

# 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>VERIZON BUSINESS NETWORK SERVICES          INC          ONE VERIZON WY          BASKING RIDGE, NJ 07920          United States</b>
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<b>MPA-308 - TELECOMMUNICATIONS          SERVICES</b>	
Award Number	<b>3389090</b>
Revision Number	<b>1</b>
Effective Period	<b>01-SEP-2014 -          31-AUG-2017</b>
Approved PO Date	<b>30-AUG-2016</b>
Vendor Number	<b>1972-iSupplier</b>

<b>S H I P  T O</b>	<b>MASTER PRICE AGREEMENT          SEE BELOW          RELEASE AGAINST, RI MPA          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 #3389090 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.

**STATE PURCHASING AGENT**

*Nancy R. McIntyre*  
 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)**

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##### **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.

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**Department of Administration**  
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Solicitation Number	<b>7548392</b>
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MASTER PRICE AGREEMENT #308

CHANGE TO PO #3389090 DATED 8/5/14

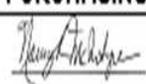
CHANGE EFFECTIVE PERIOD  
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# Notice of Contract Purchase Agreement

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

VERIZON BUSINESS NETWORK SERVICES INC  
ONE VERIZON WY  
BASKING RIDGE, NJ 07920  
United States

MPA-308 - TELECOMMUNICATIONS SERVICES	
<b>Award Number</b> 3389090	<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> 1972	<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.

\*\*\*\*\*  
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:  
TRADITIONAL VOICE SERVICES  
USAGE RATES  
POTS  
PRI  
CALL CENTER SERVICES  
VoIP SERVICES  
HOSTED VoIP/IP CENTREX  
CONFERENCE CALLING SERVICES  
WEB CONFERENCING  
IP DATA CIRCUITS  
PROFESSIONAL SERVICES  
COLOCATION SERVICES

<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



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VERIZON BUSINESS NETWORK SERVICES INC  
ONE VERIZON WY  
BASKING RIDGE, NJ 07920  
United States

MPA-308 - TELECOMMUNICATIONS SERVICES	
<b>Award Number</b> 3389090	<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
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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> 1972

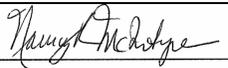
<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

VENDOR CONTACT:  
WILLIAM DOYLE  
TEL: (617) 535-0320  
EMAIL: WILLIAM.J.DOYLE@VERIZON.COM

STATE CONTACT:  
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

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

**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**

*(Handwritten initials)*

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.

**RECEIVED**

(14) OCT 11 2011

RI SECRETARY OF STATE  
ADMINISTRATIVE RECORDS

**Supplemental Agreement**

The Rhode Island Department of Administration, Division of Purchases (“Division” or “State”) and MCI Communications Services, Inc. d/b/a Verizon Business Services (“Vendor”) (collectively known as the “Parties” or as a “Party” individually) hereby enter into this “Supplemental Agreement,” effective the First day of ~~August~~, 2014 (the “Effective Date”), 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.

*November  
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**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 (each, a “Renewal Period”), at the sole option of the state. The state shall provide written notice to renew or not renew within sixty (60) days of the end of each Renewal 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);
- Upon the State providing Verizon with a valid tax exemption certificate, the State will not pay for any such taxes, surcharges or fees unless mandated and allowed to be

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passed through by law or regulation. Verizon shall not assess any such mandatory, taxes, fees or surcharges other than identified in its proposal unless approved by a contract amendment. Upon providing Verizon with a valid tax exemption certificate, Verizon shall not invoice the State or any entity receiving services from Verizon under this MPA for taxes, surcharges and fees for services under which applicable law exempts the State or any such entity from payment.

• **RATE REVIEW:**

- (a) The State may, by delivering written notice to Vendor, request a Rate Review to be conducted in accordance with the following schedule:

1 <sup>st</sup> Rate Review:	Following the 12 <sup>th</sup> month after the Effective Date
2 <sup>nd</sup> Rate Review:	Following the 24 <sup>th</sup> month after the Effective Date
3 <sup>rd</sup> Rate Review*:	Following the 36 <sup>th</sup> month after the Effective Date
4 <sup>th</sup> Rate Review*:	Following the 48 <sup>th</sup> month after the Effective Date

\* = These Rate Reviews will be conducted if Rhode Island exercises its option to extend the term of the agreement.

- (b) The Rate Review will be completed by Vendor to compare the suite of services and rates provided under the MPA against those New England local government entities with a similar suite of services, similar terms and conditions, and whose annual revenue commitment is equal to or smaller than the State of Rhode Island's annual revenue commitment (collectively, "Similarly-Situated Entities"). If the State gives Vendor notice of a Rate Review request before the first day on which that Rate Review can be conducted (in accordance with the above schedule), Vendor shall conduct the Rate Review and document the results no later than sixty (60) business days after the first day on which the Rate Review can be conducted. If the State gives Vendor notice of a Rate Review request on or after the first day on which that Rate Review can be conducted (in accordance with the above schedule), Vendor shall conduct the Rate Review and document the results no later than sixty (60) business days after the date of the State's notice.
- (c) The State and Vendor will review the results of the Rate Review to determine whether rates for the suite of services, exclusive of any taxes, surcharges, or other administrative fees, are less favorable than the prices charged by Vendor to the Similarly-Situated Entities. If a variance exists that is less favorable for the State, then Vendor shall reduce its rates to the State for the affected suite of services so that the rates are comparable to the Similarly-Situated Entities that were compared during the Rate Review process. The new rates shall be effective on the first (1<sup>st</sup>) day of the second (2<sup>nd</sup>) full monthly billing cycle following execution and delivery by the State to Vendor of an amendment reflecting the new rates, subject to the billing adjustment credit described below.

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(d) **Billing Adjustment Credit.** To provide the State the benefit of the rates and discounts contained in the MPA as of the first (1<sup>st</sup>) day of the first (1<sup>st</sup>) full billing cycle following the State's execution and delivery to Vendor of an amendment reflecting the new rates, Vendor shall provide the State with a one-time billing adjustment credit related to the applicable Rate Review, plus applicable taxes and governmental charges, in the amount set forth in the applicable amendment to the MPA. This credit shall compensate the State for the difference between Vendor's existing contract rates and discounts invoiced during the first (1<sup>st</sup>) full monthly billing period following execution and delivery of the amendment and the rates and discounts invoiced during the second (2<sup>nd</sup>) full monthly billing period following execution and delivery of the amendment. The State must designate, in writing, within 30 calendar days from execution of the applicable amendment where credits are to be applied in full, or Vendor may elect to apply the credit to the oldest State balances. The credit may be divided among no more than ten (10) State account numbers, and will be applied against the State's total service charges incurred for interstate and international services. If the State's interstate and international total service charges for such monthly billing period are less than the credit, the excess amount of such credit will be applied to the State's interstate and international total service charges in the next consecutive monthly billing period(s) until the full credit amount has been applied.

**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
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.

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**4. Insurance Requirements:**

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

The State, agencies or any entity the Vendor is providing services to under this agreement and each of its and their officers and employees will be defended, indemnified and held harmless to the extent of two (2) times the minimum requirements set forth on Pages 38 and 39 of RFP #7548392. Vendor must secure coverage that equals at least two (2) times the minimum requirements set forth therein. The duty to indemnify the State, agencies and any entity to which the Vendor provides services under this agreement and each of its and their officers and employees shall not be limited by the insurance required therein. Vendor shall give the state written notice of any cancellation of insurance no later than thirty (30) days after it becomes aware of such cancellation.

**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**

Nancy R. McIntyre  
RI Department of Administration  
Division of Purchases, 2<sup>nd</sup> Fl.  
One Capitol Hill  
Providence, RI 02908

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MCI Communications Services, Inc. d/b/a Verizon Business Services

William Doyle  
Senior Account Manager  
MCI Communications Services, Inc.  
125 High St., FL 3  
Boston, MA 02110

**8. 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).

**9. 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.

**10. 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.

**11. 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: Anthony Recine

Name: Anthony Recine

Title: Vice President

Date: 10/30/2014

**State Official:**

By: Nancy R. McIntyre

Name: Nancy R. McIntyre

Title: Purchasing Agent

Date: 11/3/14



*A Proposal to*

# **State of Rhode Island**

**for**

**TELECOMMUNICATIONS SERVICES (MPA-308)  
Cost Proposal, Volume 2 of 2**

**February 25, 2014**

**Presented by:**

Bill Doyle  
Sr. Account Manager

125 High Street  
Boston, MA 02110  
617-535-0320  
[william.j.doyle@one.verizon.com](mailto:william.j.doyle@one.verizon.com)

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This document contains information that shall not be disclosed to third parties, without Verizon consent, and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this document.

