\$0.5430
Libya	\$0.4077	\$0.4307
Libya - Mobile/SS	\$0.8640	\$0.8870
Liechtenstein	\$0.1688	\$0.1741
Liechtenstein - Mobile/SS	\$1.9942	\$2.0172
Lithuania	\$0.2201	\$0.2341
Lithuania - Mobile/SS	\$0.3712	\$0.3852
Luxembourg	\$0.0700	\$0.0840
Luxembourg - Mobile/SS	\$0.3077	\$0.3307
Macau	\$0.2990	\$0.3130
Macau - Mobile/SS	\$0.3332	\$0.3472
Macedonia	\$0.2268	\$0.2408
Macedonia - Mobile/SS	\$0.5832	\$0.6062
Madagascar	\$0.9716	\$0.9856
Madagascar - Mobile/SS	\$0.9996	\$1.0136
Malawi	\$0.2548	\$0.2688

Malawi - Mobile/SS	\$0.2828	\$0.2968
Malaysia	\$0.0404	\$0.0634
Malaysia - Kuala Lumpur	\$0.0229	\$0.0229
Malaysia - Mobile/SS	\$0.1202	\$0.1342
Maldives	\$0.9838	\$1.0068
Maldives - Mobile/SS	\$2.1458	\$2.1688
Mali	\$0.5142	\$0.5372
Mali - Mobile/SS	\$0.5955	\$0.6185
Malta	\$0.2156	\$0.2296
Malta - Mobile/SS	\$0.3251	\$0.3481
Marshall Islands	\$0.5576	\$0.5806
Mauritania	\$1.0138	\$1.0368
Mauritius	\$0.4390	\$0.4530
Mauritius - Mobile/SS	\$0.5250	\$0.5390
Mayotte Island	\$1.4894	\$1.5124
Mayotte Island - Mobile/SS	\$0.6485	\$0.6625
Mexico	\$0.0754	\$0.0894
Mexico - Mobile/SS	\$0.1750	\$0.1750
Micronesia	\$0.3850	\$0.3990
Moldova	\$1.6821	\$1.6803
Moldova - Mobile/SS	\$0.5872	\$0.6012
Monaco	\$0.1010	\$0.1240
Monaco - Mobile/SS	\$0.6133	\$0.6363
Mongolia	\$0.6580	\$0.6720
Mongolia - Mobile/SS	\$0.1466	\$0.1466
Montenegro	\$0.0334	\$0.0334
Montenegro - Mobile/SS	\$0.0531	\$0.0531
Montserrat	\$0.3562	\$0.3792
Montserrat - Mobile/SS	\$0.3850	\$0.3990
Morocco	\$0.5474	\$0.5704
Morocco - Mobile/SS	\$0.5748	\$0.5978
Morocco - Casablanca	\$0.0673	\$0.0673
Mozambique	\$0.3398	\$0.3538
Mozambique - Mobile/SS	\$0.4677	\$0.4907
Myanmar	\$0.8343	\$0.8483
Namibia	\$0.3710	\$0.3850
Namibia - Mobile/SS	\$0.3766	\$0.3996
Nauru	\$3.1555	\$3.1785
Nepal	\$0.4172	\$0.4312
Nepal - Mobile/SS	\$0.5250	\$0.5390
Netherlands	\$0.0280	\$0.0491
Netherlands - Mobile/SS	\$0.2520	\$0.2660
Netherlands Antilles	\$0.1754	\$0.1896
Netherlands Antilles - Mobile/SS	\$0.2397	\$0.2553
New Caledonia	\$0.4564	\$0.4704
New Zealand	\$0.0871	\$0.1011
New Zealand - Mobile/SS	\$0.2219	\$0.2359
Nicaragua	\$0.2240	\$0.2405

Nicaragua - Mobile/SS	\$0.3846	\$0.4076
Niger	\$0.4345	\$0.4575
Niger - Mobile/SS	\$0.5329	\$0.5559
Nigeria	\$0.3149	\$0.3289
Nigeria - Mobile/SS	\$0.3769	\$0.3909
Niue	\$1.7500	\$1.7640
Norfolk Island	\$3.9683	\$3.9913
North Korea	\$1.6913	\$1.7143
Norway	\$0.0700	\$0.0840
Norway - Mobile/SS	\$0.2947	\$0.3177
Oman	\$0.3640	\$0.3780
Oman - Mobile/SS	\$0.4536	\$0.4766
Pakistan	\$0.4060	\$0.4200
Pakistan - Mobile/SS	\$0.4004	\$0.4144
Palau	\$0.7566	\$0.7796
Palestine	\$0.3693	\$0.3694
Palestine - Mobile/SS	\$0.3267	\$0.3497
Panama	\$0.2201	\$0.2341
Panama - Mobile/SS	\$0.2548	\$0.2688
Papua New Guinea	\$2.0736	\$2.0966
Paraguay	\$0.2436	\$0.2576
Paraguay - Mobile/SS	\$0.2855	\$0.2995
Peru	\$0.1637	\$0.1777
Peru - Mobile/SS	\$0.2490	\$0.2630
Philippines	\$0.1891	\$0.2121
Philippines - Manila	\$0.2760	\$0.2760
Philippines - Mobile/SS	\$0.2450	\$0.2590
Poland	\$0.1717	\$0.1947
Poland - Mobile/SS	\$0.2699	\$0.2839
Portugal	\$0.4347	\$0.4577
Portugal - Mobile/SS	\$0.2170	\$0.2310
Qatar	\$0.4270	\$0.4410
Qatar - Mobile/SS	\$0.4760	\$0.4900
Reunion Island	\$0.5048	\$0.5188
Reunion Island - Mobile/SS	\$0.5477	\$0.5617
Romania	\$0.1400	\$0.1540
Russia	\$0.1350	\$0.1490
Russia - Mobile/SS	\$0.1820	\$0.1960
Russia - Moscow	\$0.0510	\$0.0510
Russia - St. Petersburg	\$0.0824	\$0.0824
Rwanda	\$0.4695	\$0.4835
Rwanda - Mobile/SS	\$0.3779	\$0.3779
San Marino	\$0.1367	\$0.1507
Sao Tome	\$3.1206	\$3.1436
Saudi Arabia	\$0.2946	\$0.3086
Saudi Arabia - Mobile/SS	\$0.4172	\$0.4312
Senegal	\$0.5170	\$0.5400
Senegal - Mobile/SS	\$0.8620	\$0.8850

Serbia	\$0.1944	\$0.2174
Serbia - Mobile/SS	\$0.6262	\$0.6492
Seychelles Islands	\$0.6227	\$0.6457
Sierra Leone	\$0.9396	\$0.9626
Sierra Leone - Mobile/SS	\$0.9258	\$0.9488
Singapore	\$0.1084	\$0.1224
Singapore - Mobile/SS	\$0.1540	\$0.1680
Slovak Republic	\$0.1669	\$0.1809
Slovak Republic - Mobile/SS	\$0.2665	\$0.2887
Slovenia	\$0.1820	\$0.1960
Slovenia - Mobile/SS	\$0.6694	\$0.6924
Solomon Islands	\$2.5749	\$2.5979
Solomon Islands - Mobile/SS	\$1.3860	\$1.4000
Somalia	\$1.7166	\$1.7396
South Africa	\$0.0871	\$0.0871
South Africa - Mobile/SS	\$0.2490	\$0.2630
South Korea	\$0.0810	\$0.0950
South Korea - Mobile/SS	\$0.1034	\$0.1174
South Sudan	\$1.0775	\$1.0836
Spain	\$0.0858	\$0.1088
Spain - Barcelona	\$0.0295	\$0.0295
Spain - Madrid	\$0.0390	\$0.0390
Spain - Mobile/SS	\$0.2542	\$0.2772
Sri Lanka	\$0.4633	\$0.4636
Sri Lanka - Mobile/SS	\$0.4172	\$0.4312
St. Helena	\$5.3947	\$5.4177
St. Kitts	\$0.2144	\$0.2374
St. Kitts - Mobile/SS	\$0.4963	\$0.5193
St. Lucia	\$0.2044	\$0.2184
St. Lucia - Mobile/SS	\$0.3525	\$0.3665
St. Maarten	\$0.2330	\$0.2330
St. Pierre & Miquelon	\$0.3887	\$0.4117
St. Vincent	\$0.2455	\$0.2595
St. Vincent - Mobile/SS	\$0.3533	\$0.3763
Sudan	\$0.4788	\$0.4928
Sudan - Mobile/SS	\$0.3872	\$0.4102
Suriname	\$0.4891	\$0.5031
Suriname - Mobile/SS	\$0.4602	\$0.4832
Swaziland	\$0.2156	\$0.2296
Swaziland - Mobile/SS	\$0.3284	\$0.3514
Sweden	\$0.0560	\$0.0700
Sweden - Mobile/SS	\$0.2413	\$0.2553
Switzerland	\$0.0336	\$0.0566
Switzerland - Mobile/SS	\$0.3337	\$0.3567
Syria	\$0.4004	\$0.4144
Syria - Mobile/SS	\$0.4284	\$0.4424
Taiwan	\$0.0754	\$0.0894
Taiwan - Mobile/SS	\$0.1424	\$0.1654

Taiwan - Taipei	\$0.0304	\$0.0304
Tajikistan	\$0.2783	\$0.2965
Tanzania	\$0.4217	\$0.4447
Tanzania - Mobile/SS	\$0.4396	\$0.4536
Thailand	\$0.0865	\$0.1005
Thailand - Bangkok	\$0.0551	\$0.0551
Thailand - Mobile/SS	\$0.2156	\$0.2296
Togo	\$0.8018	\$0.8248
Togo - Mobile/SS	\$0.5250	\$0.5390
Tokelau	\$1.9632	\$1.9862
Tonga Islands	\$0.8868	\$0.9098
Tonga Islands - Mobile/SS	\$0.3857	\$0.3910
Trinidad & Tobago	\$0.2201	\$0.2341
Trinidad & Tobago - Mobile/SS	\$0.2183	\$0.2323
Tunisia	\$0.8712	\$0.8942
Tunisia - Mobile/SS	\$0.9482	\$0.9712
Turkey	\$0.1988	\$0.2128
Turkey - Ankara	\$0.0892	\$0.0892
Turkey - Istanbul	\$0.0870	\$0.0870
Turkey - Mobile/SS	\$0.2503	\$0.2643
Turkmenistan	\$0.4554	\$0.4694
Turks & Caicos	\$0.2990	\$0.3130
Turks & Caicos - Mobile/SS	\$0.3793	\$0.4023
Tuvalu	\$2.2468	\$2.2698
Uganda	\$0.2946	\$0.3086
Uganda - Mobile/SS	\$0.3332	\$0.3472
Ukraine	\$0.1775	\$0.1915
Ukraine - Mobile/SS	\$0.2660	\$0.2822
United Arab Emirates	\$0.3187	\$0.3377
United Arab Emirates - Mobile/SS	\$0.4410	\$0.4550
United Kingdom	\$0.0263	\$0.0403
United Kingdom - London	\$0.0147	\$0.0147
United Kingdom - Mobile/SS	\$0.5384	\$0.5614
Uruguay	\$0.2380	\$0.2520
Uruguay - Mobile/SS	\$0.2784	\$0.3014
Uruguay - Montevideo	\$0.1276	\$0.1276
Uzbekistan	\$0.1828	\$0.1968
Uzbekistan - Mobile/SS	\$0.3559	\$0.3559
Vanuatu	\$1.8820	\$1.9050
Venezuela	\$0.1403	\$0.1543
Venezuela - Caracas	\$0.0656	\$0.0656
Venezuela - Mobile/SS	\$0.2546	\$0.2686
Vietnam	\$0.3360	\$0.3500
Vietnam - Hanoi	\$0.1085	\$0.1085
Vietnam - Ho Chi Minh City	\$0.1996	\$0.1996
Vietnam - Mobile/SS	\$0.4060	\$0.4200
Wallis & Futuna	\$1.7500	\$1.7640
Western Samoa	\$1.0554	\$1.0784

Western Samoa - Mobile/SS	\$0.9055	\$0.9055
Yemen	\$0.3791	\$0.3931
Yemen - Mobile/SS	\$0.4435	\$0.4575
Zaire	\$0.8605	\$0.8835
Zaire - Mobile/SS	\$0.5213	\$0.5353
Zambia	\$0.2946	\$0.3086
Zambia - Mobile/SS	\$0.3332	\$0.3472
Zimbabwe	\$0.2380	\$0.2520
Zimbabwe- Mobile/SS	0.341	0.355

State of Rhode Island

RFP - Bid#7548392 - Telecommunications Services MPA 308

Category 7.1.5 Local Access Voice Services

Local Access pricing in State of Rhode Island is based on site location priced Individual Case Basis. Sample local access pricing provided below for voice services. Higher bandwidth options are available for specific customer requirements.

Sample Local Access

NPA/NXX or CLLI	Loop Tracking ID #	Service Address	Type of Local Access	Circuit Speed	Local Access Net Rate MRC	Install NRC
401222	140126112246	1 capitol hill, PROVIDENC E, RI, 02908	Special Access	DS-1	\$115.00	\$0
401277	140126112247	9 greenhouse road, KINGSTON, RI, 02881	Special Access	DS-1	\$115.00	\$0

**All tax and surcharge rates are subject to change without prior notice.**

**Listed below are the tax types and percentage ranges that apply to voice access services.**

As of 01/28/2014

State of RI tax waived for accounts that provide tax exempt certificate

Jurisdiction	Authority Level	Tax Type	Decharge Rate
RI	State	Gross Recei	5.00%
Fed	Fed	Fed USF	15.60%

\*

Fed	Fed	Fed Telecon	1.744%
Fed	Fed	Federal Reg	0.361%
Fed	Fed	Property Tax	0.660%

Category 7.1.5 Worldcard Calling Card

Domestic	Per-Call Surcharge	Rate	Billing Inc
Interstate	\$0.00	\$0.17	30/6
Intrastate	\$0.00	\$0.30	30/6

International	Billing Increment	Surcharge
U.S. to International (except Mexico)	30/6	\$0.50
International (except Mexico) to U.S.	60/60	\$1.00
International to International	60/60	\$1.00
Mexico to U.S.	60/60	\$1.00
Mexico to Mexico	60/60	\$1.00
Mexico to International	60/60	\$1.00
International to Mexico	60/60	\$1.00
U.S. to Mexico	60/60	\$0.50
Canada to U.S.	30/6	\$0.25
U.S. to Canada	30/6	\$0.25
Canada to Canada	30/6	\$0.25
Canada to International (except Mexico)	30/6	\$0.50
International (except Mexico) to Canada	60/60	\$1.00
Canada to Mexico	60/60	\$0.50
Mexico to Canada	60/60	\$1.00

International WorldCard Usage rates MOU

Country	NPA	Country Code	City/Mobile Code(s)	Switched
Afghanistan		93	N/A	\$0.8535
Albania		355	N/A	\$0.4104
Albania - Mobile/Special Services		355	38, 68, 69	\$0.3243
Algeria		213	N/A	\$0.3528
Algeria - Mobile/Special Services		213	61, 7, 98, 99	\$0.3888
Andorra		376	N/A	\$0.1680
Andorra - Mobile/Special Services		376	3, 4, 6	\$0.3494
Angola		244	N/A	\$0.5256
Angola - Mobile/Special Services		244	9	\$0.5616
Anguilla	264		N/A	\$0.3024
Anguilla - Mobile/Special Services	264		235, 772	\$0.3321
Antarctica		672	N/A	\$0.5850
Antigua	268		N/A	\$0.2671
Antigua - Mobile/Special Services	268		406, 409, 464, 723, 724, 725, 726, 727, 728, 729, 739, 764, 770, 771, 773, 774, 775	\$0.4230
Argentina		54	N/A	\$0.1125
Argentina - Mobile/Special Services		54	9	\$0.3454
Armenia		374	N/A	\$0.4464
Armenia - Mobile/Special Services		374	7, 9	\$0.4824
Aruba		297	N/A	\$0.2304
Aruba - Mobile/Special Services		297	127, 56, 59, 6, 73, 74, 9	\$0.2664
Ascension Island		247	N/A	\$1.1224
Australia		61	N/A	\$0.0614
Australia - Mobile/Special Services		61	1, 4, 5, 08, 07, 78, 79	\$0.2538

Austria		43	N/A	\$0.1066
Austria - Mobile/Special Services		43	454, 650, 660, 661, 663, 664, 665, 666, 667, 668, 669, 67, 68, 69, 710, 711, 720, 730, 740, 8, 9	\$0.3248
Azerbaijan		994	N/A	\$0.4976
Azerbaijan - Mobile/Special Services		994	50, 55	\$0.4976
Bahamas	242		N/A	\$0.1440
Bahamas - Mobile/Special Services	242		357, 359, 427, 457, 477, 557	\$0.1980
Bahrain		973	N/A	\$0.3816
Bahrain - Mobile/Special Services		973	39, 9	\$0.4176
Bangladesh		880	N/A	\$0.4241
Bangladesh - Mobile/Special Services		880	1	\$0.6247
Barbados	246		N/A	\$0.3024
Barbados - Mobile/Special Services	246		23, 24, 250, 251, 252, 253, 254	\$0.3370
Belarus		375	N/A	\$0.4230
Belarus - Mobile/Special Services		375	29	\$0.4500
Belgium		32	N/A	\$0.0540
Belgium - Mobile/Special Services		32	7, 44, 45, 47, 48, 49	\$0.2970
Belize		501	N/A	\$0.3816
Belize - Mobile/Special Services		501	2, 6, 14, 15, 16, 18, 802, 822	\$0.5542
Benin		229	N/A	\$0.3384
Benin - Mobile/Special Services		229	01, 02, 03, 04, 05, 06, 07, 08, 09, 20, 23, 28, 29, 39, 40, 42, 44, 45, 46, 47, 48, 49, 59, 60, 64, 68, 69, 70, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98	\$0.4680
Bermuda	441		N/A	\$0.1872
Bermuda - Mobile/Special Services	441		13, 150, 151, 152, 153, 159, 17, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 590, 591, 592, 593, 59	\$0.2232
Bhutan		975	N/A	\$0.7584

Bhutan - Mobile/Special Services		975	17, 93, 94, 95, 96, 97, 98, 99	\$0.8280
Bolivia		591	N/A	\$0.2873
Bolivia - Mobile/Special Services		591	133, 144, 152, 159, 164, 166, 7, 9	\$0.3869
Bosnia & Herzegovina		387	N/A	\$0.3010
Bosnia & Herzegovina - Mobile/Special Services		387	61, 63, 65	\$0.4032
Botswana		267	N/A	\$0.3240
Botswana - Mobile/Special Services		267	71, 72	\$0.3960
Brazil		55	N/A	\$0.1440
Brazil - Mobile/Special Services		55	007, 008, 009, 017, 018, 019, 027, 028, 029, 037, 038, 039, 047, 048, 049, 057, 058, 059, 067, 068, 069, 077, 078, 079, 087, 088, 089, 097, 098, 099, 107, 108, 109, 110, 117, 118, 119, 127, 128, 129, 137, 138, 139, 147, 148, 149, 157, 158, 159, 167, 168,	\$0.3022
British Virgin Islands	284		N/A	\$0.2376
British Virgin Islands - Mobile/Special Services	284		440, 441, 442, 443, 444, 496, 499	\$0.1917
Brunei		673	N/A	\$0.3816
Brunei - Mobile/Special Services		673	2, 8, 68	\$0.4176
Bulgaria		359	N/A	\$0.2520
Bulgaria - Mobile/Special Services		359	17, 48, 87, 88, 89, 98, 99	\$0.3348
Burkina Faso		226	N/A	\$0.4176
Burkina Faso - Mobile/Special Services		226	2, 6, 57, 58, 59, 70, 72, 73, 76, 78, 8	\$0.4680
Burundi		257	N/A	\$0.8208
Burundi - Mobile/Special Services		257	29, 9	\$0.3448
Cambodia		855	N/A	\$0.9216
Cambodia - Mobile/Special Services		855	1, 9	\$0.9576
Cameroon		237	N/A	\$0.3967
Cameroon - Mobile/Special Services		237	5, 6, 7, 8, 9	\$0.5929
Canada	204, 250, 289, 306, 403, 416, 418, 450, 506, 514, 519, 604, 613, 647, 705, 709, 778, 780, 807, 819, 867, 902, 905	1	N/A	\$0.0449
Cape Verde Islands		238	N/A	\$0.4770
Cape Verde Islands - Mobile/Special Services		238	91, 92	\$0.6030
Cayman Islands	345		N/A	\$0.2160

Cayman Islands - Mobile/Special Services	345		916, 917, 925, 926, 927, 929	\$0.2430
Central African Republic		236	N/A	\$0.7942
Central African Republic - Mobile/Special Services		236	0, 20, 50	\$0.8280
Chad		235	N/A	\$1.2494
Chad - Mobile/Special Services		235	24, 8	\$0.8972
Chile		56	N/A	\$0.1632
Chile - Mobile/Special Services		56	1, 8, 9, 26, 27, 68, 69, 300, 568, 569, 600	\$0.3402
China		86	N/A	\$0.1642
China - Mobile/Special Services		86	13, 140, 886	\$0.2664
Christmas & Cocos Islands		61	89162, 89164	\$0.1366
Colombia		57	N/A	\$0.1778
Colombia - Mobile/Special Services		57	3	\$0.3096
Comoros		269	N/A	\$0.6696
Comoros - Mobile/Special Services		269	3, 9	\$0.6480
Congo, Republic of		242	N/A	\$0.5292
Cook Islands		682	N/A	\$5.4000
Cook Islands - Special Services		682	60, 61, 64, 65	\$4.6980
Costa Rica		506	N/A	\$0.2268
Costa Rica - Mobile/Special Services		506	1, 3, 283, 284, 712, 8	\$0.2628
Croatia		385	N/A	\$0.2873
Croatia - Mobile/Special Services		385	60, 62, 76, 77, 9	\$0.3606
Cuba		53	N/A	\$0.9180
Cuba - Guantanamo Bay		53	9	\$1.0080
Cyprus		357	N/A	\$0.3024
Cyprus - Mobile/Special Services		357	9, 70	\$0.4102
Czech Republic		420	N/A	\$0.2376
Czech Republic - Mobile Special/Services		420	6, 7, 9	\$0.3246
Denmark		45	N/A	\$0.1080
Denmark - Mobile/Special Services		45	2, 30, 31, 40, 41, 50, 51, 52, 60, 61, 70, 77, 88 , 90, 922	\$0.2880
Diego Garcia		246	N/A	\$2.7180
Djibouti		253	N/A	\$0.5263
Djibouti - Mobile/Special Services		253	80, 81, 82, 83	\$0.7063
Dominica	767		N/A	\$0.3134
Dominica - Mobile/Special Services	767		225, 235, 245, 265, 275, 276, 277	\$0.4230
Dominican Republic	809		N/A	\$0.1778

Dominican Republic - Mobile/Special Services	809		204, 222, 223, 224, 228, 229, 230, 232, 235, 248, 249, 250, 251, 252, 253, 254, 256, 257, 258, 259, 264, 265, 267, 268, 269, 270, 271, 272, 280, 281, 282, 283, 284, 292, 293, 299, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 321, 322, 323, 324, 325,	\$0.2160
East Timor		670	N/A	\$1.3500
Ecuador		593	N/A	\$0.2668
Ecuador - Mobile/Special Services		593	9	\$0.3672
Egypt		20	N/A	\$0.3283
Egypt - Mobile Special/Services		20	10,11, 12	\$0.4608
El Salvador		503	N/A	\$0.2189
El Salvador - Mobile/Special Services		503	7, 8, 9, 38, 39	\$0.2518
Equatorial Guinea		240	N/A	\$0.9648
Equatorial Guinea - Mobile/Special Services		240	2, 3, 4, 5, 6, 7	\$1.0080
Eritrea		291	N/A	\$0.6703
Estonia		372	N/A	\$0.3096
Estonia - Mobile/Special Services		372	5, 70, 72, 78, 88	\$0.4918
Ethiopia		251	N/A	\$0.6120
Ethiopia - Mobile/Special Services		251	9	\$0.6480
Faeroe Islands		298	N/A	\$0.2760
Falkland Islands (Islas Malvinas)		500	N/A	\$1.1250
Fiji Islands		679	N/A	\$0.5220
Fiji Islands - Mobile/Special Services		679	9, 13	\$0.6539
Finland		358	N/A	\$0.1080
Finland - Mobile Special/Services		358	4, 50, 71	\$0.2340
France		33	N/A	\$0.0540
France - Mobile/Special Services		33	36, 6, 836	\$0.2662
French Antilles (incl. Martinique)		596	N/A	\$0.2736
French Guiana		594	N/A	\$0.3564
French Guiana - Mobile/Special Services		594	694	\$0.4680
French Polynesia		689	N/A	\$0.4976
Gabon Republic		241	N/A	\$0.4248
Gabon Republic - Mobile/Special Services		241	03, 04, 05, 06, 07, 08, 09, 10, 11, 14, 15, 2, 3, 41, 51, 52, 53, 57, 61, 63, 68, 75, 80, 81, 84, 85, 87, 89, 91, 94, 95, 97	\$0.4608
Gambia		220	N/A	\$0.3672
Gambia - Mobile/Special Services		220	7, 9	\$0.5189
Georgia		995	N/A	\$0.5294
Georgia - Mobile/Special Services		995	3297, 77, 90, 93, 97, 99, 28205	\$0.5506
Germany		49	N/A	\$0.0540

Germany - Mobile/Special Services		49	1, 700, 701, 800, 900	\$0.2970
Ghana		233	N/A	\$0.3312
Ghana - Mobile/Special Services		233	20, 24, 27, 28	\$0.3672
Gibraltar		350	N/A	\$0.3812
Gibraltar- Mobile/Special Services		350	54, 56, 57, 58	\$0.4342
Greece		30	N/A	\$0.1300
Greece - Mobile Special/Services		30	694, 699, 693	\$0.2662
Greenland		299	N/A	\$0.7650
Greenland - Mobile/Special Services		299	4, 5	\$0.7650
Grenada	473		N/A	\$0.3254
Grenada - Mobile/Special Services	473		403, 404, 405, 406, 407, 409, 414, 415, 416, 417, 418, 419, 441, 449, 456, 457, 458, 459, 773	\$0.3614
Guadeloupe		590	N/A	\$0.2808
Guadeloupe - Mobile/Special Services		590	690	\$0.4630
Guatemala		502	N/A	\$0.2189
Guatemala - Mobile/Special Services		502	20, 21, 29, 30, 31, 39, 40, 41, 49, 5, 60, 61, 69, 70, 71, 79, 80, 81, 89, 90, 91, 95, 99, 223, 228, 237, 239, 248, 249, 263, 277, 278, 279, 283, 285, 323, 325, 328, 377, 378, 379, 420, 421, 422, 429, 458, 485, 427, 428, 470, 459, 628, 620, 639, 657, 658,	\$0.3276
Guinea		224	N/A	\$0.4320
Guinea - Mobile/Special Services		224	11, 12, 13, 40	\$0.5758
Guinea-Bissau		245	N/A	\$1.4189
Guinea-Bissau - Mobile/Special Services		245	29	\$2.2500
Guyana		592	N/A	\$0.5280
Guyana - Mobile/Special Services		592	1, 2, 304, 374, 384, 394, 4, 5, 6, 8	\$0.6075
Haiti		509	N/A	\$0.3706
Haiti - Mobile		509	21, 251, 3, 4, 6, 851, 9	\$0.4342
Haiti - Special Services		509	5	\$0.5400
Honduras		504	N/A	\$0.4500
Honduras - Mobile/Special Services		504	9, 38, 39	\$0.5220
Hong Kong		852	N/A	\$0.1150
Hong Kong - Mobile/Special Services		852	1, 2, 48, 49, 6, 7, 8, 9	\$0.1656
Hungary		36	N/A	\$0.0836
Hungary - Mobile/Special Services		36	20, 30, 50, 60, 70	\$0.3502
Iceland		354	N/A	\$0.2520
Iceland - Mobile/Special Services		354	3, 6, 8, 9	\$0.3745
India		91	N/A	\$0.2610