# CONTENTS

**Section 4 - Cost Proposal .....2**

7 **Cost .....3**

7.1 Traditional Voice Services.....6

7.2 VoIP Services.....32

7.3 Telephone Sets / Equipment (URI) .....56

7.4 Conference Calling Services.....57

7.5 IP Data Circuits – Section 6.3 .....65



## Section 4 - Cost Proposal

4. *A separate, signed and sealed Cost Proposal (an original and four copies). Cost proposals and technical proposals may be shipped in the same container, but the cost proposal shall be in a sealed envelope.*

### Verizon Response

This cost proposal is being submitted to Rhode Island Division of Information Technology (referred to herein as the "Customer") by Verizon Business Network Services Inc. on behalf of Verizon New England Inc., Terremark Federal Group LLC, MCI Communication Services Inc. d/b/a Verizon Business Services, Verizon Network Integration Corp., Verizon Select Services, Inc. and Networkfleet, Inc. (referred to herein individually or collectively as "Verizon" and/or "Terremark" or "Verizon Terremark" and/or "Networkfleet" as applicable) and is not binding and is contingent upon the parties' execution of a written agreement consistent with this proposal and such other terms and conditions as the parties may mutually agree upon.

In the event of an award to Verizon, Verizon and Customer will enter into a written agreement that includes mutually agreeable terms and conditions. As part of such contract negotiations, Verizon's proposal is based upon Verizon's standard terms and conditions, including applicable Tariffs, Service/ Price Guides and Service Attachments (which are either included within this proposal or which can be provided upon request), and Verizon is willing to discuss any of the terms contained in the RFP, for purposes of incorporation into the agreement, or as may be modified by the parties and as mutually agreed upon. Verizon reserves the right to provide services proposed hereunder through any Verizon affiliate.

In no event shall any omission or generality in Verizon's response give rise to a binding obligation between the parties or constitute acceptance of any terms or conditions contained in the RFP.

Patricia L. Meyers

2/20/14

Patricia L. Meyers  
Manager Pricing and Contract Management

Date



Volume II -  
Signature.pdf

## 7 Cost

***In a separately, sealed section, Vendor shall provide complete, itemized costs for the items / services being proposed in accordance with the technical requirements above. The Cost section is broken down by the major categories as defined previously under System Requirements. Vendor does not have to provide pricing for every item in each section, but will only be considered for services for which complete pricing is provided (this includes all installation, equipment, monthly service, and related charges as applicable). Vendor may provide pricing for additional related services not specifically requested. The Division of Purchases reserves the right to disqualify any vendor for incomplete pricing.***

***All not-to-exceed proposed pricing for each service or commodity for which your company is submitting must be included in your response in a table for Sections 7.1 through 7.4 as shown in example 7.5.1. All other proposed pricing must be presented clearly and itemized in a table as shown in example 7.5.1 for each service or item for which you are bidding or you may choose the format for your table providing it clearly displays an all-inclusive not-to-exceed price for each item.***

***As stated previously, Vendor may not require minimum or maximum purchase levels or volume commitments or termination fees for services, Centrex/PRI or data circuits, but may offer tiered pricing levels or percentage discounts based on actual usage. Any discounts must be automatically applied, and not provided as rebates or other procedures that require the Customer to request reimbursement. All volume or percentage discounts must be clearly identified as part of the cost response.***

***Pricing shall be the Vendor's best pricing. If during the term of this RFP, the Vendor or any of its affiliates enter into a more favorable agreement with a commercial or government customer whose total annual purchases are equal or smaller than State's, a government entity, or any entity entitled to use this MPA, the Vendor shall inform the State in writing of any rates and charges which contain more favorable pricing than the rates and charges contained herein, the Vendor's rates and charges shall be amended for this MPA. The State shall receive credit for the difference between the rates and charges in effect beginning on the date the Vendor entered into the agreement for more favorable rates and charges. If the Vendor or its affiliates offer a promotion/discount for services that result in charges lower than the rates and charges for this MPA, then the Vendor shall make the lower pricing available for services during such promotion/discount.***

***The term of the agreement is two years with three one-year renewals at the option of the State. If pricing for any services will differ for the optional years of the agreement, this must be clearly specified by listing separate pricing for years 4 and/or 5 of the agreement. Otherwise, Vendor's stated pricing will remain in effect during the renewal periods (if the State elects to renew.)***

***Note: Pricing for monthly circuit costs must include all associated line charges (EUCL, etc.) Itemize separately current local, state, federal, and/or other regulatory mandatory taxes, surcharges or fees allowed to be passed through to customer that would be assessed and the statutory/regulatory authority authorizing same. The State will not pay for any such taxes, surcharges or fees unless mandated and allowed to be passed through by law or regulation. Vendor shall not assess any such mandatory, taxes, fees or surcharges other than identified in its proposal unless approved by a contract amendment. Vendor shall not invoice the State or any entity receiving services from Vendor under this MPA for taxes, surcharges and fees for services under which applicable law exempts the State or any such entity from payment.***

***The State will not commit to any minimums for circuits. Pricing for major CAPEX service that may require than a month-to-month term (ie: a large CAPEX service like a SONET ring) need to explicitly ID the product and term commitment required.***

## Verizon Response

**Favored Nations.** Verizon agrees with the following clarification to the fourth paragraph of Section 7 (Cost) of the RFP. It proposes the deletion of that paragraph, in its entirety, and the replacement of that paragraph with the following which shall apply to the Verizon affiliates described in our proposal, with the exception of Terremark, which shall not be subject to the following paragraph or any other “favored pricing” term or condition:

Pricing offered under this MPA shall be, as of the date of Vendor’s submission of such pricing to the State, Vendor’s best price as compared to similarly-situated state agencies in the State of Rhode Island (i) whose total annual purchases of products and services from Vendor are equal or smaller than State’s, (ii) that have purchased the same or substantially similar products and services from Vendor, and (iii) that have purchased such products and services from Vendor under the same or substantially similar terms and conditions as those contained in the contract between Vendor and the State. (A state agency in the State of Rhode Island that meets all of the above-referenced criteria is referred to herein as a “Comparable Customer.”) If, during the term of this RFP, the State discovers that Vendor has delivered to a Comparable Customer pricing for the same or substantially similar products and services that is lower than the prices to which Vendor had agreed with the State, the State will deliver to Vendor written notice of the discovery that includes the name of the Comparable Customer and the rates and charges that the State claims to be more favorable for the Comparable Customer. Upon receipt of the State’s written notice, Vendor shall review the State’s claims and either accept or contest the State’s claim. If Vendor accepts the State’s claim, Vendor will negotiate with the State an amendment to this MPA to align the MPA’s pricing with the prices it had charged to the Comparable Customer for the applicable products and services. Revised pricing will become effective as of the date of the amendment and there shall be no retroactive application of any reduction in prices. If Vendor contests the State’s claim, it will deliver to the State a written explanation of its objections and a recommendation to resolve the discrepancy between the States claims and Vendor’s position on those claims.

**Rates and Charges.** Rates and charges proposed do not include taxes or surcharges. All applicable taxes shall be billed and paid, unless Customer is exempt by law and submits the required documents evidencing that it is exempt by applicable law from such tax. Governmental Surcharges (defined below) shall also be charged in accordance with the applicable law, regulation, tariff, or Guide provisions. Governmental Surcharges shall mean rates and charges billed in order to recover amounts Verizon is or becomes required or permitted by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs (also referred to herein as “Surcharges”). Surcharges are subject to change in order to conform to changes in the applicable law, regulation, tariff or Guide provisions.

As part of Verizon's offer, we have included an Install Waiver Promotion applies for the services listed below. In the event the state removes a service in the first 12 months, Verizon reserves the right to charge standard install charges.