India - Mobile/Special Services		91	92, 93, 94, 97, 98, 99	\$0.4176
Indonesia		62	N/A	\$0.1215
Indonesia - Mobile/Special Services		62	8	\$0.3238
INMARSAT - 870		870	N/A	\$6.2820
INMARSAT - Atlantic East		871	N/A	\$6.3000
INMARSAT - Atlantic West		872	N/A	\$6.3000
INMARSAT - Indian		873	N/A	\$6.3000
INMARSAT - Pacific		874	N/A	\$6.3000
International Networks		882	N/A	\$4.2353
Iran		98	N/A	\$0.4651
Iran - Mobile/Special Services		98	9	\$0.6264
Iraq		964	N/A	\$0.7835
Ireland		353	N/A	\$0.1080
Ireland - Mobile/Special Services		353	81, 83, 85, 86, 87	\$0.3150
Iridium		881	N/A	\$3.6529
Israel		972	N/A	\$0.0630
Israel - Mobile/Special Services		972	5, 6	\$0.1726
Italy		39	N/A	\$0.0529
Italy - Mobile/Special Services		39	3	\$0.2835
Ivory Coast		225	N/A	\$0.5335
Ivory Coast - Mobile/Special Services		225	0, 8, 9	\$0.6408
Jamaica	876		N/A	\$0.3215
Jamaica - Mobile/Special Services	876		2, 3, 4, 695, 696, 697, 698, 699, 700, 707, 77, 78, 79, 8, 909, 919, 990, 978, 980, 995, 997, 999	\$0.4553
Japan		81	N/A	\$0.0656
Japan - Mobile/Special Services		81	70, 80, 90, 3117, 6117	\$0.3023
Jordan		962	N/A	\$0.4651
Jordan - Mobile/Special Services		962	74, 77, 79, 95, 96	\$0.5352
Kazakhstan		7	30, 31, 32	\$0.1984
Kazakhstan - Mobile/Special Services		7	33, 300, 313, 31290, 31291, 31490, 31491, 31590, 31591, 31790, 31791, 31890, 32190, 32191, 32390, 32391, 32490, 32590, 32591, 32690, 32691, 32790, 32791, 570, 571, 573, 700	\$0.2650
Kenya		254	N/A	\$0.4320
Kenya - Mobile/Special Services		254	7	\$0.4680
Kiribati		686	N/A	\$0.9212
Kiribati - Mobile/Special Services		686	0	\$1.1250
Korea, North		850	N/A	\$0.8208
Korea, South		82	N/A	\$0.1222
Korea, South - Mobile/Special Services		82	1, 27, 67	\$0.1510
Kuwait		965	N/A	\$0.3830
Kuwait - Mobile/Special Services		965	0, 1, 6, 7, 8, 9	\$0.5328

Kyrgyzstan		996	N/A	\$0.2531
Kyrgyzstan - Mobile/Special Services		996	3, 502, 517	\$0.4658
Laos		856	N/A	\$0.8304
Laos - Mobile/Special Services		856	20	\$1.0397
Latvia		371	N/A	\$0.3010
Latvia - Mobile/Special Services		371	59, 6, 8, 9	\$0.4492
Lebanon		961	N/A	\$0.4378
Lebanon - Mobile/Special Services		961	3	\$0.5198
Lesotho		266	N/A	\$0.4392
Lesotho - Mobile/Special Services		266	5, 6	\$0.4752
Liberia		231	N/A	\$0.3312
Liberia - Mobile/Special Services		231	03, 28, 33, 38, 39, 40, 41, 46, 47, 50, 51, 64, 65, 66, 67, 68, 69	\$0.6982
Libya		218	N/A	\$0.4464
Libya - Mobile/Special Services		218	91	\$0.5580
Liechtenstein		423	N/A	\$0.1300
Liechtenstein - Mobile/Special Services		423	5, 6, 7	\$0.1958
Lithuania		370	N/A	\$0.3010
Lithuania - Mobile/Special Services		370	2, 6, 79, 8, 9	\$0.4953
Luxembourg		352	N/A	\$0.1080
Luxembourg - Mobile/Special Services		352	021, 028, 0291, 061, 068, 091, 098, 21, 28, 291, 61, 68, 91, 98	\$0.3150
Macau		853	N/A	\$0.4024
Macau - Mobile/Special Services		853	6	\$0.4464
Macedonia		389	N/A	\$0.3096
Macedonia - Mobile/Special Services		389	70, 75	\$0.4230
Madagascar		261	N/A	\$1.2672
Madagascar - Mobile/Special Services		261	3, 7	\$1.3032
Malawi		265	N/A	\$0.3456
Malawi - Mobile/Special Services		265	8, 9	\$0.3816
Malaysia		60	N/A	\$0.0667
Malaysia - Mobile/Special Services		60	1	\$0.1726
Maldives		960	N/A	\$0.6864
Maldives - Mobile/Special Services		960	95	\$2.2500
Mali Republic		223	N/A	\$0.5616
Mali Republic - Mobile/Special Services		223	22, 277, 60, 61, 62, 63, 64, 65, 66, 67	\$0.4782
Malta		356	N/A	\$0.2952
Malta - Mobile/Special Services		356	7, 9	\$0.3312
Marshall Islands		692	N/A	\$0.6750
Mauritania		222	N/A	\$0.5184
Mauritius		230	N/A	\$0.5824
Mauritius - Mobile/Special Services		230	25, 421, 422, 423, 49, 72, 73, 75, 76, 77, 78, 79	\$0.6930
Mayotte Island		269	60,61,62,63, 64	\$0.6696
Mayotte Island - Mobile/Special Services		269	65,66,67,68, 69	\$0.8518
Mexico Step 1-3		52	See Mexico Codes, Rate Steps, and Cities Guide	\$0.1150

Mexico Step 4 - 7		52	See Mexico Codes, Rate Steps, and Cities Guide	\$0.1154
Mexico Step 8		52	See Mexico Codes, Rate Steps, and Cities Guide	\$0.1260
Micronesia		691	N/A	\$0.5130
Moldova		373	N/A	\$0.3967
Moldova - Mobile/Special Services		373	6, 7, 9	\$0.7729
Monaco		377	N/A	\$0.1080
Monaco - Mobile/Special Services		377	4, 6, 7	\$0.3494
Mongolia		976	N/A	\$0.8640
Montserrat	664		N/A	\$0.3420
Montserrat - Mobile/Special Services	664		492, 493, 495, 496	\$0.5130
Morocco		212	N/A	\$0.4129
Morocco - Mobile/Special Services		212	1, 6, 7	\$0.4673
Mozambique		258	N/A	\$0.4549
Mozambique - Mobile/Special Services		258	82	\$0.5760
Myanmar (Formerly Burma)		95	N/A	\$1.0906
Namibia		264	N/A	\$0.4950
Namibia - Mobile/Special Services		264	81	\$0.4032
Nauru		674	N/A	\$1.4400
Nauru - Mobile/Special Services		674	8	\$2.2235
Nepal		977	N/A	\$0.5544
Nepal - Mobile/Special Services		977	98	\$0.6930
Netherlands		31	N/A	\$0.0540
Netherlands - Mobile/Special Services		31	6, 8, 9	\$0.3420
Netherlands Antilles		599	N/A	\$0.2435
Netherlands Antilles - Mobile/Special Services		599	2, 318, 4, 5, 6, 78, 79, 95, 96	\$0.3282
New Caledonia		687	N/A	\$0.6048
New Zealand		64	N/A	\$0.1300
New Zealand - Mobile/Special Services		64	2, 8, 900	\$0.3033
Nicaragua		505	N/A	\$0.3060
Nicaragua - Mobile/Special Services		505	3, 5, 6, 7, 8, 9, 214	\$0.3420
Niger Republic		227	N/A	\$0.5136
Niger Republic - Mobile/Special Services		227	8, 9	\$0.3613
Nigeria		234	N/A	\$0.4230
Nigeria - Mobile/Special Services		234	802, 803, 804, 805, 1288, 1470, 1475, 1476, 1477, 1478, 1479, 1490, 90	\$0.5026
Niue		683	N/A	\$2.2680
Niue - Mobile/Special Services		683	2, 5, 6, 7, 8, 9	\$2.2680
Norfolk Island		672	3	\$1.7894
Norway		47	N/A	\$0.1080
Norway - Mobile/Special Services		47	4, 7, 8, 9	\$0.2223
Oman		968	N/A	\$0.4860
Oman - Mobile/Special Services		968	9	\$0.5220
Pakistan		92	N/A	\$0.5400
Pakistan - Mobile/Special Services		92	3	\$0.5328
Palau, Republic of		680	N/A	\$0.5400
Palestine		970	N/A	\$0.1510
Palestine Mobile		970	5	\$0.2025
Panama		507	N/A	\$0.3010
Panama - Mobile/Special Services		507	5, 6, 8, 75, 99	\$0.3456
Papua New Guinea		675	N/A	\$0.3600

Papua New Guinea - Mobile/Special Services		675	20	\$1.8000
Paraguay		595	N/A	\$0.3312
Paraguay - Mobile/Special Services		595	9	\$0.3851
Peru		51	N/A	\$0.2285
Peru - Mobile/Special Services		51	17, 18, 19, 246, 346, 349, 419, 429, 439, 446, 449, 519, 529, 539, 546, 549, 569, 619, 629, 639, 646, 649, 659, 669, 679, 729, 739, 746, 749, 769, 829, 839, 846, 849, 946, 949	\$0.3382
Philippines		63	N/A	\$0.2070
Philippines - Mobile/Special Services		63	9, 64	\$0.3330
Poland		48	N/A	\$0.0784
Poland - Mobile Special/Services		48	50, 51, 60, 64, 66, 69, 88, 90	\$0.3650
Portugal		351	N/A	\$0.0688
Portugal - Mobile/Special Services		351	6, 8, 9, 169, 189, 470	\$0.2970
Qatar		974	N/A	\$0.5670
Qatar - Mobile/Special Services		974	2, 5, 12	\$0.6300
Reunion Island		262	N/A	\$0.6671
Reunion Island - Mobile/Special Services		262	692	\$0.7222
Romania		40	N/A	\$0.1980
Romania - Mobile/Special Services		40	7,8,9	\$0.4234
Russia		7	N/A	\$0.1915
Russia - Mobile/Special Services		7	90, 91, 92, 954	\$0.2520
Rwanda		250	N/A	\$0.6216
San Marino		378	N/A	\$0.1424
San Marino - Mobile/Special Services		378	6	\$2.0250
Sao Tome		239	N/A	\$2.0250
Saudi Arabia		966	N/A	\$0.3967
Saudi Arabia - Mobile/Special Services		966	5, 8, 430, 630	\$0.5544
Senegal Republic		221	N/A	\$0.5335
Senegal Republic - Mobile/Special Services		221	5, 6, 8	\$0.6565
Seychelles Islands		248	N/A	\$0.7404
Seychelles Islands - Mobile/Special Services		248	5, 7, 20, 21	\$0.4998
Sierra Leone		232	N/A	\$0.5850
Sierra Leone - Mobile/Special Services		232	1, 23, 30, 5, 76, 90	\$0.5436
Singapore		65	N/A	\$0.1573
Singapore - Mobile/Special Services		65	7, 8, 9	\$0.2160
Slovak Republic		421	N/A	\$0.2326
Slovak Republic - Mobile/Special Services		421	9	\$0.3606
Slovenia		386	N/A	\$0.2520
Slovenia - Mobile/Special Services		386	30, 31, 40, 41, 50, 51, 70	\$0.4024
Solomon Islands		677	N/A	\$1.3500
Solomon Islands - Mobile/Special Services		677	1, 8, 9	\$1.8000
Somalia		252	N/A	\$1.3235
South Africa		27	N/A	\$0.0900
South Africa - Mobile/Special Services		27	72,73, 74, 76, 81, 82, 83, 84	\$0.3382
Spain		34	N/A	\$0.0540
Spain - Mobile/Special Services		34	6	\$0.3389

Sri Lanka		94	N/A	\$0.5184
Sri Lanka - Mobile/Special Services		94	7	\$0.5544
St. Helena		290	N/A	\$0.9106
St. Kitts/Nevis	869		N/A	\$0.2729
St. Kitts/Nevis - Mobile/Special Services	869		662, 663, 664, 665	\$0.4242
St. Lucia	758		N/A	\$0.2808
St. Lucia - Mobile/Special Services	758		284, 285, 286, 287, 384, 460, 461, 484, 485, 486, 487, 488, 489, 518,519, 520, 584, 714, 715, 716, 717, 718, 719, 720	\$0.4712
St. Pierre/Miquelon		508	N/A	\$0.2688
St. Vincent/Grenadines	784		N/A	\$0.3336
St. Vincent/Grenadines - Mobile/Special Services	784		266, 386, 430, 431, 432, 454, 455, 490, 492, 493, 494, 495, 526, 527, 528, 529, 530, 531, 532, 593, 784	\$0.4417
Sudan		249	N/A	\$0.6336
Sudan - Mobile/Special Services		249	12	\$0.4995
Suriname		597	N/A	\$0.6468
Suriname - Mobile/Special Services		597	1,4, 6, 7, 8, 9	\$0.6008
Swaziland		268	N/A	\$0.2952
Swaziland - Mobile		268	60, 61, 62	\$0.3312
Sweden		46	N/A	\$0.0900
Sweden - Mobile/Special Services		46	7, 10, 20, 124, 126, 127, 129, 252, 376, 450, 458, 518, 519, 592, 593, 595, 596, 665, 673, 674, 675, 900, 939, 944	\$0.3282
Switzerland		41	N/A	\$0.0540
Switzerland - Mobile/Special Services		41	74, 76, 77, 78, 79, 80, 86	\$0.3918
Syrian Arab Republic		963	N/A	\$0.5328
Syrian Arab Republic - Mobile/Special Services		963	92, 93, 94, 95	\$0.5688
Taiwan		886	N/A	\$0.1150
Taiwan - Mobile/Special Services		886	9, 60, 70	\$0.1510
Tajikistan		992	N/A	\$0.3812
Tajikistan - Mobile/Special Services		992	90	\$0.3812
Tanzania		255	N/A	\$0.4860
Tanzania - Mobile/Special Services		255	245, 7, 8, 9	\$0.5832
Thailand		66	N/A	\$0.1292
Thailand - Mobile/Special Services		66	1, 6, 8, 9, 40, 41, 47, 48, 49, 50, 51, 70, 71, 72, 78, 79	\$0.2952
Togo		228	N/A	\$0.5436
Togo - Mobile/Special Services		228	9	\$0.6930
Tokelau		690	N/A	\$1.8090