The following services are covered under the Install Waiver Promotion:

- Access
- Ethernet Access
- Ethernet Private Line (EPL)
- Internet Dedicated
- Private IP
- U.S. Private Line Service

The proposed contracted rates for Flexpath, Frame Relay and ATM service will remain in effect for circuits that are identified to migrate to a Verizon or Verizon Affiliate service; Verizon must receive the orders to migrate these circuits by July 30th, 2014. The order must include the circuit ID of the Flexpath, Frame Relay or ATM circuit to be transitioned. Any Flexpath, Frame Relay or ATM circuit not identified by July 30th for migration will be understood by Verizon as remaining in-service and be served under a month-to-month arrangement. Unless migration cut-over dates are missed due to Verizon delays, any Flexpath, Frame Relay or ATM circuits which had been identified for migration but remain in service as of November 30, 2014 will revert to a monthly service arrangement; the difference in the monthly-tariffed vs. discounted rate per circuit will be payable to Verizon during the period from July 30, 2014 through November 30, 2014. All remaining Flexpath, Frame Relay and ATM circuits in service as of December 1, 2014 will be reverted to a month-to-month service arrangement.

Verizon offers the services listed in this RFP with the understanding that Verizon reserves the right to grandfather or sunset services following written notification to the State of RI of our intent to do so and with a minimum of 12 months prior notification before the service is no longer available.

The following products float with the Guide for the VBSIII program; Local, eDSL, Network Access (Excluding Ethernet which is fixed), Internet DSL – Solo and Office, Secure Gateway Hardware Client, IP VPN DSL (Fully Managed & Broadband).

The following products are fixed for the VBSIII program; Domestic PIP & PIP Layer 2, Secure Gateway Port & Firewall, Vbns+, USPL, Metro PL, GDL & IPL, Internet Dedicated, Internet Dial, IP VPN Dedicated, Remote & SSL, Managed Network Services, Metro & National EPL & EVPL, Ethernet Access, DS1 & DS3 Access, VPLS.

## 7.1 Traditional Voice Services

### 7.1.1 Centrex

**Cost proposal for Centrex services shall include the following items:**

**7.1.1.1 Initial installation / cutover costs (For other than incumbent Centrex provider, detail any costs required to install infrastructure to support existing Centrex users, replace phones if sets currently in use are not supported, etc.)**

#### Verizon Response

As the incumbent Centrex supplier, no initial cutover installation costs are required.

**7.1.1.2 Installation charge, per additional Centrex line added**

#### Verizon Response

Consistent with the current MPA-308 contract, the non-recurring charge per Tariff will apply.

**7.1.1.3 Monthly charge, per Centrex line**

#### Verizon Response

**Initial Quantity and Charges.** Customer agrees to purchase Intellipath Digital Centrex Service (“Service”) from Verizon New England (“Verizon”) in the quantities, and at the Customer locations and at the rates and charges set forth below during the Service Period. Except as expressly set forth in this Agreement, the Service will be provided in accordance with the provisions of Verizon’s applicable Tariffs. Any other work, services or facilities will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, at Verizon’s then-current retail rate.

Service	Quantity	Amount Attributable To Exchange Access Charge (EAC)	Monthly Line Rate* (including, EUCL, EAC, and, if applicable, LPC)
Analog Voice	5,779	\$2.24	\$12.00
Analog MLHG for CO Voicemail	114	\$2.24	\$16.50
ISDN 1B+D CSV	0	\$2.24	\$32.50
ISDN 2B+D Alternate CSV/CSD, CSD	0	\$2.24	\$33.50
Electronic Business Set Line (P Set)	1,639	\$2.24	\$14.00

This document contains Verizon proprietary and confidential material that shall not be disclosed, duplicated, or used for any purpose other than to evaluate this proposal.

\*includes all standard features per tariff

THIS RATE ABOVE IS FOR THE FIRST 24 MONTH PERIOD. TO HAVE THIS RATE THE LINE RATE MUST NOT GO BELOW 3,000 LINES. IF IT DOES THE RATES FOR YEARS 3 THROUGH 5 ARE CHARGED. IF THE COUNT GOES BELOW 1,000 THE MONTH TO MONTH PREVAILING TARIFF RATE APPLIES.

YEARS 3-5. THE RATES BELOW GO INTO EFFECT. IF THE LINE COUNT FALLS BELOW 1,000 THE PREVAILING MONTH TO MONTH TARIFF RATE IS CHARGED.

Service	Quantity
Analog Voice	\$15.00
Analog MLHG for CO Voicemail	\$19.50
ISDN 1B+D CSV	\$34.00
ISDN 2B+D Alternate CSV/CSD, CSD	\$35.00
Electronic Business Set Line (P Set)	\$18.00

\*includes all standard features per tariff

Intellipath Centrex - optional features included in the above Intellipath line rate: EXCHANGE ACCESS FOR YEARS 3-5 IS \$3.44.

- access codes
- access to paging
- add on consultation/hold incoming only
- call forwarding variable
- call forwarding of all calls waited
- Cancel code restriction

Nonrecurring tariff charges (excluding Premise Work charges) are included in the monthly line rates for the Initial Line Quantity. Tariff nonrecurring charges apply to the installation of additional lines. Tariff nonrecurring charges also apply to changes made to initial and additional lines, including relocations and feature activations.

## YEARS 1 AND 2

Element	Rate
<b>Analog Centrex Line</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	\$3.36
Exchange Access ("EAC")	\$2.24

Element	Rate
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$12.00
<b>ISDN 1B+D CSV:</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	
ISDN (includes Digital Subscriber line and CSV channels)	\$21.96
Exchange Access ("EAC")	\$2.24
Line Port Charge ("LPC")	\$1.90
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex ISDN Line Monthly Rate per Line	\$32.50

Element	Rate
<b>Analog MLHG Centrex Line</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	\$7.86
Exchange Access ("EAC")	\$2.24
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$16.50
<b>Digital Centrex line (PSET):</b>	
(includes all standard features per tariff)	
Main Station Line	\$5.36
Exchange Access ("EA")	\$2.24
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$14.00
<b>ISDN 2B+D CSV/D line</b>	
(includes all standard features per tariff)	
Main Station Line (includes Main Station Line, Digital Subscriber Line, and Basic Service Capabilities)	\$22.96
Exchange Access ("EA")	\$2.24
End-User Common Line Charge ("EUCL")	\$6.40
Line Port Charge ("LPC")	\$1.90

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Element	Rate
Total Centrex Line Monthly Rate per Line	\$33.50
<b>ACD Agent Line</b>	
(includes all standard features per tariff)	
Main Station Line (includes Main Station Line, Digital Subscriber Line, and Basic Service Capabilities)	\$10.86
Exchange Access (“EA”)	\$2.24
End-User Common Line Charge (“EUCL”)	\$6.40
Total Centrex Line Monthly Rate per Line	\$19.50

Element	Rate
Virtual Numbers	\$.85
ACD Group	\$83.00
ACD Dram	\$78.00
SMDR-Prem	\$1,169.35
Customized Announcement	\$60.00

**YEARS 3, 4 AND 5 - OPTIONAL EXTENSION YEARS**

Element	Rate
<b>Analog Centrex Line</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	\$5.16
Exchange Access (“EAC”)	\$3.44
End-User Common Line Charge (“EUCL”)	\$6.40
Total Centrex Line Monthly Rate per Line	\$15.00
<b>ISDN 1B+D CSV:</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	
ISDN (includes Digital Subscriber line and CSV channels)	\$22.26
Exchange Access (“EAC”)	\$3.44
Line Port Charge (“LPC”)	\$1.90
End-User Common Line Charge (“EUCL”)	\$6.40

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Element	Rate
Total Centrex ISDN Line Monthly Rate per Line	\$34.00

Element	Rate
<b>Analog MLHG Centrex Line</b>	
(includes all standard features per tariff)	
Main Station Line (Intercom portion)	\$9.66
Exchange Access ("EAC")	\$3.44
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$19.50
<b>Digital Centrex line (PSET):</b>	
(includes all standard features per tariff)	
Main Station Line	\$8.16
Exchange Access ("EA")	\$3.44
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$18.00
<b>ISDN 2B+D CSV/D Line</b>	
(includes all standard features per tariff)	
Main Station Line (includes Main Station Line, Digital Subscriber Line, and Basic Service Capabilities)	\$23.26
Exchange Access ("EA")	\$3.44
End-User Common Line Charge ("EUCL")	\$6.40
Line Port Charge ("LPC")	\$1.90
Total Centrex Line Monthly Rate per Line	\$35.00
<b>ACD Agent Line</b>	
(includes all standard features per tariff)	
Main Station Line (includes Main Station Line, Digital Subscriber Line, and Basic Service Capabilities)	\$12.16
Exchange Access ("EA")	\$3.44
End-User Common Line Charge ("EUCL")	\$6.40
Total Centrex Line Monthly Rate per Line	\$22.00

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Element	Rate
Virtual Numbers	\$ .85
ACD Group	\$83.00
ACD Dram	\$78.00
SMDR-Prem	\$1,169.35
Customized Announcement	\$60.00

### Standard Features:

Authorization Codes, Automatic Callback Line, Automatic Route Selection, Call Forward- All Calls, Call Forward- Busy, Call Forward- Don't Answer, Call Hold, Call Pickup, Call Transfer, Call Waiting, Caller ID-Internal, Cancel Call Waiting, Console Display, Consultation Hold, Direct Inward Dialing, Direct Outward Dialing, Directed Call Pickup, Distinctive Ringing, Dual-Tone Multi-frequency (DTMF), Fully Restrictive Service, Intercept to Common Announcements, Line Hunting, Loudspeaker Paging Access, Night Service, Speed Dialing- Group Long List, Speed Dialing- Individual Long List, Speed Dialing- Individual Short List, Station-to-Station Dialing, Three Way Calling, Toll Restricted Service, Touchtone and Uniform Call Distribution.