Tokelau - Mobile/Special Services		690	5, 6, 7, 8	\$1.8360
Tonga Islands		676	N/A	\$0.5537
Tonga Islands - Mobile/Special Services		676	56	\$0.5027
Trinidad & Tobago	868		N/A	\$0.3010
Trinidad & Tobago - Mobile/Special Services	868		620, 68, 678, 739, 740, 741, 742, 743, 744, 745, 75, 76, 77, 848, 874, 899, 920, 938	\$0.2986
Tunisia		216	N/A	\$0.3918
Tunisia - Mobile/Special Services		216	2, 52, 72, 9	\$0.3918
Turkey		90	N/A	\$0.2736
Turkey - Mobile/Special Services		90	5, 900	\$0.3398
Turkmenistan		993	N/A	\$0.6035
Turkmenistan - Mobile/Special Services		993	31, 32, 33, 34	\$0.6035
Turks & Caicos	649		N/A	\$0.4024
Turks & Caicos - Mobile/Special Services	649		231, 232, 241, 242, 243, 249	\$0.4455
Tuvalu		688	N/A	\$2.0118
Tuvalu - Mobile/Special Services		688	6,7, 8	\$4.9680
Uganda		256	N/A	\$0.3967
Uganda - Mobile/Special Services		256	3, 7	\$0.4464
Ukraine		380	N/A	\$0.2462
Ukraine - Mobile/Special Services		380	39, 5, 6, 931, 97	\$0.3600
United Arab Emirates		971	N/A	\$0.4342
United Arab Emirates - Mobile/Special Services		971	18, 50, 8	\$0.5850
United Kingdom		44	N/A	\$0.0518
United Kingdom - Mobile/Special Services		44	0, 3, 4, 5, 6, 8, 9, 7701, 7702, 7703, 7705, 7708, 7709, 7710, 7711, 7712, 7713, 7714, 7715, 7717, 7718, 7719, 7720, 7721, 7729, 7730, 7731, 7732, 7733, 7734, 7736, 7739, 7740, 7741, 7742, 7743, 7745, 7746, 7747, 7748, 7749, 7750, 7751, 7752, 7753, 7754,	\$0.3600
Uruguay		598	N/A	\$0.3240
Uruguay - Mobile/Special Services		598	9	\$0.3600
Uzbekistan		998	N/A	\$0.2531
Vanatu - Mobile/Special Services		678	5,6,7	\$2.1389
Vanatu, Republic of		678	N/A	\$1.3702
Venezuela		58	N/A	\$0.1984
Venezuela - Mobile/Special Services		58	41	\$0.3454
Vietnam		84	N/A	\$0.4500
Vietnam - Mobile/Special Services		84	9, 80, 81, 85, 88, 89, 692, 693, 694, 6955, 6966, 6977, 6988	\$0.5400
Wallis & Futuna Islands		681	N/A	\$2.2680
Western Samoa		685	N/A	\$0.5718
Yemen Arab Republic		967	N/A	\$0.5054
Yemen Arab Republic - Mobile/Special Services		967	7	\$0.5882

Yugoslavia - Mobile/Special Services		381	6	\$0.3960
Yugoslavia (incl. Serbia)		381	N/A	\$0.3488
Zaire, Republic of		243	N/A	\$0.5718
Zaire, Republic of - Mobile/Special Services		243	7, 8, 9, 22	\$0.6882
Zambia		260	N/A	\$0.3967
Zambia - Mobile/Special Services		260	95, 96, 97	\$0.4464
Zimbabwe		263	N/A	\$0.3240
Zimbabwe- Mobile/Special Services		263	11, 23, 91	\$0.4565

All tax and surcharge rates are subject to change without prior notice.

Listed below are the tax types and percentage ranges that apply to toll/outbound services.

\* State of RI tax is waived for accounts that provide tax exempt certificate

As of 02/03/2014

Jurisdiction	Authority	Tax Type	Decharge Rate	Intra	Inter
AK	State	USF	9.20%	Y	N
AK	State	PUC	1.714%	Y	N
AK	Local	Sales	0% to 7.0%	Y	Y
AL	State	Utility Users	6.00%	Y	Y
AR	State/Local	Sales	6% - 11.5%	Y	Y
AR	State	High Cost Fi	4.200%	Y	N
AZ	State/Local	Sales	3% to 13.2%	Y	N
AZ	State	USF	0.3458%	Y	N
CA	State	911 tax	0.750%	Y	N
CA	State	CA High Co:	0.000%	Y	N
CA	State	TRS (CTF)	0.5900%	Y	N
CA	State	USF (ULTS)	1.150%	Y	N
CA	State	PUC	0.180%	Y	N
CA	State	DEAF (Telec	0.200%	Y	N
CA	State	CA High Co:	0.180%	Y	N
CA	State	CA Advance	0.164%	Y	N
CA	Local	Communica	0% - 10.0%	Y	Y
CO	State	USF	2.600%	Y	N
CO	State/Local	Sales	.9% - 11.4%	Y	N
CT	State/Local	Sales	6.350%	Y	Y
CT	State	TRS	0.06000%	Y	Y
DC	State	Utility Users	11.000%	Y	Y
DC	State	USF	0.0000%	Y	N
DE	State	Excise	5.000%	Y	N
FL	Local	Communica	0% - 7.10%	Y	Y
FL	State	Communica	9.170%	Y	Y
GA	State/Local	None	0.000%	N/A	N/A
GU	N/A	N/A	N/A	N/A	N/A
HI	State	Gross Recei	5.885%	Y	N
HI	State	Special Tax	0.500%	Y	N
HI	State	TRS	0.120%	Y	N
HI	State	Sales	4.160%	N	Y
IA	State/Local	Sales	6% - 8%	Y	N
ID	State	USF	\$0.0060	Y	N
IL	State	Gross Recei	0.50%	Y	Y
IL	State	PUC	0.10%	Y	N
IL	State	USF	0.9359%	Y	N
IL	Local	Excise	0% - 13.0%	Y	Y
IN	State	Sales	7.00%	Y	N
IN	State	USF	0.520%	Y	N
KS	State/Local	Sales	30% - 11.5%	Y	Y
KS	State	USF	6.42%	Y	N
KY	State	Sales	6.00%	Y	Y
KY	State	Gross Recei	1.317%	Y	Y
KY	Local	Utility Gros	0% - 3.0%	Y	N
LA	State/Local	Sales	3% - 13.99%	Y	Y
LA	State	USF	1.799%	Y	N
MA	State	Sales	6.25%	Y	Y

MD	State	Sales	6.00%	N	N
MD	State	Gross Recei	2.00%	Y	Y
MD	Local	Utility Users	0% to 8.0%	Y	Y
ME	State	Service Tax	5.00%	Y	N
ME	State	Excise	0.70%	Y	N
ME	State	USF	1.51%	Y	N
ME	State	ConnectME	0.25%	Y	N
MI	State	Sales	6.00%	Y	Y
MI	Local	Utility Users	5.00%	Y	N
MN	State/Local	Sales	.50% - 7.0%	Y	Y
MO	State/Local	Sales	225% - 11%	Y	N
MO	State	USF	0.17%	Y	N
MO	Local	License	0.0-10.0%	N	N
MS	State/Local	Sales	.0% - 7.25%	Y	Y
MS	State	PUC	0.164%	Y	N
MT	State	Gross Recei	0.11%	Y	N
MT	State	Excise	3.75%	Y	Y
MT	State	PUC	0.42%	Y	N
NC	State	Sales	7.00%	Y	Y
ND	State/Local	Sales	5.0-7.0%	Y	N
ND	State/Local	Gross Recei	2.50%	Y	Y
NE	State/Local	Sales	5.5% - 7.0%	Y	N
NE	State	USF	6.95%	Y	N
NE	Local	Bus & Occu	0% - 5.0%	Y	N
NH	State	Utility Users	7.00%	Y	Y
NJ	State	Sales	7.00%	Y	Y
NM	State/Local	Sales	5.0 - 6.88%	Y	N
NM	State	Interstate Gr	4.25%	N	Y
NM	State	TRS	0.33%	Y	N
NM	State	USF	3.45%	Y	N
NV	State	USF	0.100%	Y	N
NV	Local	Gross Recei	0.0 - 5.0%	Y	N
NV	Local	License	0.0 - 1.0%	Y	N
NY	State/Local	Sales	4.0 - 9.5%	Y	N
NY	State	Excise	2.50%	Y	Y
NY	Local	Excise	0.00 - 2.35%	Y	N
NY	Local	MCTD	0% - 0.595%	Y	N
OH	State/Local	Sales	5.75 - 7.0%	Y	Y
OK	State/Local	Sales	4.5 - 10.5%	Y	Y
OK	State	USF	0.64%	Y	N
OK	State	High Cost Fi	0.005/minute	Y	N
OR	State	PUC	0.25%	Y	N
OR	State	USF	8.05%	Y	N
OR	Local	Gross Recei	0.0 - 2.0%	Y	Y
OR	Local	License	0.0 - 7.0%	Y	Y
PA	State/Local	Sales	6.0 - 8.0%	Y	Y
PA	State	Gross Recei	5.00%	N	Y
PA	State	Gross Recei	5.00%	Y	N
PR	State	Gross Recei	0.25%	Y	Y
PR	City	Municipal Te	0.50%	Y	Y
PR	State/Local	Sales	6.0 - 7.0%	Y	Y
PR	TBD	Import Excis	6.60%	TBD	TBD
RI	State	Gross Recei	5.00%	Y	Y
SC	State	USF	2.5992%	Y	Y
SC	Local	License	0.00 - 1.0%	Y	Y
SD	State/Local	Sales	4.0 - 9.0%	Y	Y
TN	State	Sales	7.0 - 9.5%	Y	Y
TX	State/Local	Sales	3.25 - 8.75%	Y	Y
TX	State	911	0.00%	Y	N
TX	State	Poison	0.00%	NA	NA
TX	State	Telecom Infr	0.00%	Y	Y
TX	State	PUC	0.167%	Y	N

\*

TX	State	USF	4.30%	Y	N
TX	Local	PUC	0.0 - 13.11%	N	N
TX	Local	District	0.0 - 1.0%	Y	N
UT	State/Local	Sales	4.70 - 9.0%	Y	N
UT	State	USF	1.00%	Y	N
UT	Local	License	0.0 - 4.0%	Y	N
VA	State	PUC	0.10%	Y	N
VA	State	Sales	5.00%	Y	Y
VA	State	Non-stat Grc	0.50%	Y	Y
VI	State	Excise	4.20%	N	N
VT	State/Local	Sales	6.0-7.0%	Y	Y
VT	State	USF	1.82%	Y	Y
WA	State/Local	Sales	6.5 - 10.9%	Y	Y
WA	Local	Utility Users	0.0- 8.0%	N	N
WI	State/Local	Sales	5.0 - 6.1%	Y	Y
WI	State	Remainder	0.187%	Y	Y
WI	State	TEACH-UV	0.123%	Y	N
WI	State	USF	0.03199%	Y	N
WV	--	--		NA	NA
WY	State/Local	Sales	4.0 - 6.0%	Y	N
WY	State	USF	0.80%	Y	N
Fed	Fed	Fed USF	16.40%	N	Y
Fed	Fed	Fed Telecon	1.744%	N	Y
Fed	Fed	Federal Reg	0.361%	N	Y
Fed	Fed	Property Tax	0.660%	N	Y



State of Rhode Island

RFP - Bid#7548392 - Telecommunications Services MPA-308

Category 7.1.5 Directory Assistance

Description	Per Call
Directory Assistance - Intrastate RI	\$1.95
Directory Assistance - Intrastate RI	\$1.95

All tax and surcharge rates are subject to change without prior notice.