**Monthly Rates.** Customer agrees to pay the Monthly Line Rate stated above for Service throughout the Service Period. The Monthly Line Rate includes the Federal End-User Common Line charge ("EUCL"), Exchange Access Charge ("EAC"), and Line Port Charge ("LPC") if and to the extent applicable, and such Monthly Line Rate will not change during the Service Period regardless of any subsequent changes in, or elimination of, the applicable EUCL, EAC, or LPC charges (any increases or decreases in such EUCL, EAC, or LPC charges will be offset on Customer's bill so that the combined charges for such line, EUCL, EAC, and LPC will remain the same). As of the execution of this Agreement, the current analog EUCL is \$6.40, the current ISDN EUCL is \$6.40, and the current ISDN Line Port Charge is \$1.90. The Monthly Line Rate is guaranteed against Verizon-initiated change during the Service Period provided Customer maintains the minimum quantity of Services as set forth hereunder. In addition, Customer will pay all applicable taxes and any applicable service connection charges, nonrecurring charges and tariff surcharges, including Exchange Usage charges that may be required under applicable laws or tariffs.

### Termination Charges and/or Shortfall Liability:

This contract is month to month – MSA has no termination liability. Service is only available at the contained price where facilities are available. If facilities are not available special construction charges may apply.

### ■ Other Customer Commitments or Special Terms and Conditions:

**Service Period and Cutover.** Customer shall purchase such Services for a period of twenty- four (24), with three 12 month extensions, consecutive months following the execution of this Agreement, installation of the Service (if not previously installed and cutover), and receipt of all necessary regulatory and other governmental approvals that may be required prior to the provision of such Services under the terms hereof. Billing at the rates set forth herein for any existing lines of Service to be provided hereunder shall commence as of the start of the first monthly bill period following execution of this Agreement by both parties and receipt of all necessary regulatory and governmental approvals. Billing for any new lines to be provided hereunder shall commence as of the date each such line is cutover. Cutover of new lines of Service ordered hereunder will be scheduled to be cutover on a date to be mutually agreed upon by both parties. The Service Period for all lines of Service to be provided hereunder (both new and existing) will be deemed to commence as of the date that cutover of the lines of Service initially ordered hereunder is substantially completed

**Additional Lines and Features.** Customer may request the addition of up to 10% more lines of Service than the quantity initially ordered hereunder at the locations listed below. Provided Verizon has suitable facilities available to provide such additional Service at such location(s) at costs substantially similar to the cost to provide the initial quantity of Service ordered, Verizon will provide such Service at the same Monthly Line Rate hereunder, and no written amendment to this Agreement will be necessary. If Customer wishes to increase the number of lines of Service by more than such 10% increase, or increase traffic levels to exceed the 5 CCS referred to below, then Verizon reserves the right to determine if a different Monthly Line Rate will be required. If Verizon does not require a different Monthly Line Rate, then such additional lines may be provided hereunder at the applicable above Monthly Line Rate and a written amendment will not be required unless requested by Verizon. If a different Monthly Line is required by Verizon, then Verizon will determine the applicable rate and present it to Customer for its consideration. Verizon shall not be required to provide any such additional Services until and unless both parties mutually agree in writing to any such different Monthly Line Rate. The Service Period for all such additional lines of Service, or additional services or features, shall be coterminous with the Service Period set forth herein unless otherwise agreed in writing.

If Customer requests an Intellipath line type different from the type(s) of line previously provided hereunder, an amendment to this Agreement, signed by both parties and setting forth the applicable rates and any other additional provisions, may be required by Verizon prior to the provision of any such different line type.

**6. Relocation, Additional Locations.** During the Service Period, Customer may request that Service be provided to locations in addition to, or in replacement of, the Locations listed below. Provided suitable facilities are available to provide such requested Service to such location(s), Verizon shall determine the additional recurring and/or non-recurring charges to be required for the provision of any such Service to any such locations and, upon Customer's written acceptance of such charges, the requested Service will be provided to such location(s). The charges for Service at any new locations will reflect costs and features associated with such location; and provided Customer commits to an equal or greater number of lines at the new location for an equal or greater term, Verizon will reduce the termination charges that would otherwise apply to the original location based upon Verizon's estimate of the extent to which it will re-use the network facilities at such location to serve other customer(s) within a reasonable period of time.

Except as may be otherwise agreed in writing signed by both parties, all of the provisions of this Agreement apply to the provision of any such Service to any such locations.

**7. Additional Provisions.**

a. Conditions. The parties acknowledge that the rates and other terms of this Agreement are based on Customer's unique network design requirements, volume and term commitments, service mix, usage, existing facilities, incremental investment required,, and other cost and competitive characteristics, including average busy-season busy-hour traffic not exceeding 5 CCS (hundred calling seconds) per Intellipath analog line. Local service on the lines of Service provided hereunder will be obtained from Verizon pursuant to applicable tariffs.

b. Channels. Tariff rates and regulations apply for intra-office and interoffice channels and channel terminations.

c. Service Continuation. (i) If, at the time of expiration of the Service Period, a new agreement or tariffed service arrangement with Verizon for the Services is not effective as defined above and Customer has not requested, in writing, disconnection of the Services, then the Services will be reverted to applicable tariff or other Commission-authorized rate(s) for the minimum service commitment period available. The applicable tariff or other Commission-authorized arrangement will govern the service arrangement prospectively, including rates, terms and conditions, which may include charges for termination prior to the end of the minimum tariff service commitment period. If there is no applicable tariff or other Commission-authorized service arrangement, then the Service will be subject to disconnection upon the expiration of the Service Period of this Agreement. If, upon expiration of the Service Period, there is a delay in reverting rates to the applicable tariff or other Commission-authorized rate(s), or in disconnecting the Services if no tariff or Commission-authorized service arrangement is available, the Service Period shall be deemed temporarily extended on a month-to-month basis until such reversion of rates or disconnection of Services is completed. In no event, however, will such temporary extension of the Service Period continue more than twelve months after the expiration of the initial Service Period. (ii) If Customer indicates to Verizon in writing that it desires to negotiate a new contract or tariffed service arrangement to

continue or replace the Services provided for herein, the Service Period shall automatically be extended for a period not to exceed 60 days from the end of the initial Service Period to allow the parties to finalize a new agreement or to transition to a tariffed service arrangement. Written notice must be provided by Customer at least 30 days prior to the end of the initial Service Period. For purposes of this paragraph only, written notice may be by facsimile or electronic mail.

d. Detariffing. In the event any of the Services are hereafter detariffed, then the terms of the tariffs in effect immediately prior to such detariffing shall be deemed to be incorporated by reference and shall continue to apply to the provision of the Service to the same extent as such tariffs applied hereunder prior to such detariffing.

e. Facilities. Additional charges may be required if suitable facilities are not available to provide Services at any locations, or if any additional work, services, or quantities of Services are provided. In the event installation of additional network facilities is required to provide Services, Verizon will inform Customer of such applicable charges, and Verizon will install such facilities only upon mutual written agreement of the parties to such additional charges. If Customer does not agree to pay such additional charges, then this Agreement will be subject to termination by Verizon without application of the termination charges described above.