Listed below are the tax types and percentage ranges that apply to Directory Assistance

As of 01/28/2014

State of RI tax waived for accounts that provide tax exempt certificate

Jurisdiction	Authority Level	Tax Type Desc.	charge Rate
RI	State	Gross Receipts	5.00%
Fed	Fed	Fed USF	15.60%
Fed	Fed	Fed Telecom Relay :	1.744%
Fed	Fed	Federal Regulatory f	0.361%
Fed	Fed	Property Tax Recovr	0.660%

Category 7.1.5 Audio Web Conferencing

Conferencing rate sheet

Reservationless Audio, Passcode, CenturyLink Web, Operator Assisted, Event Auditorium and Event Conferencing

<b>Reservationless Audio Conferencing</b>		
Reservationless can be used anytime, on-demand with up to 300 connections per call. The service is automatically integrated with CenturyLink Web, if desired.		
Reservationless Dial In Toll Free Domestic		\$0.037 per minute per participant
Reservationless Dial Out /Dial me Domestic		
Reservationless Audio Recording		
Reservationless Audio Recording Replay		
Reservationless Dial In Toll		\$0.026 per minute per participant
Reservationless VOIP		\$0.026 per minute per participant
Reservationless Dial Out /Dial me International		\$0.08 plus the International RSS long distance rate per minute per participant for each country
<b>Zone</b>	<b>Reservationless – International</b>	<b>Local Access</b>
GM-LA Zone1	Reservationless Local Access from: Canada-Montreal	\$0.07 per minute per participant (does not include LD)
GM-LA Zone2	Reservationless Local Access from: France-Paris, LoCall; Germany-Frankfurt, Munich, LoCall; United Kingdom-Belfast, Edinburgh, London, Reading, LoCall	\$0.10 per minute per participant (does not include LD)
GM-LA Zone3	Reservationless Local Access from: Austria-Vienna; Belgium- Brussels; Denmark-Copenhagen; Finland-Helsinki; Ireland- Dublin, LoCall; Italy-Milan, Rome; Japan-Osaka, Tokyo; Netherlands-Amsterdam; Norway-Oslo; Poland-Warsaw; Singapore; Spain-Barcelona, Madrid; Sweden-Stockholm; Switzerland-Geneva, Zurich	\$0.15 per minute per participant (does not include LD)
GM-LA Zone4	Reservationless Local Access from: Australia-Melbourne, Sydney; Brazil-Rio de Janeiro, San Paulo; Bulgaria-Sophia; Czech Republic-Prague; China – Hong Kong; Estonia-Tallinn; Hungary-Budapest; Israel-Tel Aviv	\$0.22 per minute per participant (does not include LD)
GM-LA Zone5	Reservationless Local Access from: Argentina-Buenos Aires; Chile-Santiago; Latvia-Riga; Lithuania-Vilnius; Luxembourg; New Zealand-Auckland; Panama-Panama City; Portugal-Lisbon; Romania-Bucharest; Slovakia-Bratislava; Slovenia-Ljubljana; South Korea-Seoul	\$.25 per minute per participant (does not include LD)
GM-LA Zone6	Reservationless Local Access from: Malaysia-Kuala Lumpur; Mexico-Mexico City; Russia-Moscow	\$0.30 per minute per participant (does not include LD)
GM-LA Zone7	Reservationless Local Access from: India – Mumbai	\$0.35 per minute per participant (does not include LD)

GM-LA Zone8	Reservationless Local Access from: Bahrain-Manama; China– Beijing; China - Shanghai; South Africa–Johannesburg; Taiwan- Taipei	\$0.45 per minute per participant (does not include LD)
GM-LA Zone9	Reservationless Local Access from: China-LoCall; Greece–Athens	\$0.55 per minute per participant (does not include LD)
<b>Zone</b>	<b>Reservationless – International Toll Free (ITFS)</b>	
GM-ITFS Zone1	Reservationless ITFS Access from: France, Germany, Luxembourg, United Kingdom	\$0.15 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone2	Reservationless ITFS Access from: Australia, Malaysia, Singapore, Denmark, Italy, New Zealand, Poland	\$0.20 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone3	Reservationless ITFS Access from: Estonia, Finland, Hong Kong, Israel, Monaco, Switzerland	\$0.25 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone4	Reservationless ITFS Access from: Austria, Russia, Belgium, Bulgaria, Greece, Netherlands, Hungary, South Korea, Sweden	\$0.30 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone5	Reservationless ITFS Access from: Brazil, Mexico, Slovakia, Bahrain, Japan, Portugal, Norway, Slovenia	\$0.45 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone6	Reservationless ITFS Access from: Argentina, Czech Republic, Panama, South Africa, China, Latvia, Cyprus, India, Spain, Taiwan, Thailand, Trinidad & Tobago, Uruguay	\$0.55 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone7	Reservationless ITFS Access from: Colombia, Costa Rica, Dominican Republic, Iceland, Indonesia, Lithuania, Phillipines, Turkey, Venezuela	\$0.75 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone8	Reservationless ITFS Access from: Chile, Croatia, Ireland, Peru, Ukraine, Vietnam	\$0.90 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone9	Reservationless ITFS Access from: Saudi Arabia, United Arab Emirates	\$1.40 per minute per participant (includes long distance and bridging fees)
GM-ITFS Zone10	Reservationless ITFS Access from: Romania	\$2.00 per minute per participant (includes long distance and bridging fees)
<b>Reservationless and Passcode Additional Services</b>		
Audio Recording mp3, wav, CD, or 1 <sup>st</sup> download		\$100.00 per file
Additional CD's		\$150.00 per CD (up to 75 minutes)
CD Split		\$15.00 per split (editing charge for recordings over 75 minutes)
Transcription – 2 day turnaround		\$55.00 per quarter hour
Transcription – 24 hour turnaround		\$75.00 per quarter hour
Custom Greeting (not available with Reservationless GlobalMeet, only available with dedicated toll and Dedicated Toll and Toll Free Access Numbers (not available with Reservationless GlobalMeet)		\$150.00 per greeting \$150.00 per month
Post Conference Detail Report- automatically e-mailed to moderator		No charge
Outlook Toolbar Integration, Host Controls and Mobile Apps		No charge
24/7 Support with a live Help Desk Representative		No Charge
Training		No Charge
<b>CenturyLink Web Conferencing</b>		
CenturyLink Web can be used anytime, on-demand with up to 125 connections per meeting. The service is automatically		
Web Conferencing		\$0.04 per minute per participant

Unlimited Web Conferencing	\$25.00 per license, per month
Desktop Video	Included in the Web Conferencing charge
<b>CenturyLink Web Additional Services</b>	
Recording and Renewal Charges below, do not apply on the Unlimited Web Conferencing Plan.	
Web Recording	\$25.00 per archive, hosted for 30 days
Web Replay – a one-time charge incurred when the recording is downloaded	\$100.00 for the 1 <sup>st</sup> download of each recording
Hosting Renewal – additional 30 days	\$35.00 per archive, hosted for additional 30 days, unlimited playbacks
Hosting Renewal – additional 60 days	\$50.00 per archive, hosted for additional 60 days, unlimited playbacks
Hosting Renewal – additional 90 days	\$75.00 per archive, hosted for additional 90 days, unlimited playbacks
Hosting Renewal – additional 180 days	\$150.00 per archive, hosted for additional 180 days, unlimited playbacks
Hosting Renewal – additional 360 days	\$200.00 per archive, hosted for additional 360 days, unlimited playbacks
Post Conference Detail Report – automatically e-mailed to moderator	No charge
Outlook Toolbar Integration, Host Controls and Mobile Apps	No charge
24/7 Support with a live Help Desk Representative	No Charge
Training	No Charge
<b>Passcode Conferencing</b>	
Maximum number of participants permitted on a reserved pass code conference is 300. Passcode is used when registration	
Passcode Toll Free Dial In	\$0.08 per minute per participant
Passcode Dial Out (North America)	\$0.08 per minute per participant
Passcode Toll Dial In	\$0.07 per minute per participant
Passcode Dial Out (International)	\$0.08 plus the International RSS long distance rate per minute per participant for each country
<b>Operator Assisted Audio Conferencing</b>	
<b>Scheduled call with up to 50 audio lines per call.</b> An operator is not dedicated to the conference. Operator Assistance is	
Operator Assisted Toll Free Dial In	\$0.16 per minute per participant
Remote Replay Access (telephone only)	\$0.16 per minute per participant
Operator Assisted Toll Dial In	\$0.15 per minute per participant
Operator Assisted Dial Out (North America)	\$0.16 per minute per participant
Operator Assisted Dial Out (International)	\$0.16 plus the International RSS long distance rate per minute per participant for each country
<b>Event Auditorium</b>	
Scheduled call with up to 4000+ audio lines per call. Participants enter a passcode to join the call and are placed on music hold until start time. At least one operator is dedicated to the Event throughout its duration. Operator- managed Q&A is included in Auditorium service.	
Event Auditorium Toll Free Dial In	\$0.24 per minute per participant
Event Auditorium Dial Out (North America)	\$0.24 per minute per participant
Event Auditorium Toll Dial In	\$0.22 per minute per participant

Event Auditorium Dial Out (International)		\$0.24 plus the International RSS long distance rate per minute per participant for each country
<b>Event Audio</b>		
Scheduled call with up to 4000+ audio lines per call. Operators greet participants as they enter and then place them on music hold until start time. At least one operator is dedicated to the Event Audio throughout its duration to aid in the production of the conference. Operator-managed Q&A is included in Event service.		
Event Audio Toll Free Dial In		\$0.31 per minute per participant
Event Audio Dial Out (North America)		
Event Audio Toll Dial In		\$0.30 per minute per participant
Event Audio Dial Out (International)		\$0.31 plus the International RSS long distance rate per minute per participant for each country
<b>Event Included Services</b>		
Managed Question & Answer Sessions		Included with Event Auditorium and Event Audio
Polling		Included with Event Auditorium and Event Audio
<b>International Toll Free (ITFS) for Operator Assist, Event &amp; Event Auditorium</b>		
EA-ITFS Zone1	Event Audio ITFS access from: Australia, Austria, Belgium, Brazil, Bulgaria, Chile, Denmark, Estonia, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom	\$0.80 per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)
EA-ITFS Zone2	Event Audio ITFS access from: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay	\$0.95 per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)
EA-ITFS Zone3	Event Audio ITFS access from: China, Columbia, Costa Rica, Ireland, Italy, Lithuania, Panama, Philippines, South Africa, Taiwan, Thailand, Trinidad & Tobago, Venezuela	\$1.30 per minute per participant (in addition to the corresponding Operator Assist, Event Auditorium, or Event Audio Toll Dial In charge)
<b>Zone</b>		<b>International Local Access - Operator Assist</b>
Zone1	Canada – Montreal, Toronto	\$0.36 per minute per participant
Zone2	Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	\$0.37 per minute per participant
Zone3	Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	\$0.41 per minute per participant

Zone4	Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic– Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	\$0.49 per minute per participant
Zone5	Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa - Johannesburg	\$0.62 per minute per participant
<b>Zone</b>	<b>International Local Access – Event Auditorium</b>	
Zone1	Canada – Montreal, Toronto	\$0.43 per minute per participant
Zone2	Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	\$0.44 per minute per participant
Zone3	Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	\$0.48 per minute per participant
Zone4	Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic – Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	\$0.56 per minute per participant
Zone5	Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa - Johannesburg	\$0.69 per minute per participant
<b>Zone</b>	<b>International Local Access – Event Audio</b>	
Zone1	Canada – Montreal, Toronto	\$0.51 per minute per participant
Zone2	Singapore; Spain - Barcelona, Madrid; Belgium – Brussels, Liege; Germany - Frankfurt, Munich; France – Paris; Italy – Milan, Rome; United Kingdom - Belfast, Edinburgh, London, Reading	\$0.52 per minute per participant
Zone3	Hong Kong; Israel - Tel Aviv; Luxembourg; Austria – Graz, Vienna; Australia - Brisbane, Melbourne, Sydney; Switzerland - Geneva, Zurich; Denmark – Copenhagen; Finland – Helsinki; Hungary – Budapest; Ireland – Dublin; Japan – Tokyo; Malaysia - Kuala Lumpur; Netherlands – Amsterdam; Norway – Oslo; New Zealand – Auckland; Poland – Warsaw; Portugal – Lisbon; Sweden - Stockholm	\$0.56 per minute per participant

Zone4	Bulgaria – Sofia; Brazil – Rio De Janeiro, San Paulo; Czech Republic – Prague; Estonia – Tallinn; Lithuania – Vilnius; Latvia – Riga; Romania – Bucharest; Slovenia – Ljubljana; Slovakia - Bratislava	\$0.64 per minute per participant
Zone5	Bahrain – Manama; China – Beijing; India - Bangalore, Mumbai, Delhi; Mexico - Mexico City; Russia – Moscow; Taiwan – Taipei; South Africa – Johannesburg	\$0.77 per minute per participant
<b>Operator Assist, Event Audio and Event Auditorium Additional Services</b>		
Broadcast Email		\$0.05 per email
Broadcast Fax		\$0.10 per page
Broadcast Fax or Email Rush (24 hours notice)		\$70.00 per order
Broadcast Voice		\$0.05 per message
Dedicated Dial-in Number		\$140.00 per number, per month
Pre-Recording Session (Event Audio only) 3-5 days notice (standard)		\$1,000.00 per Event
Pre-Recording Session (Event Audio only) 1-2 days notice (rush)		\$1,500.00 per Event
Pre-Recording Session (Event Audio only) 6-24 hours notice (Immediate)		\$2,000.00 per Event
Pre-Recording Archival Fee – Storage of audio recording beyond 45 days		\$100.00 per month
RSVP Set Up		\$120.00 per set up
Basic RSVP up to 10 questions		\$ 10.00 per RSVP
Enhanced RSVP up to 20 questions		\$15.00 per RSVP
Phone RSVP		No charge – must be used in conjunction with basic or enhanced RSVP
RSVP Reports provided by CenturyLink		\$20.00 per report
Web-based RSVP Reports		\$100.00 per set up
Polling Merge report provided by CenturyLink		\$ 80.00 per report
RSVP File Hosting		250.00 per file
Creative Services - Design physical collateral		\$50.00 per ¼ hour
Product Fulfillment		\$7.00 per packet
Product Fulfillment Rush charge		\$105 per unit
Assembly/Modification		\$2.25 per page
Black & white photocopies		\$0.20 per page
Color photocopies		\$1.40 per page
Product Fulfillment Shipping/Handling Standard		\$12.00 per unit
Product Fulfillment Shipping/Handling Two Day		\$22.50 per unit
Product Fulfillment Shipping/Handling Priority		\$30.00 per unit
No Show Fee		\$15.00 per line after leeway of 10% of total reserved lines
Name on Entry (Event Auditorium only) – can capture name, company, phone, number sitting in, etc. Restrictions apply based on number of guests		\$3.00 per participant
Operator Stand-by (order at reservation time)		\$150.00 per call
Communication Line		\$20.00 for 1st communication line
Additional Communication Line		\$50.00 per additional communication line
Host Controls		\$200.00 per call
Custom Hold Music (Event Audio only)		\$100.00 per call
Remote Replay Custom IVR		\$400.00 first menu
Remote Replay Custom IVR additional menus		\$150.00 per each additional menu
Translation		\$75.00 per quarter hour
Transcription 3 hour		\$150.00 per quarter hour
Transcription 6 hour		\$100.00 per quarter hour

Transcription 24-48 hour	\$70.00 per quarter hour
Translated Transcription	\$0.40 per word
Event Basic Reports (attendance report from MS LiveMeeting)	\$45.00 per report
Audio-only Recording 3-5 day delivery (Formats Available: CD, WAV, MP3)	\$100.00 per file
Audio-only Recording 24 hour delivery	\$200.00 per file
Audio File Editing – 5 business day turnaround	\$70.00 per ¼ hour
Audio File Editing – 3 business day turnaround	\$105.00 per ¼ hour
Audio File Editing – 2 business day turnaround	\$140.00 per ¼ hour
Audio File Editing – Studio CD mastering	\$105.00 per mastered CD
Audio Production Editing rush charge (needs approval)	\$70.00 per rush
Event Data CD (for audio files that cannot be downloaded from FTP Server)	\$200 per CD
Event CD Split/Editing (for audio files that cannot be downloaded from FTP Server)	\$20.00 per split (editing charge for recordings over 75 minutes)
<b>Attendance Reports</b>	
Participant lists are not available with Event Auditorium.	
Participant List 1-2 fields per participant	\$1.00 per participant
Participant List 3-5 fields per participant	\$1.50 per participant
Participant List 6+ fields per participant	\$2.00 per participant
<b>Event Production Services</b>	
Event Content – Event consultants assist with materials that will be utilized as part of an event	\$2,075.00 per call
A la Carte Event Production Services – (1 hour minimum)	\$130.00 per 15 minutes
Expedite Fee - Event Production orders with less than 15 days notice	\$1,400.00
After-hours Support (Weekdays After 8 pm and before 8 am EST)	\$350.00
Event Reschedule Before Rehearsal	\$420.00
Event Reschedule After Rehearsal	\$2,000.00
Event Cancel Before Rehearsal	\$490.00
Event Cancel After Rehearsal	\$2,000.00

All tax and surcharge rates are subject to change without prior notice.