**As part of Verizon’s modernization initiative, fiber based products will be replacing copper based products. With proper regulatory approvals and appropriate customer notice Verizon may be retiring copper based products in selected RI Wire Centers during this contract period.**

**7.1.1.4 Usage rates (see section below for details)**

**Verizon Response**

Interstate Outbound Voice			
ORIGINATION	TERMINATION		
	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.0150	\$0.0150	\$0.0150
DEDICATED	\$0.0150	\$0.0150	\$0.0150
SWITCHED	\$0.0150	\$0.0150	\$0.0190



**7.1.1.5 Installation/Monthly charges for additional services offered (e.g., voice mail, ACD lines, custom announcements, etc.)**

**Verizon Response**

Mailbox Type	MRC	Current quantities
Call Answering	\$3.49	3889
Voice Mail	\$3.14	10
Call Processing		
1 minute	\$1.75	38
3 minute	\$3.49	7
Information Only		
1 minute	\$1.99	18
3 minute	\$3.49	
Information - 40 Rply		
1 minute	\$4.99	
3 minute	\$7.48	
Information - 120 Rply		
1 minute	\$9.97	
3 minute	\$14.96	
Expanded		
Call Answering	\$5.24	
Voice Mail	\$4.71	
Limited		
Call Answering	\$2.79	
Voice Mail	2.51	
Additional Ports (Opt.)	\$50	

**7.1.2 POTS**

**Cost proposal for POTS (measured business) lines shall include the following items:**

**7.1.2.1 Installation charge, per POTS line**

**Verizon Response**

Verizon offers POTS (Measured Business Lines) under the rates, terms and conditions of the current Rhode Island PUC Tariff.



**7.1.2.2 Monthly charge, per POTS line**

**Verizon Response**

Rates offered are per current publicly listed rates in the Tariff. Rates are subject to change. Illustrative pricing is available upon request.

**7.1.2.3 Usage rates (see section below for details)**

**Verizon Response**

Interstate Outbound Voice			
ORIGINATION	TERMINATION		
	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.0150	\$0.0150	\$0.0150
DEDICATED	\$0.0150	\$0.0150	\$0.0150
SWITCHED	\$0.0150	\$0.0150	\$0.0190

**7.1.2.4 Installation/Monthly charges for additional services offered (e.g., voice mail, caller ID, 3-way calling, etc.)**

**Verizon Response**

The voice mail pricing will be the same as listed. Any additional features will be offered at Tariff rates.

**7.1.3 PRI**

**Cost proposal for PRI circuits shall include the following items:**

**7.1.3.1 Voice T1 circuit – installation**

**Verizon Response**

There are no NRCs (installation) as no growth is available for Flexpath Service. Monthly Rates apply only to existing circuits on the Verizon Network.



**7.1.3.2 Voice T1 – monthly charge**

**Verizon Response**

**ILEC Flexpath**

Service	Current Quantity	Monthly Recurring Rate
Flexpath	10	\$519.93

The contracted rates for Flexpath, Frame Relay and ATM service will remain in effect for circuits that are identified to migrate to a Verizon or Verizon Affiliate service; Verizon must receive the orders to migrate these circuits by July 30th, 2014.

The order must include the circuit ID of the Flexpath, Frame Relay or ATM circuit to be transitioned. Any Flexpath, Frame Relay or ATM circuit not identified by July 30th for migration will be understood by Verizon as remaining in-service and be served under a month-to-month arrangement. Unless migration cut-over dates are missed due to Verizon delays, any Flexpath, Frame Relay or ATM circuits which had been identified for migration but remain in service as of November 30, 2014 will revert to a monthly service arrangement; the difference in the monthly-tariffed vs. discounted rate per circuit will be payable to Verizon during the period from July 30, 2014 through November 30, 2014. All remaining Flexpath, Frame Relay and ATM circuits in service as of December 1, 2014 will be reverted to a month-to-month service arrangement.

**7.1.3.3 Installation charge, per PRI**

**Verizon Response**

ISDN PRI installation charges are priced according to Rhode Island PUC Tariff Rates.

**7.1.3.4 Monthly charge, per PRI**

**Verizon Response**

**PRI**

Service	Current Quantity	Monthly Recurring Rate
PRI Port and Access	60	\$400.00
PRI Port Only	0	\$300.00
Calling Line ID with Name	20	\$25.00
DID group of 100	170	\$25.00

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Calling Line ID and Incoming Calling Line ID with Name are included in the pricing above. All other PRI features are at tariff rates.

All applicable end user charges apply. This **is only valid if facilities, both CO and outside plant, are available.**

- Other Customer Commitments or Special Terms and Conditions:

No Termination Liability – no commitment. All surcharges that are applicable apply.

**7.1.3.5 Caller ID service, setup/monthly charge**

**Verizon Response**

Service	Current Quantity	Monthly Recurring Rate
Calling Line ID with Name	20	\$25.00

**7.1.3.6 DID number block, monthly charge (specify block size)**

**Verizon Response**

Service	Current Quantity	Monthly Recurring Rate
DID group of 100	170	\$25.00

**7.1.3.7 Usage rates (see section below for details)**

**Verizon Response**

Interstate Outbound Voice			
ORIGINATION	TERMINATION		
	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.0150	\$0.0150	\$0.0150
DEDICATED	\$0.0150	\$0.0150	\$0.0150
SWITCHED	\$0.0150	\$0.0150	\$0.0190



**7.1.3.8 Additional services (specify)****Verizon Response**

The following features are available at Rhode Island PUC Tariff Rates, Terms and Conditions.

**Optional Features**

**Note:** Optional Features rates may be an additional cost to the customer.

- Calling Party Valid Directory Numbers with Screening
- Calling Party Number Discard (5ESS Switch Only)
- Channel Configuration
- Intercom Capability
- Multiple Facility Signaling Control
- Backup D Channel
- Network Ring Again
- Incoming Calling Line ID
- Incoming Calling Line ID with Name
- Two B Channel Transfer
- Redirecting Number
- Modified Redirecting Number
- PRI Feature Package 1: Redirecting Number and Caller Line ID with Name
- ISDN-PRI Riding Customer Owned SONET Facilities
- Centrex Intercom and Tie Line Arrangements
  - Centrex to PBX Intercom Arrangement
  - Centrex to Centrex Tie Line Arrangement
  - IXC to Centrex Tie Line Arrangement
- Foreign Exchange ISDN-PRI
- Local Number Portability with ISDN-PRI

### 7.1.4 Call Center Services

**Cost proposal for call center services shall include the following items. Be sure to provide complete pricing, including installation/setup charges and monthly costs for standard and optional features:**

#### 7.1.4.1 Automatic Call Distribution (ACD)

**Provide pricing for standard and optional ACD features and services. Include cost breakpoints, such as for number of simultaneous agents.**

### Verizon Response

Verizon offers Virtual Contact Center Services as described in the Technical volume section 6.1.4. Due to the complexities and unique design inherent with each statement of work, pricing is custom, based on each individual case basis (ICB); ceiling pricing is unable to be offered at this time. Sample pricing is available upon request based on customer specified design requirements.

#### 7.1.4.2 Interactive Voice Response (IVR)

**Provide pricing for standard and optional IVR features and services. Include cost breakpoints, such as for number of menus and submenus, etc.**

### Verizon Response

Pricing for standard and optional IVR features and services is custom, based on each individual case basis (ICB); ceiling pricing is unable to be offered at this time. Sample pricing is available upon request based on customer specified design requirements.

#### 7.1.4.3 Integrated Web-based Services

**Provide pricing for standard and optional web-based services you offers to support call center functions. Include cost breakpoints, such as for number of simultaneous agents.**

### Verizon Response

Pricing for standard and optional web-based services is custom, based on each individual case basis (ICB); ceiling pricing is unable to be offered at this time. Sample pricing is available upon request based on customer specified design requirements.

**7.1.4.4 Hourly rates for custom services**

*Provide hourly labor rates for additional services not included in standard pricing, such as:*

- *Custom design of IVR menus*

**Verizon Response**

Please refer to the Professional Services section at 7.5.1.

- *Development of custom reports*

**Verizon Response**

Please refer to the Professional Services section at 7.5.1.

- *Professional recording of greetings*

**Verizon Response**

Please refer to the Professional Services section at 7.5.1.

- *Other*

**Verizon Response**

Please refer to the Professional Services section at 7.5.1.