Listed below are the tax types and percentage ranges that apply to AUDCON/WEBCON services.

As of 01/28/2014

State of RI tax waived for accounts that provide tax exempt certificate

Jurisdiction	Authority Level	Tax Type Desc.	Tax/Surcharge Rate
RI	State	Gross Receipts	5.00%
Fed	Fed	Fed USF	15.60%
Fed	Fed	Fed Telecom Relay Serv	1.744%
Fed	Fed	Federal Regulatory Recd	0.361%
Fed	Fed	Property Tax Recovery	0.660%













Intra 8XX	Inter 8XX	Bridging
2%	29%	69%
Y	Y	N
N	Y	N
N	Y	N
N	Y	N
N	Y	N

**Contract Terms and Conditions**

**Table of Contents**

Terms and Conditions.....II  
PURCHASE ORDER STANDARD TERMS AND CONDITIONS .....II  
TERMS AND CONDITIONS FOR THIS PURCHASE ORDER .....II  
MPA BID AWARD (STATEWIDE APPLICABILITY) .....II  
INSURANCE REQUIREMENTS (ADDITIONAL) .....II  
MULTI YEAR AWARD .....II  
PURCHASE AGREEMENT AWARD .....II  
AUTHORIZATION AND RELEASE .....III  
BLANKET PAYMENT .....III  
EQUAL OPPORTUNITY COMPLIANCE .....III  
QUARTERLY REPORTS .....III  
WAGE REQUIREMENTS - ADDITIONAL .....III  
CAMPAIGN FINANCE COMPLIANCE .....III  
TERMS AND CONDITIONS OF PRICING AGREEMENT .....IV

**Terms and Conditions****PURCHASE ORDER STANDARD TERMS AND CONDITIONS****TERMS AND CONDITIONS FOR THIS PURCHASE ORDER****MPA BID AWARD (STATEWIDE APPLICABILITY)**

STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).

**INSURANCE REQUIREMENTS (ADDITIONAL)**

ANNUAL RENEWAL INSURANCE CERTIFICATES FOR WORKERS' COMPENSATION, PUBLIC LIABILITY, PROPERTY DAMAGE INSURANCE, AUTO INSURANCE, PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS), BUILDER'S RISK INSURANCE, SCHOOL BUSING AUTO LIABILITY, ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL), VESSEL OPERATION (MARINE OR AIRCRAFT) PROTECTION & INDEMNITY, ETC., MUST BE SUBMITTED TO THE SPECIFIC AGENCY IDENTIFIED IN THE "BILL TO" SECTION OF THE PURCHASE ORDER. CERTIFICATES ARE ANNUALLY DUE PRIOR TO THE BEGINNING OF ANY CONTRACT PERIOD BEYOND THE INITIAL TWELVE-MONTH PERIOD OF A CONTRACT. FAILURE TO PROVIDE ANNUAL INSURANCE CERTIFICATION MAY BE GROUNDS FOR CANCELLATION.

**MULTI YEAR AWARD**

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

**PURCHASE AGREEMENT AWARD**

THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity reference in the agreement or in the bid preceding it are estimates only and do not represent a commitment on the part of the state to any level of billing activity, other than for quantities or volumes specifically released during the term. No action is to be taken except as specifically authorized, as described herein under AUTHORIZATION AND RELEASE. ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachments, and any release(s) against it shall be subject to: (1) the specifications, terms and conditions set forth in the Request/Bid Number cited herein, (2) the General Terms and Conditions of Contracts for the State of Rhode Island and (3) all provisions of, and the Rules and Regulations promulgated pursuant to, Title 37, Chapter 2 of the General Laws of the State of Rhode Island. This NOTICE shall constitute the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State Purchasing Agent or his designee. CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor.

**AUTHORIZATION AND RELEASE**

In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency. A Direct Purchase Order (DPO) shall be created by the agency listing the items ordered, using the pricing and format set forth in the Master Blanket. All pricing shall be as described in the Master Blanket and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected in Master Blanket.

**BLANKET PAYMENT**

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. PAYMENTS WILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDERED INVOICES NO MORE THAN MONTHLY TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OF BLANKET PERIOD IS AUTOMATICALLY CANCELLED.

**EQUAL OPPORTUNITY COMPLIANCE**

THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPPORTUNITY COMPLIANCE.

**QUARTERLY REPORTS**

REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number. Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.

**WAGE REQUIREMENTS - ADDITIONAL**

VENDOR IS ADVISED THAT ALL PROVISIONS OF TITLE 37 CHAPTER 13 OF THE GENERAL LAWS OF RHODE ISLAND APPLY TO THE WORK COVERED BY THIS REQUEST, AND THAT PAYMENT OF THE GENERAL PREVAILING RATE OF PER DIEM WAGES AND THE GENERAL PREVAILING RATE FOR REGULAR, OVERTIME, AND OTHER WORKING CONDITIONS EXISTING IN THE LOCALITY FOR EACH CRAFT, MECHANIC, TEAMSTER, OR TYPE OF WORKMAN NEEDED TO EXECUTE THIS WORK IS A REQUIREMENT FOR BOTH CONTRACTORS AND SUBCONTRACTORS.

**CAMPAIGN FINANCE COMPLIANCE**

CAMPAIGN FINANCE: In accordance with RI General Law 17-27-2, Every person or business entity providing goods or services of \$5,000 or more, and has in the preceding 24 months, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, or candidate for general office, any member, or candidate for general assembly, or political party, is required to electronically file an affidavit regarding political contributions at:

<https://secure.ricampaignfinance.com/RhodeIslandCF/Public/VendorAffidavit.aspx>

**ARRA SUPPLEMENTAL TERMS AND CONDITIONS**

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions For Contracts and Sub-awards Funded in Whole or in Part by the

American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

**DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:**

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.

**TERMS AND CONDITIONS OF PRICING AGREEMENT**

**SCOPE AND LIMITATIONS - This Agreement covers requirements as described herein, ordered by State agencies during the Agreement Period. No additional or alternative requirements are covered, unless added to the Agreement by formal amendment by the State Purchasing Agent or his designee.**

Under State Purchasing Law, 37-2-54, no purchase or contract shall be binding on the state or any agency thereof unless approved by the department [of administration] or made under general regulations which the chief purchasing officer may prescribe. Under State Purchasing Regulation 8.2.1.1.2, any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the state.

**PRODUCT ACCEPTANCE** - All merchandise offered or otherwise provided shall be new, of prime manufacture, and of first quality unless otherwise specified by the State. The State reserves the right to reject all nonconforming goods, and to cause their return for credit or replacement, at the State's option.

- a) Failure by the state to discover latent defect(s) or concealed damage or non-conformance shall not foreclose the State's right to subsequently reject the goods in question.
- b) Formal or informal acceptance by the State of non-conforming goods shall not constitute a precedent for successive receipts or procurements.

Where the vendor fails to cure the defect promptly or replace the goods, the State reserves the right to cancel the Release, contract with a different vendor, and to invoice the original vendor for any differential in price over the original contract price.

**ORDER AUTHORIZATION AND RELEASE AGAINST PRICING AGREEMENT**

**In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.**

**State Agencies shall request release as follows: All releases shall reference the Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein.**

A Department Purchase Order (DPO) listing the items ordered shall be created by the agency. The agency may mail or fax a copy of the order to the Vendor. In some cases the agency may request delivery by telephone, but must provide the Vendor with a DPO Order Number reference for billing purposes. Vendors are encouraged to require written orders to assure payments are processed accurately and promptly.

**DELIVERY** If this is an MPA, Vendor will obtain "ship to" information from each participating agency. This information will be contained in the DPO. APA delivery information will be contained in the Notice of Award.

**PRICING** - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected herein.

**INVOICING** All invoices shall reference the DPO Order Number(s), Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein. If this is an MPA, Vendor will obtain "bill to" information from each participating agency. This information will be contained in the DPO. APA billing information will be contained in the Notice of Award.

**PAYMENT** - Invoices for items not received, not priced according to contract or for work not yet performed will not be honored. No payment will be processed to any vendor for whom there is no IRS W-9 on file with the State Controller.

## Supplemental Agreement

The Rhode Island Department of Administration, Division of Purchases (“Division” or “State”) and Qwest Communications, LLC d/b/a CenturyLink (“Vendor”) (collectively known as the “Parties” or as a “Party”, individually) hereby enter into this “Supplemental Agreement,” effective the First day of ~~August~~<sup>September</sup>, 2014, upon issuance of Master Price Agreement # 308 (“MPA”) by the Division, to provide Telecommunications Services to the State of Rhode Island (“State”), in accordance with the terms and conditions stated in Request for Proposal # 7548392.

### **1. Incorporation of the Agreement in its Entirety:**

The Notice of Contract Purchase Agreement, along with the Rhode Island State Procurement Regulations and General Conditions of Purchase, and the documents listed below, are all expressly incorporated by reference into this Agreement and shall be collectively referred to as the “Agreement”:

**A. Request for Proposal #7548392 and Addenda (available on Division’s website), and all of the terms and conditions contained therein, including, but not limited to, the following terms:**

- **TERM:** The term of MPA #308 will be for a period of twenty four (24) months for the period of the effective date of the Agreement through July 31, 2016, renewable for up to three (3) additional, one-year periods, at the sole option of the state. The state shall provide written notice to renew or not renew within sixty (60) of the end of each agreement period.
- “Authorized services” means services which are authorized through issuance of an approved state purchase order issued via the Rhode Island Financial Accounting Network System (RIFANS). Services provided without a valid PO number may be considered unauthorized and refused for payment. Verbal approval of any staff member other than the State Purchasing Agent is insufficient authorization.
- All agencies of state government, except as stated below, will be required to utilize this MPA.
- The same offers, terms and conditions as stated in the Agreement will be accessible to the Legislative and Judicial Branches of the State of Rhode Island, Rhode Island municipalities (cities and towns), school districts and quasi-public agencies. (In other words, this MPA is extended to all governmental or quasi-governmental entities in Rhode Island should they decide voluntarily to participate and access the pricing and terms available under MPA 308);

**B. VENDOR’s Cost Proposal (Attachment #1) – and all of the terms contained therein, including discounts.**

**C. VENDORS's Technical Proposal (On file with the Division of Purchases)**

**2. Order of Precedence**

To the extent that there is any conflict in terms among the items incorporated into the Agreement, the following order of supremacy (with one (1) being the highest order of priority) shall control:

1. The State's General Conditions of Purchase (**Attachment #2**);
2. This Supplemental Agreement
3. RFP # ~~7537380~~ and addenda 7548392 *ا*
4. VENDOR's Cost Proposal; and
5. VENDOR's Technical Proposal.

**3. Scope of Work**

The Scope of Work included in the RFP, including for the State of Rhode Island, colleges and the University of Rhode Island, is hereby incorporated into this agreement by reference.

**4. Insurance Requirements:**

VENDOR shall acquire and maintain all insurance as detailed on Pages 38 and 39 of RFP #7548392.

**5. Choice of Law and Venue:**

This Agreement shall be governed by and construed in accordance with the internal laws of the State of Rhode Island.

**6. Amendment:**

Except as otherwise provided for herein, the terms and conditions of this Agreement shall not be modified or amended except in writing, signed by both parties hereto and specifically referring to this Agreement.

**7. Notice:**

Any notice required to be given by either party hereunder, shall be in writing and delivered personally to the other designated party, or sent by any commercially reasonable means of receipted delivery, addressed, to that party at the address most recently provided in writing. Either party may change the address to which notice is to be sent by written notice to the other under any provision of this paragraph.

State of Rhode Island  
Lorraine A. Hynes  
RI Department of Administration  
Division of Purchases 2<sup>nd</sup> Fl.  
One Capitol Hill  
Providence, RI 02908

Qwest Communications, LLC d/b/a CenturyLink  
Catherine Pauling  
Senior National Account Manager  
Qwest Communications, LLC d/b/a CenturyLink  
1 Summer St., Suite 301  
Boston, MA 02110

**7. Miscellaneous**

All provisions not expressly addressed herein are governed by Appendix A, General Conditions of Purchase, of the State of Rhode Island Procurement Regulations available at the [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

**8. Headings:**

The headings contained in this Agreement are for convenience of reference only and shall not affect the meaning of any provision of this Agreement.

**9. Severability:**

Should any term, clause or provision herein be found invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or operation of any other term, clause or provision and such invalid term, clause or provision shall be construed to most closely reflect the original intent of the parties.

**10. Entire Agreement/Counterparts.**

This Supplemental Agreement, and the items incorporated herein by reference, shall constitute the entire understanding of the parties. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original and all of which together shall constitute one instrument.

IN WITNESS WHEREOF, the undersigned, being duly authorized thereto by their respective organizations, have executed this Agreement as of the date set forth below.

**VENDOR:**

By: Const. N/A

Name: Constantine Garteles on  
Behalf of Richard Fernandez

Title: Director Offer Management

Date: 7/30/14

**State Official:**

By: L. Hynes

Name: Lorraine A. Hynes

Title: Purchasing Agent

Date: 8/18/14

**STATE OF RHODE ISLAND  
PROCUREMENT REGULATIONS**

**APPENDIX A – GENERAL CONDITIONS OF PURCHASE**



**Amended regulations adopted June 20, 2011**

Division of Purchases  
Rhode Island Department of Administration  
One Capitol Hill, Second Floor  
Providence, Rhode Island 02908

Tel: (401) 574-8100

**RECEIVED**

OCT 11 2011

RI SECRETARY OF STATE  
ADMINISTRATIVE RECORDS

The following amended State of Rhode Island Procurement Regulations were adopted by me, as Director of the State of Rhode Island Department of Administration, on the \_\_\_\_\_ day of June 2011.

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Richard A. Licht, Director  
State of Rhode Island  
Department of Administration  
One Capitol Hill  
Providence, Rhode Island 02908

Date of Public Notice: May 5, 2011  
Date of Public Hearing: June 8, 2011  
End of Comment Period: June 8, 2011

# GENERAL CONDITIONS OF PURCHASE

All State Purchase Orders, Contracts, Solicitations, Delivery Orders and Service Requests shall incorporate and be subject to the provisions of Title 37 Chapter 2 of the General Laws of the State of Rhode Island, the Regulations adopted pursuant thereto, all other applicable provisions of the Rhode Island General Laws, specific requirements described in the Request or Contract, and the following General Conditions of Purchase:

**1. GENERAL** - All purchase orders, contracts, solicitations, delivery orders, and service requests are for specified goods and services, in accordance with express terms and conditions of purchase, as defined herein. For the purposes of this document, the terms "bidder" and "contractor" refer to any individual, firm, corporation, or other entity presenting a proposal indicating a desire to enter into contracts with the State, or with whom a contract is executed by the State's Purchasing Agent, and the term "contractor" shall have the same meaning as "vendor".

**2. ENTIRE AGREEMENT** - The State's Purchase Order, or other State contract endorsed by the State Office of Purchases, shall constitute the entire and exclusive agreement between the State and any contractor receiving an award. In the event any conflict between the bidder's standard terms of sale, these conditions or more specific provisions contained in the solicitation shall govern. All communication between the State and any contractor pertaining to any award or contract shall be accomplished in writing.

- **a.** Each proposal will be received with the understanding that the acceptance, in writing, by contract or Purchase Order by the Purchasing Agent of the offer to do work or to furnish any or all the materials, equipment, supplies or services described therein shall constitute a contract between the bidder and the State. This shall bind the bidder on his part to furnish and deliver at the prices and in accordance with the conditions of said accepted proposal and detailed specifications and the State on its part to order from such contractor (except in case of emergency) and to pay for at the agreed prices, all materials, equipment, supplies or services specified and delivered. A contract shall be deemed executory only to the extent of funds available for payment of the amounts shown on Purchase Orders issued by the State to the contractors.

- b.** No alterations or variations of the terms of the contract shall be valid or binding upon the State unless submitted in writing and accepted by the Purchasing Agent. All orders and changes thereof must emanate from the Office of Purchases: no oral agreement or arrangement made by a contractor with an agency or employee will be considered to be binding on the Purchasing Agent, and may be disregarded.

- c.** Contracts will remain in force for the contract period specified or until all articles or services ordered before date of termination shall have been

satisfactorily delivered or rendered and accepted and thereafter until all terms and conditions have been met, unless

1. terminated prior to expiration date by satisfactory delivery against orders of entire quantities, or
2. extended upon written authorization of the Purchasing Agent and accepted by the contractor, to permit ordering of the unordered balances or additional quantities at the contract price and in accordance with the contract terms, or
3. canceled by the State in accordance with other provisions stated herein.

• **d.** It is mutually understood and agreed that the contractor shall not assign, transfer, convey, sublet or otherwise dispose of this contract or his right, title or interest therein, or his power to execute such contract, to any other person, company or corporation, without the previous consent, in writing, of the Purchasing Agent.

**e.** If, subsequent to the submission of an offer or issuance of a purchase order or execution of a contract, the bidder or contractor shall merge with or be acquired by another entity, the contract may be terminated, except as a corporate resolution prepared by the contractor and the new entity ratifying acceptance of the original bid or contract terms, condition, and pricing is submitted to the Office of Purchases, and expressly accepted.

**f.** The contractor or bidder further warrants by submission of an offer or acceptance of a purchase order or other contract that he has no knowledge at the time of such action of any outstanding and delinquent or otherwise unsettled debt owed by him to the State, and agrees that later discovery by the Purchasing Agent that this warranty was given in spite of such knowledge, except where the matter is pending in hearing or from any appeal therefrom, shall form reasonable grounds for termination of the contract.

**3. SUBCONTRACTS** - No subcontracts or collateral agreements shall be permitted, except with the State's express consent. Upon request, contractors must submit to the Office of Purchases a list of all subcontractors to be employed in the performance of any Purchase Order or other contract arising from this Request.

**4. RELATIONSHIP OF PARTIES** - The contractor or bidder warrants, by submission of an offer or acceptance of a purchase order or other contract, that he is not an employee, agent, or servant of the State, and that he is fully qualified and capable in all material regards to provide the specified goods and services. Nothing herein shall be construed as creating any contractual relationship or obligation between the State and any sub-bidder, subcontractor, supplier, or employee of the contractor or offeror.

**5. COSTS OF PREPARATION** - All costs associated with the preparation, development, or submission of bids or other offers will be borne by the offeror. The State will not reimburse any offeror for such costs.

**6. SPECIFIED QUANTITY REQUIREMENT** - Except where expressly specified to the contrary, all solicitations and contracts are predicated on a specified quantity of goods or services, or for a specified level of funding.

- **a.** The State reserves the right to modify the quantity, scope of service, or funding of any contract, with no penalty or charge, by written notice to the contractor, except where alternate terms have been expressly made a part of contract.

- b.** The State shall not accept quantities in excess of the specified quantity except where the item is normally sold by weight (where sold by weight, the State will not accept quantities greater than ten per cent [10%] of the specified quantity), or where the Request or Contract provides for awards for other than exact quantities.

- c.** Purchase Orders or other contracts may be increased in quantity or extended in term without subsequent solicit with the mutual consent of the contractor and the State, where determined by the Purchasing Agent to be in the State's best interest.

**7. TERM AND RENEWAL** - Where offers have been requested or contracts awarded for terms exceeding periods of twelve (12) months, it is mutually understood and agreed that the State's commitment is limited to a base term not to exceed twelve (12) months, subject to renewal annually at the State's sole option for successive terms as otherwise described, except where expressly specified to the contrary. Purchase orders appearing to commit to obligations of funding or terms of performance may be executed for administrative convenience, but are otherwise subject to this provision, and in such cases the State's renewal shall be deemed to be automatic, conditional on the continued availability of appropriated funds for the purpose, except as written notice of the State's intent not to renew is served.

**8. DELIVERY** - Delivery must be made as ordered and in accordance with the proposal. If delivery qualifications do not appear on the bidder's proposal, it will be interpreted to mean that goods are in stock and that shipment will be made within seven (7) calendar days. The decision of the Purchasing Agent, as to reasonable compliance with the delivery terms, shall be final. Burden of proof of delay in receipt of order shall rest with the contractor. No delivery charges shall be added to invoices except when authorized on the Purchase Order.

**9. FOREIGN CORPORATIONS** - In accordance with Title 7 Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in this state until it shall have procured a certificate of authority so to do from the Secretary of State.

**10. PRICING** - All pricing offered or extended to the State is considered to be firm and fixed unless expressly provided for to the contrary. All prices shall be quoted F.O.B. Destination with freight costs included in the unit cost to be paid by the State, except, where the Request or Contract permits, offers reflecting F.O.B. Shipping Point will be considered, and freight costs may then be prepaid and added to the invoice.

**11. COLLUSION** - Bidder or contractor warrants that he has not, directly or indirectly, entered into any agree participated in any collusion or otherwise taken any action in restraint of full competitive bidding. In special circumstances, an executed affidavit will be required as a part of the bid.

**12. PROHIBITION AGAINST CONTINGENT FEES AND GRATUITIES** - Bidder or contractor warrants that he has not paid, and agrees not to pay, any bonus, commission, fee, or gratuity to any employee or official of the State for the purpose of obtaining any contract or award issued by the State. Bidder or contractor further warrants that no commission or other payment has been or will be received from or paid to any third party contingent on the award of any contract by the State, except as shall have been expressly communicated to the State Purchasing Agent in writing prior to acceptance of the contract or award in question. Subsequent discovery by the State of non-compliance with these provisions shall constitute sufficient cause for immediate termination of all outstanding contracts and suspension or debarment of the bidder(s) or contractor(s) involved.

**13. AWARDS** - Awards will be made with reasonable promptness and by written notice to the successful bidder (only); bids are considered to be irrevocable for a period of sixty (60) days following the bid opening unless expressly provided for to the contrary in the Request, and may not be withdrawn during this period without the express permission of the Purchasing Agent.

- **a.** Awards shall be made to the bidder(s) whose offer(s) constitutes the lowest responsive price offer (or lowest responsive price offer on an evaluated basis) for the item(s) in question or for the Request as a whole, at the option of the State. The State reserves the right to determine those offers which are responsive to the Request, or which otherwise serve its best interests.

- b.** The State reserves the right, before making award, to initiate investigations as to whether or not the materials, equipment, supplies, qualifications or facilities offered by the bidder meet the requirements set forth in the proposal and specification, and are ample and sufficient to insure the proper performance of the contract in the event of award. If upon such examination it is found that the conditions of the proposal are not complied with or that articles or equipment proposed to be furnished do not meet the requirements called for, or that the qualifications or facilities are not satisfactory, the State may reject such a bid. It is distinctly understood, however, that nothing in the foregoing shall mean or imply that it is obligatory upon the State to make any examinations before awarding a contract; and it is further understood that if such examination is made, it in no

way relieves the contractor from fulfilling all requirements and conditions of the contract.

**c.** Qualified or conditional offers which impose limitations of the bidder's liability or modify the requirements of the bid, offers for alternate specifications, or which are made subject to different terms and conditions than those specified by the State may, at the option of the State, be

1. Rejected as being non-responsive, or
2. set aside in favor of the State's terms and conditions (with the consent of the bidder), or
3. accepted, where the State Purchasing Agent determines that such acceptance best serves the interests of the State.

• Acceptance or rejection of alternate or counter-offers by the State shall not constitute a precedent which shall be considered to be binding on successive solicitations or procurements.

**d.** Bids submitted in pencil, or which do not bear an original signature, in ink, by an owner or authorized agent thereof, will not be accepted.

**e.** Bids must be extended in the unit of measure specified in the Request. In the event of any discrepancy between unit prices and their extensions, the unit price will govern.

**f.** The Purchasing Agent reserves the right to determine the responsibility of any bidder for a particular procurement.

**g.** The Purchasing Agent reserves the right to reject any and all bids in whole or in part, to waive technical defects, irregularities, and omissions, and to give consideration to past performance of the offerors where, in his judgment the best interests of the State will be served by so doing.

**h.** The Purchasing Agent reserves the right to make awards by items, group of items or on the total low bid for all the items specified as indicated in the detailed specification, unless the bidder specifically indicates otherwise in his bid.

**i.** Preference may be given to bids on products raised or manufactured in the State, other things being equal.

**j.** The impact of discounted payment terms shall not be considered in evaluating responses to any Request.

k. The Purchasing Agent reserves the right to act in the State's best interests regarding awards caused by clerical errors by the Office of Purchases.

**14. SUSPENSION AND DEBARMENT** - The Purchasing Agent may suspend or debar any vendor or potential bidder, for good cause shown:

• a. A debarment or suspension against a part of a corporate entity constitutes debarment or suspension of all of its divisions and all other organizational elements, except where the action has been specifically limited in scope and application, and may include all known corporate affiliates of a contractor, when such offense or act occurred in connection with the affiliate's performance of duties for or on behalf of the contractor, or with the knowledge, approval, or acquiescence of the contractor or one or more of its principals or directors (or where the contractor otherwise participated in, knew of, or had reason to know of the acts).

b. The fraudulent, criminal or other serious improper conduct of any officer, director, shareholder, partner, employee, or any other individual associated with a contractor may be imputed to the contractor when the conduct occurred in connection with the individual's performance of duties for or on behalf of the contractor, or with the contractor's knowledge, approval or acquiescence. The contractor's acceptance of benefits derived from the conduct shall be evidence of such knowledge, approval, or acquiescence.

c. A vendor or contractor who knowingly engages as a subcontractor for a contract awarded by the State to a vendor or contractor then under a ruling of suspension or debarment by the State shall be subject to disallowance of cost, annulment or termination of award, issuance of a stop work order, or debarment or suspension, as may be judged to be appropriate by the State Purchasing Agent.

**15. PUBLIC RECORDS** - Contractors and bidders are advised that all documents, correspondence, and other submissions to the Office of Purchases may be accessible as public records, pursuant to Title 38, Chapter 2 of the General Laws, absent specific notice that portions of such submittals may contain confidential or proprietary information, such that public access to those items should be withheld, and except as otherwise provided for pursuant to RIGL 37-2-18 (a)-(h) "Competitive Sealed Bidding".

**16. PRODUCT EVALUATION** - In all specifications, the words "or equal" are understood after each article when manufacturer's name or catalog are referenced. If bidding on items other than those specified, the bidder must, in every instance, give the trade designation of the article, manufacturer's name and detailed specifications of the item the bidder proposes to furnish; otherwise, the bid will be construed as submitted on the identical commodity described in the detailed specifications. The Purchasing Agent reserves the right to determine whether or not the item submitted is the approved equal the detailed specifications.

- **a.** Any objections to specifications must be filed by a bidder, in writing, with the Purchasing Agent at least 96 hours before the time of bid opening to enable the Office of Purchases to properly investigate the objections.