**7.1.4.5 Usage Rates (see below)**

**7.1.5 Usage Rates**

*Provide pricing for usage for the above proposed services. If rates differ by service (e.g., dedicated vs. switched rates), specify below or include associated usage rates along with the service pricing above. Usage rates should include per minute, per call, and any other usage based pricing for the following services, where applicable:*

- *Local*

**Verizon Response**

Interstate Outbound Voice			
ORIGINATION	TERMINATION		
	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.0150	\$0.0150	\$0.0150
DEDICATED	\$0.0150	\$0.0150	\$0.0150



Interstate Outbound Voice			
ORIGINATION	TERMINATION		
SWITCHED	\$0.0150	\$0.0150	\$0.0190

- *Intrastate Long Distance*

**Verizon Response**

Interstate Outbound Voice			
ORIGINATION	TERMINATION		
	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.0150	\$0.0150	\$0.0150
DEDICATED	\$0.0150	\$0.0150	\$0.0150
SWITCHED	\$0.0150	\$0.0150	\$0.0190

- *Interstate Long Distance*

**Verizon Response**

Interstate Inbound Voice (Toll Free) Option 2/3 apply to both			
ORIGINATION	TERMINATION		
MA	LOCAL	DEDICATED	SWITCHED
LOCAL	\$0.01500	\$0.01500	\$0.01500
SWITCHED	\$0.01500	\$0.01500	\$0.0263

- *Flat Rate or Partial Flat Rate (specify number of included minutes and rate for additional minutes) Local / Long Distance*

**Verizon Response**

Verizon does not offer flat rate usage under this agreement.



- *International (provide listing of available countries / rates)*

**Verizon Response**

**Long Distance Voice Services**

Location	Origination Type/ Per-Minute Rate	
	Switched	Dedicated/ Local Network Connection
Afghanistan	\$1.7750	\$1.6900
Albania	0.7130	0.6800
Algeria	0.5420	0.5200
Andorra	0.2520	0.2400
Angola	0.8510	0.8100
Anguilla	0.4730	0.4500
Antarctica (Casey, Davis, Macquarie and Mawson Island)	1.8690	1.7800
Antarctica (Scott Base)	0.3890	0.3700
Antigua (Barbuda)	0.3910	0.3700
Argentina	0.3744	0.3600
Armenia	0.6930	0.6600
Aruba	0.3650	0.3500
Ascension Island	1.2080	1.1500
Australia (including Tasmania)	0.1530	0.1440
Austria	0.1580	0.1500
Azerbaijan	0.8760	0.8300
Bahamas	0.3157	0.3000
Bahrain	0.5860	0.5600
Bangladesh	0.9330	0.8900
Barbados	0.4410	0.4200
Belarus	0.5040	0.4800
Belgium	0.1530	0.1440
Belize	0.5670	0.5400
Benin	0.5320	0.5100

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Location	Origination Type/ Per-Minute Rate	
Bermuda	0.3150	0.3000
Bhutan	1.2920	1.2300
Bolivia	0.4910	0.4700
Bosnia-Herzegovina	0.5860	0.5600
Botswana	0.4980	0.4700
Brazil	0.3285	0.3150
British Virgin Islands	0.3700	0.3500
Brunei	0.6850	0.6500
Bulgaria	0.3860	0.3700
Burkina Faso	0.7070	0.6700
Burundi	1.4890	1.4200
Cambodia	1.4490	1.3800
Cameroon	0.7250	0.6900
Canada	0.0972	0.0900
Cape Verde Islands	0.6530	0.6200
Cayman Islands	0.3280	0.3100
Central African Republic	1.1850	1.1300
Chad	1.9410	1.8500
Chile	0.3280	0.3100
China	0.4730	0.4500
Christmas Island	0.1530	0.1440
Cocos Island	0.1530	0.1440
Colombia	0.3825	0.3690
Comorros	1.3550	1.2900
Congo	0.7190	0.6800
Cook Islands	1.3000	1.2400
Costa Rica	0.3780	0.3600
Croatia	0.4410	0.4200
Cuba	1.8720	1.8600
Cyprus	0.4730	0.4500
Czech Republic	0.4600	0.4400
Denmark	0.1580	0.1500

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Location	Origination Type/ Per-Minute Rate	
Diego Garcia	3.2964	3.2909
Djibouti	0.7680	0.7300
Dominica	0.4940	0.4700
Dominican Republic	0.2960	0.2800
East Timor	7.3995	7.3595
Easter Island	0.3280	0.3100
Ecuador	0.4910	0.4700
Egypt	0.6490	0.6200
El Salvador	0.4530	0.4300
Equatorial Guinea	1.6180	1.5400
Eritrea	0.9950	0.9500
Estonia	0.5550	0.5300
Ethiopia	0.9620	0.9200
Faeroe Islands	0.3780	0.3600
Falkland Islands	0.9570	0.9100
Fiji Islands	0.7680	0.7300
Finland	0.1580	0.1500
France	0.1422	0.1350
French Antilles (including Martinique, St. Barthelemy and St. Martin)	0.4000	0.3800
French Guiana	0.5360	0.5100
French Polynesia	1.0400	0.9900
Gabon	0.6500	0.6200
Gambia	0.5360	0.5100
Georgia	0.7760	0.7400
Germany	0.1278	0.1260
Ghana	0.5100	0.4900
Gibraltar	0.6210	0.5900
Greece	0.2210	0.2100
Greenland	1.2424	1.1818
Grenada (including Carriacou)	0.5150	0.4900
Guadeloupe	0.4220	0.4000
Guantanamo Bay	1.8720	1.8600

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Location	Origination Type/ Per-Minute Rate	
Guatemala	0.4250	0.4100
Guinea	0.6620	0.6300
Guinea Bissau	2.7914	2.6571
Guyana	0.8210	0.7800
Haiti	0.6300	0.6000
Honduras	0.5260	0.5000
Hong Kong	0.1890	0.1800
Hungary	0.3590	0.3400
Iceland	0.4100	0.3900
India	0.5499	0.5220
Indonesia	0.4530	0.4300
Iran	0.8700	0.8300
Iraq	1.1110	1.0600
Ireland	0.1422	0.1350
Israel	0.2630	0.2500
Italy	0.1422	0.1350
Ivory Coast	0.9140	0.8700
Jamaica	0.5790	0.5500
Japan	0.1530	0.1440
Jordan	0.7360	0.7000
Kazakhstan	0.3340	0.3200
Kenya	0.6420	0.6100
Kiribati	0.9650	0.9200
Korea, Democratic People's Republic of)	2.0280	1.9300
Korea, Republic of	0.2210	0.2100
Kuwait	0.7560	0.7200
Kyrgyzstan	0.8940	0.8500
Laos	1.5000	1.4300
Latvia	0.5550	0.5300
Lebanon	0.6930	0.6600
Lesotho	0.6730	0.6400
Liberia	0.5040	0.4800

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Location	Origination Type/ Per-Minute Rate	
Libya	0.7680	0.7300
Liechtenstein	0.2010	0.1900
Lithuania	0.7250	0.6900
Luxembourg	0.1700	0.1600
Macao	0.6140	0.5900
Macedonia	0.4730	0.4500
Madagascar	2.0370	1.9400
Malawi	0.5360	0.5100
Malaysia	0.3590	0.3400
Maldives	1.0200	0.9700
Mali	0.8490	0.8100
Malta	0.5790	0.5500
Marshall Islands	0.5990	0.5700
Mauritania	0.7990	0.7600
Mauritius	0.9330	0.8900
Mayotte Island	1.3550	1.2900
Micronesia	0.6200	0.5900
Mexico	(See Below)	(See Below)
Moldova	0.8070	0.7700
Monaco	0.1700	0.1600
Mongolia	1.3350	1.2700
Montenegro	0.5790	0.5500
Montserrat	0.5250	0.5000
Morocco	0.6420	0.6100
Mozambique	0.9880	0.9400
Myanmar	1.9740	1.8800
Namibia	0.5790	0.5500
Nauru	3.0467	2.9000
Nepal	0.8190	0.7800
Netherlands	0.1422	0.1350
Netherlands Antilles	0.3620	0.3500
Nevis	0.3980	0.3800

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Location	Origination Type/ Per-Minute Rate	
New Caledonia	0.8820	0.8400
New Zealand	0.3890	0.3700
Nicaragua	0.4530	0.4300
Niger	0.7440	0.7100
Nigeria	0.6930	0.6600
Niue Island	4.1775	3.9750
Norfolk Island	1.8690	1.7800
Norway	0.1580	0.1500
Oman	0.7440	0.7100
Pakistan	0.8060	0.7700
Palau	1.7880	1.7000
Palestine	0.2630	0.2500
Panama	0.4530	0.4300
Papua New Guinea	1.3044	1.2444
Paraguay	0.4980	0.4700
Peru	0.4910	0.4700
Philippines	0.3590	0.3400
Poland	0.3340	0.3200
Portugal (including Azores and Madeira Islands)	0.1700	0.1600
Qatar	0.7560	0.7200
Reunion Island	0.8070	0.7700
Romania	0.5100	0.4900
Russia	0.3340	0.3200
Rwanda	0.9330	0.8900
San Marino	0.2800	0.2700
Sao Tome	2.3700	2.2600
Saudi Arabia	0.8060	0.7700
Senegal	0.9650	0.9200
Seychelles	1.1030	1.0500
Sierra Leone	0.7400	0.7100
Singapore	0.2457	0.2340

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Location	Origination Type/ Per-Minute Rate	
Slovakia	0.4610	0.4400
Slovenia	0.4610	0.4400
Solomon Islands	2.0556	1.9556
Somalia	1.3860	1.3200
South Africa	0.3970	0.3800
South Sudan	\$0.9960	\$0.9500
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	0.1422	0.1350
Sri Lanka	0.7760	0.7400
St. Helena	1.8040	1.7200
St. Kitts	0.3980	0.3800
St. Lucia	0.4100	0.3900
St. Pierre/ Miquelon	0.3780	0.3600
St. Vincent/Grenadines	0.4610	0.4400
Sudan	0.9960	0.9500
Suriname	0.9570	0.9100
Swaziland	0.6110	0.5800
Sweden	0.1580	0.1500
Switzerland	0.1422	0.1350
Syria	0.8070	0.7700
Taiwan	0.2630	0.2500
Tajikistan	0.3790	0.3600
Tanzania	0.6420	0.6100
Thailand	0.3900	0.3700
Togo	0.7990	0.7600
Tonga	0.8070	0.7700
Trinidad/Tobago	0.5100	0.4900
Tunisia	0.4730	0.4500
Turkey	0.4220	0.4000
Turkmenistan	0.8620	0.8200
Turks and Caicos Islands	0.4340	0.4100
Tuvalu	1.4370	1.3700
Uganda	0.6110	0.5800

Location	Origination Type/ Per-Minute Rate	
Ukraine	0.5040	0.4800
United Arab Emirates	0.5040	0.4800
United Kingdom	0.0684	0.0630
Uruguay	0.4910	0.4700
Uzbekistan	0.4430	0.4200
Vanuatu	2.3630	2.2500
Vatican City	0.1422	0.1350
Venezuela	0.3285	0.3150
Vietnam	0.8820	0.8400
Wallis and Futuna	2.8980	2.7600
Western Samoa	0.7180	0.6800
Yemen, Republic of	0.7370	0.7000
Serbia	0.5790	0.5500
Zaire	0.5990	0.5700
Zambia	0.6420	0.6100
Zimbabwe	0.5360	0.5100

**Mexico**

**Origination Type/Rate Period**

**Local Network**

**Switched Connection/Dedicated**

Rate Steps	Peak	Off-Peak	Peak	Off-Peak
1 - 3	\$0.1800	\$0.1750	\$0.1710	\$0.1670
4 - 8	\$0.2080	\$0.2030	\$0.1980	\$0.1940

**Atlantic, Indian, and Pacific Ocean Inmarsat Locations**

Type of Service/Calls Terminating to:	Per-Minute Charge
Aeronautical	\$12.05
Standard A/Atlantic, Indian, and Pacific Ocean	\$11.65
Standard B/Atlantic, Indian and Pacific Ocean	\$13.25

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Type of Service/Calls Terminating to:	Per-Minute Charge
Standard M and Mini M/Atlantic, Indian and Pacific Ocean	\$12.25

- **Toll Free Directory Assistance**

**Verizon Response**

National Directory assistance is available via 411 dialing. Standard rates apply. Rate may vary over the contract term.

Local (411) Pricing Directory Assistance (DA) is billed on a per-call basis and does not contribute to customer minimums and cannot be discounted. Charges will appear on the Verizon/MCI invoice. Customers may obtain two listings per call. If national capabilities are available, two different area codes are allowed. If not, the listings received must be from the same local calling area.

Once a caller hears the automated greeting (or the operator), the customer will be billed for the call, even if the customer hangs up before asking for the listing. Additionally, if the operator cannot find a listing or it is "unlisted/not available," the customer will be charged. If an incorrect listing was provided, the customer may call Customer Service to receive a credit for the call.

**Local Directory Assistance MSA Rate per Call**

Providence	.31
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- **Intra-Centrex (calls within the same Centrex)**

**Verizon Response**

Intra-Centrex calls within the same Centrex block are considered on-net calls and are free of usage charges.

- **Calling Card**

**Verizon Response**

As part of the Technology Upgrade Initiative (TUI), Product Management will announce the "Soft" Grandfathering of Calling Card (Option 2 Vision / Option 3 Vnet), Chargeable Card, and Global Card to the field in February 2014. Effective immediately, Product Management requires that no new customers be added to these products, and **for existing customers the service not be renewed at the end of the contract term**. Existing customers can still request additional cards for the near future.



This is the first step of an effort to retire these products completely by end of 2014. Over recent years the call volumes and number of customers have decreased so significantly that on-going maintenance and investment into the Calling Card Platform cannot be justified. Product Management believes that many customers already use their cell/smart phones or VoIP soft-phone applications on their laptop as replacements. In the market we're seeing that competitors like AT&T are exiting this product as well.

A bulletin announcement is planned for release to sales in the next 1-2 weeks but wanted to make you aware as you are renewing deals. If you have any additional questions please contact Steve Carron, Product Manager – Global Outbound Voice.

## 7.2 VoIP Services

### 7.2.1 SIP Trunks

**Cost proposal for SIP trunks shall include the following items:**

#### 7.2.1.1 Installation charge, per circuit

### Verizon Response

**The customer will receive the following discount: 45% off of VBSIII.**

Rate below are for informational purposes only. They will change if the guide rate changes.

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Tiered 250 BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	250.00
Rate per Concurrent	\$38.00
Discounted Concurrent Call Rate	\$20.09
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee *	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Tiered 250 BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	250.00
Rate per Concurrent	\$22.00
Discounted Concurrent Call Rate	\$12.10
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Tiered 750 BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	750.00
Rate per Concurrent	\$48.00
Discounted Concurrent Call Rate	\$26.40
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site



VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Tiered 750 BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	750.00
Rate per Concurrent	\$32.00
Discounted Concurrent Call Rate	\$17.60
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Metered BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	0.00
Rate per Concurrent	\$35.00
Discounted Concurrent Call Rate	\$19.25
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee *	\$500.00
Overage List Rate	\$0.0230
Overage Rate	\$0.0127

\*After hours Establishment Fee is \$750 per site



VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Metered BEST
Install Type	Standard
Plan	BEST
Included LD Voice Minutes	0.00
Rate per Concurrent	\$17.00
Discounted Concurrent Call Rate	\$9.35
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0230
Overage Rate	\$0.0127

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Tiered 750
Install Type	Standard
Plan	Standard
Included LD Voice Minutes	750.00
Rate per Concurrent	\$38.00
Discounted Concurrent Call Rate	\$20.90
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site



VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Tiered 750
Install Type	Standard
Plan	Standard
Included LD Voice Minutes	750.00
Rate per Concurrent	\$22.00
Discounted Concurrent Call Rate	\$12.10
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Tiered 250
Install Type	Standard
Plan	Standard
Included LD Voice Minutes	250.00
Rate per Concurrent	\$28.00
Discounted Concurrent Call Rate	\$15.40
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site*	\$500.00
Discounted Service Establishment Fee*	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Tiered 250

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VOIP Product	IP Trunking
Install Type	Standard
Plan	Standard
Included LD Voice Minutes	250.00
Rate per Concurrent	\$12.00
Discounted Concurrent Call Rate	\$6.60
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee *	\$500.00
Overage List Rate	\$0.0250
Overage Rate	\$0.0138

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	Local and LD
Pricing Plan	Metered
Install Type	Standard
Plan	Standard
Included LD Voice Minutes	0.00
Rate per Concurrent	\$25.00
Discounted Concurrent Call Rate	\$13.75
Rate per DID Pack	\$6.25
Discounted DID Rate	\$3.44
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee *	\$500.00
Overage List Rate	\$0.0230
Overage Rate	\$0.0127

\*After hours Establishment Fee is \$750 per site

VOIP Product	IP Trunking
TDM Voice Minutes	LD Only
Pricing Plan	Metered
Install Type	Standard
Plan	Standard

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VOIP Product	IP Trunking
Included LD Voice Minutes	0.00
Rate per Concurrent	\$7.00
Discounted Concurrent Call Rate	\$3.85
Rate per DID Pack	\$0.00
Discounted DID Rate	\$0.00
Service Establishment Fee per site *	\$500.00
Discounted Service Establishment Fee *	\$500.00
Overage List Rate	\$0.0230
Overage Rate	\$0.0127

\*After hours Establishment Fee is \$750 per site

**7.2.1.2 Monthly charges (be sure to specify include all of the following that apply):**

- **Circuit charge**

**Verizon Response**

Please refer to section 7.5 for the applicable IP Access Service and bandwidth required.