- b.** All standards are minimum standards except as otherwise provided for in the Request or Contract.

- c.** Samples must be submitted to the Office of Purchases in accordance with the terms of the proposals and detailed specifications. Samples must be furnished free of charge and must be accompanied by descriptive memorandum invoices indicating whether or not the bidder desires their return and specifying the address to which they are to be returned (at the bidder's risk and expense), provided they have not been used or made useless by tests; and absent instructions, the samples shall be considered to be abandoned. Award samples may be held for comparison with deliveries.

- d.** All samples submitted are subject to test by any laboratory the State Purchasing Agent may designate.

**17. PRODUCT ACCEPTANCE** - All merchandise offered or otherwise provided shall be new, of prime manufacture, and of first quality unless otherwise specified by the State. The State reserves the right to reject all nonconforming goods, and to cause their return for credit or replacement, at the State's option. Contract deliverables specified for procurements of services shall be construed to be work products, and subject to the provisions of this section.

- **a.** Failure by the State to discover latent defect(s) or concealed damage or non-conformance shall not foreclose the State's right to subsequently reject the goods in question.

- b.** Formal or informal acceptance by the State of non-conforming goods shall not constitute a precedent for successive receipts or procurements.

- c.** Where the contractor fails to promptly cure the defect or replace the goods, the State reserves the right to cancel the Purchase Order, contract with a different contractor, and to invoice the original contractor for any differential in price over the original contract price.

- d.** When materials, equipment or supplies are rejected, the same must be removed by the contractor from the premises of the State Agency within forty-eight (48) hours of notification. Rejected items left longer than two days will be regarded as abandoned and the State shall have the right to dispose of them as its own property.

**18. PRODUCT WARRANTIES** - All product or service warranties normally offered by the contractor or bidder shall accrue to the State's benefit, in addition to any special

requirements which may be imposed by the State. Every unit delivered must be guaranteed against faulty material and workmanship for a period of one year unless otherwise specified, and the State may, in the event of failure, order its replacement, repair, or return for full credit, at its sole option.

**19. PAYMENT** - Unless otherwise provided for by the Request or Contract, payment shall not be made until delivery has been made, or services performed, in full, and accepted. Payment shall not be due prior to thirty (30) working days following the latest of completion, acceptance, or the rendering of a properly submitted invoice.

- **a.** Payment terms other than the foregoing may be rejected as being non-responsive..

- b.** No partial shipments will be accepted, unless provided for by the Request or Contract.

- c.** Where a question of quality is involved, payment in whole or part against which to charge back any adjustment required, shall be withheld at the direction of the Purchasing Agent. In the event a cash discount is stipulated, the withholding of payments, as herein described, will not deprive the State from taking such discount.

- d.** Payments for used portion of inferior delivery will be made by the State on an adjusted price basis.

- e.** Payments on contracts under architectural or engineering supervision must be accompanied by a Certificate of Payment and Statement of Account signed by the architect or engineer and submitted to the Agency involved for approval.

**20. THIRD PARTY PAYMENTS** - The State recognizes no assigned or collateral rights to any purchase agreement except as may be expressly provided for in the bid or contract documents, and will not accede to any request for third party or joint payment(s), except as provided for in specific orders by a court of competent jurisdiction, or by express written permission of the Purchasing Agent. Where an offer is contingent upon such payment(s), the offeror is obligated to serve affirmative notice in his bid submission.

**21. SET-OFF AGAINST PAYMENTS** - Payments due the contractor shall be subject to reduction by the State Controller equal to the amount of unpaid and delinquent state taxes (or other just debt owed to the State), except where notice of delinquency has not been served or while the matter is pending in hearing or from any appeal therefrom.

**22. CLAIMS** - Any claim against a contractor may be deducted by the State from any money due him in the same or other transactions. If no deduction is made in such fashion, the contractor shall pay the State the amount of such claim on demand. Submission of a voucher and payment, thereof, by the State shall not preclude the Purchasing Agent from

demanding a price adjustment in any case when the commodity delivered is later found to deviate from the specifications and proposal.

- a. The Purchasing Agent may assess dollar damages against a vendor or contractor determined to be non-performing or otherwise in default of their contractual obligations equal to the cost of remedy incurred by the State, and make payment of such damages a condition for consideration for any subsequent award. Failure by the vendor or contractor to pay such damages shall constitute just cause for disqualification and rejection, suspension, or debarment.

**23. STATE CONTROLLER'S CERTIFICATION OF FUNDING** - Certification as to the availability of funds to support the procurement for the current fiscal year ending June 30th only. Where delivery or service requirements extend beyond the end of the current fiscal year, such extensions are subject to both the availability of appropriated funds and a determination of continued need.

**24. UNUSED BALANCES** - Unless otherwise specified, all unused Blanket Order quantities and/or unexpended funds shall be automatically canceled on the expiration of the specified term. Similarly, for orders encompassing more than one State fiscal year, unexpended balances of funding allotted for an individual fiscal year may be liquidated at the close of that fiscal year, at the State's sole option.

**25. MINORITY BUSINESS ENTERPRISES** - Pursuant to the provisions of Title 37 Chapter 14.1 of the General Laws, the State reserves the right to apply additional consideration to offers, and to direct awards to bidders other than the responsive bid representing the lowest price where:

- a. the offer is fully responsive to the terms and conditions of the Request, and
- b. the price offer is determined to be within a competitive range (not to exceed 5% higher than the lowest responsive price offer) for the product or service, and
- c. the firm making the offer has been certified by the R.I. Department of Economic Development to be a small business concern meeting the criteria established to be considered a Minority Business Enterprise. Ten per cent [10%] of the dollar value of the work performed against contracts for construction exceeding \$5,000 shall be performed by Minority Business Enterprises where it has been determined that subcontract opportunities exist, and where certified Minority Business Enterprises are available. A contractor may count towards its MBE, DBE, or WBE goals 60% of its expenditures for materials and supplies required under a contract and obtained from an MBE, DBE, or WBE regular dealer, and 100% of such expenditures when obtained from an MBE, DBE, or WBE manufacturer. Awards of this type shall be subject to approval, by the Director of Administration, of a Subcontracting Plan submitted by the bidder receiving the award.

**26. PREVAILING WAGE REQUIREMENT** - In accordance with Title 37 Chapter 13 of the General Laws of Rhode Island, payment of the general prevailing rate of per diem wages and the general prevailing rate for regular, overtime and other working conditions existing in the locality for each craft, mechanic, teamster, or type of workman needed to execute this work is a requirement for both contractors and subcontractors for all public works.

**27. EQUAL OPPORTUNITY COMPLIANCE, HANDICAPPED ACCESS AND AFFIRMATIVE ACTION** - Contractors of the State are required to demonstrate the same commitment to equal opportunity as prevails under federal contracts controlled by Federal Executive Orders 11246, 11625, 11375 and 11830, and Title 28 Chapter 5.1 of the General Laws of Rhode Island. Affirmative action plans shall be submitted by the contractor for review by the State Equal Opportunity Office. A contractor's failure to abide by the rules, regulations, contract terms and compliance reporting provisions as established shall be grounds for forfeiture and penalties as shall be established, including but not limited to suspension.

**28. DRUG-FREE WORKPLACE REQUIREMENT** - In accordance with Executive Order No. 91-14, Contractors who do business with the State and their employees shall abide by the State's drug-free workplace policy and the contractor shall so attest by signing a certificate of compliance.

**29. GOODS PRODUCED IN THE REPUBLIC OF SOUTH AFRICA** - In accordance with Chapters 35-10-12 and 37-2-57 of the General Laws, goods which are known to be wholly produced in the Republic of South Africa may not be accepted for any procurement the State of Rhode Island; the offeror attests by his submission of a bid or offer, or acceptance of a purchase order or other contract, that these prohibitions do not apply to material or goods which form the basis for his offer or contract.

**30. TAXES** - The State of Rhode Island is exempt from payment of excise, transportation and sales tax imposed by the Federal or State Government. These taxes should not be included in the proposal price. Exemption Certificates will be furnished upon request.

**31. INSURANCE** - All construction contractors, independent tradesmen, or firms providing any type of maintenance, repair, or other type of service to be performed on state premises, buildings, or grounds are required to purchase and maintain coverage with a company or companies licensed to do business in the state as follows:

- **a. Comprehensive General Liability Insurance** -
  - 1) Bodily Injury \$1,000,000 each occurrence
    - \$1,000,000 annual aggregate
  - 2) Property Damage \$500,000 each occurrence
- \$500,000 annual aggregate
  - Independent Contractors
  - Contractual - including construction hold harmless and other types of contracts or agreements in effect for insured operations

- Completed Operations
- Personal Injury (with employee exclusion deleted)
- **b. Automobile Liability Insurance -**
- Combined Single Limit \$1,000,000 each occurrence
  - Bodily Injury
  - Property Damage, and in addition non-owned and/or hired vehicles and equipment
- **c. Workers' Compensation Insurance -**
- Coverage B \$100,000

The Purchasing Agent reserves the right to consider and accept alternate forms and plans of insurance or to require additional or more extensive coverage for any individual requirement. Successful bidders shall provide certificates of coverage, reflecting the State of Rhode Island as an additional insured, to the Office of Purchases, forty-eight (48) hours prior to the commencement of work, as a condition of award. Failure to comply with this provision shall result in rejection of the offeror's bid.

**32. BID SURETY** - When requested, a bidder must furnish a Bid Bond or Certified Check for 5% of his bid, or for the stated amount shown in the solicitation. Bid Bonds must be executed by a reliable Surety Company authorized to do business in the State of Rhode Island. Failure to provide Bid Surety with bid may be cause for rejection of bid. The Bid Surety of any three bidders in contention will be held until an award has been made according to the specifications of each proposal. All others will be returned by mail within 48 hours following the bid opening. Upon award of a contract, the remaining sureties will be returned by mail unless instructed to do otherwise.

**33. PERFORMANCE AND LABOR AND PAYMENT BONDS** – A performance bond and labor and payment bond of up to 100% of an award may be required by the Purchasing Agent. Bonds must meet the following requirements:

- **a. Corporation:** The Bond must be signed by an official of the corporation above his official title and the corporate seal must be affixed over his signature.
- **b. Firm or Partnership:** The Bond must be signed by all of the partners and must indicate that they are "Doing Business As (name of firm)."
- **c. Individual:** The Bond must be signed by the individual owning the business and indicate "Owner."
- **d.** The Surety Company executing the Bond must be licensed to do business in the State of Rhode Island or Bond must be countersigned by a company so licensed.
- **e.** The Bond must be signed by an official of the Surety Company and the corporate seal must be affixed over his signature.
- **f.** Signatures of two witnesses for both the principal and the Surety must appear on the Bond.
- **g.** A Power of Attorney for the official signing of the Bond for the Surety Company must be submitted with the Bond.

**34. DEFAULT AND CANCELLATION** - A contract may be canceled or annulled at the contractor's expense upon non-performance of contract, or breach, by the contractor,

of any of his obligations. Failure of contractor to cure such non-performance or breach within ten working days after the receipt of notice, shall be sufficient cause for the cancellation of the contract in question, the cancellation of all outstanding contracts or sub-contracts held by the contractor, and the suspension or debarment of the contractor from future procurements.

- **a.** Failure of a contractor to deliver or perform within the time specified, or within reasonable time as interpreted by the Purchasing Agent or failure to make replacement of rejected articles, when so requested, immediately or as directed by the Purchasing Agent, will cause the Purchasing Agent to purchase in the open market to replace those rejected or not delivered. The Purchasing Agent reserves the right to authorize immediate purchase in the open market against rejections on any contract when necessary. On all such purchases, the contractor, or his surety, agrees to promptly reimburse the State for excess costs occasioned by such default. Should the cost be less, the contractor shall have no claim to the difference.

- b.** A contractor who fails to commence within the time specified or complete an award made for repairs, alterations, construction, or any other service will be considered in default of contract. The Purchasing Agent may contract for completion of the work with another contractor and seek recourse from the defaulting contractor or his surety.

- c.** If contractor consistently fails to deliver quantities or otherwise perform as specified, the Purchasing Agent reserves the right to cancel the contract and purchase the balance in the open market at the contractor's expense.

**35. INDEMNITY** - The contractor guarantees:

- **a.** To save the State, its agents and employees, harmless from any liability imposed upon the State arising from the negligence, either active or passive, of the contractor, as well as for the use of any copyrighted or non-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of the contract of which the contractor is not the patentee, assignee or licensee.

- b.** To pay for all permits, licenses and fees and give all notices and comply with all laws, ordinances, rules and regulations of the city or town in which the installation is to be made and of the State of Rhode Island.

- c.** That the equipment offered is standard new equipment, latest model of regular stock product with all parts regularly used with the type of equipment offered; also, that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice.

**36. CONTRACTOR'S OBLIGATIONS** - In addition to the specific requirements of the contract, construction and building repair contractors bear the following standard responsibilities:

- **a.** To furnish adequate protection from damage for all work and to repair damages of any kind, for which he or his workmen are responsible, to the building or equipment, to his own work, or to the work of other contractors;

- b. To clear and remove all debris and rubbish resulting from his work from time to time, as directed or required, a completion of the work leave the premises in a neat unobstructed condition, broom clean, and in satisfactory order and repair;
- c. To store equipment, supplies, and material at the site only upon approval by the State, and at his own risk;
- d. To perform all work so as to cause the least inconvenience to the State, and with proper consideration for the rights of other contractors and workmen;
- e. To acquaint themselves with conditions to be found at the site, and to assume responsibility for the appropriate dispatching of equipment and supervision of his employees during the conduct of the work; and
- f. To ensure that his employees are instructed with respect to special regulations, policies, and procedures in effect for any State facility or site, and that they comply with such rules.

**37. FORCE MAJEURE** - All orders shall be filled by the contractor with reasonable promptness, but the contractor shall not be held responsible for any losses resulting if the fulfillment of the terms of the contract shall be delayed or prevented by wars, acts of public enemies, strikes, fires, floods, acts of God, or for any other acts not within the control of the contractor and which by the exercise of reasonable diligence, the contractor is unable to prevent.

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