- **Port charge**

**Verizon Response**

Refer to section 7.5 for the applicable IP Port charge for the desired Port speed required.

- **Per trunk charge**

**Verizon Response**

Refer to section 7.2.2.2 below for applicable trunk charge.

**7.2.1.3 SIP to TDM gateway / device (if offered) – purchase and/or monthly lease cost, including installation**

**Verizon Response**

Refer to section 7.2.2.2 below.



**7.2.1.4 Usage rates (include the following, where applicable)**

**Verizon Response**

Refer to pricing table in section 7.2.1.1.

**7.2.1.5 Local**

**Verizon Response**

Verizon provides Unlimited Local calling.

**7.2.1.6 Intrastate/Interstate Long Distance**

**Verizon Response**

Refer to pricing table in section 7.2.1.1.

**7.2.1.7 Flat Monthly Rate Local / Long Distance (if available)**

**Verizon Response**

Refer to pricing table in section 7.2.1.1.

**7.2.1.8 International (provide listing of available countries / rates)**

**Verizon Response**

International (U.S. to Rest-of-World) per-minute rates by country are as follows:

**Charge Type**

Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Afghanistan	\$1.69	\$0.02
Albania	\$0.68	\$0.06
Algeria	\$0.52	\$0.07
American Samoa	\$0.39	
Andorra	\$0.24	\$0.20
Angola	\$0.81	\$0.06
Anguilla	\$0.45	\$0.11



Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Antarctica (Casey, Davis, Mawson Macquarie Island)	\$1.78	
Antarctica (Scott Base)	\$0.37	
Antigua (Barbuda)	\$0.37	
Argentina	\$0.32	\$0.19
Armenia	\$0.66	\$0.23
Aruba	\$0.35	\$0.13
Ascension Island	\$1.15	
Australia (including Tasmania)	\$0.13	\$1.13
Austria	\$0.15	\$0.28
Azerbaijan	\$0.83	\$0.04
Bahamas	\$0.24	\$0.00
Bahrain	\$0.56	\$0.02
Bangladesh	\$0.89	\$0.03
Barbados	\$0.42	\$0.12
Belarus	\$0.48	\$0.01
Belgium	\$0.13	\$0.30
Belize	\$0.54	\$0.11
Benin	\$0.51	
Bermuda	\$0.24	
Bhutan	\$1.23	\$0.05
Bolivia	\$0.47	\$0.05
Bosnia-Herzegovina	\$0.56	\$0.13
Botswana	\$0.47	\$0.11
Brazil	\$0.28	\$0.14

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Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
British Virgin Islands	\$0.35	
Brunei	\$0.65	
Bulgaria	\$0.37	\$0.23
Burkina Faso	\$0.67	\$0.04
Burundi	\$1.42	\$0.01
Cambodia	\$1.38	\$0.00
Cameroon	\$0.69	\$0.01
Canada	\$0.08	
Cape Verde Islands	\$0.62	\$0.01
Cayman Islands	\$0.31	\$0.12
Central African Republic	\$1.13	
Chad	\$1.85	
Chile	\$0.25	\$0.18
China	\$0.36	
Christmas Island	\$0.16	
Cocos Islands	\$0.16	
Colombia	\$0.33	\$0.08
Comoros	\$1.29	
Congo	\$0.68	\$0.00
Cook Islands	\$1.24	\$0.00
Costa Rica	\$0.36	\$0.00
Croatia	\$0.42	\$0.15
Cuba	\$1.86	
Cyprus	\$0.45	\$0.02
Czech Republic	\$0.44	\$0.14
Denmark	\$0.12	\$0.17
Diego Garcia	\$3.29	

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Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Djibouti	\$0.73	\$0.00
Dominica	\$0.47	\$0.12
Dominican Republic	\$0.22	\$0.07
East Timor	\$7.36	\$0.00
Easter Island	\$0.31	
Ecuador	\$0.38	\$0.15
Egypt	\$0.62	
El Salvador	\$0.43	\$0.03
Equatorial Guinea	\$1.54	
Eritrea	\$0.95	\$0.00
Estonia	\$0.53	\$0.20
Ethiopia	\$0.92	\$0.02
Faeroe Islands	\$0.36	\$0.10
Falkland Islands	\$0.91	
Fiji Islands	\$0.73	\$0.00
Finland	\$0.12	\$0.11
France	\$0.12	\$0.21
French Antilles (including Martinique, St. Barthelemy and St. Martin)	\$0.38	\$0.29
French Guiana	\$0.51	\$0.23
French Polynesia	\$0.99	
Gabon	\$0.62	\$0.01
Gambia	\$0.51	\$0.05
Georgia	\$0.74	\$0.10
Germany	\$0.11	\$0.18
Ghana	\$0.49	\$0.08
Gibraltar	\$0.59	\$0.17

Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Greece	\$0.21	\$0.28
Greenland	\$1.18	\$0.14
Grenada (including Carriacou)	\$0.49	\$0.10
Guadeloupe	\$0.40	\$0.23
Guantanamo Bay	\$1.86	
Guatemala	\$0.33	\$0.02
Guinea	\$0.63	\$0.09
Guinea Bissau	\$2.66	
Guyana	\$0.78	
Haiti	\$0.60	\$0.08
Honduras	\$0.50	\$0.05
Hong Kong	\$0.16	
Hungary	\$0.34	\$0.23
Iceland	\$0.39	\$0.21
India	\$0.46	\$0.00
Indonesia	\$0.43	\$0.09
Iran	\$0.83	\$0.00
Iraq	\$1.06	\$0.12
Ireland	\$0.12	\$0.20
Israel	\$0.20	\$0.06
Italy	\$0.12	\$0.26
Ivory Coast	\$0.87	\$0.03
Jamaica	\$0.44	\$0.14
Japan	\$0.13	\$0.11
Jordan	\$0.70	\$0.04
Kazakhstan	\$0.32	\$0.14
Kenya	\$0.61	\$0.11
Kiribati	\$0.92	

Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Korea, Democratic People's Republic	\$1.93	
Korea, Republic of	\$0.17	\$0.04
Kuwait	\$0.72	
Kyrgyzstan	\$0.85	\$0.02
Laos	\$1.43	
Latvia	\$0.53	\$0.21
Lebanon	\$0.66	\$0.10
Lesotho	\$0.64	\$0.01
Liberia	\$0.48	\$0.01
Libya	\$0.73	\$0.01
Liechtenstein	\$0.19	\$0.46
Lithuania	\$0.69	\$0.10
Luxembourg	\$0.16	\$0.22
Macao	\$0.59	
Macedonia	\$0.45	\$0.16
Madagascar	\$1.94	
Malawi	\$0.51	\$0.01
Malaysia	\$0.34	\$0.02
Maldives	\$0.97	
Mali	\$0.81	\$0.14
Malta	\$0.55	\$0.21
Marshall Islands	\$0.57	
Mauritania	\$0.76	
Mauritius	\$0.89	
Mayotte Islands	\$1.29	\$0.05
Mexico	\$0.15	\$0.19
Micronesia	\$0.59	
Moldova	\$0.77	\$0.09
Monaco	\$0.16	\$0.17

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Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Mongolia	\$1.27	
Montserrat	\$0.50	
Morocco	\$0.61	\$0.11
Mozambique	\$0.94	\$0.05
Myanmar	\$1.88	
Namibia	\$0.55	\$0.11
Nauru	\$2.90	
Nepal	\$0.78	\$0.01
Netherlands	\$0.12	\$0.24
Netherlands Antilles	\$0.35	\$0.04
Nevis	\$0.38	
New Caledonia	\$0.84	
New Zealand	\$0.37	\$0.26
Nicaragua	\$0.43	\$0.09
Niger	\$0.71	
Nigeria	\$0.66	\$0.16
Niue Island	\$3.98	
Norfolk Island	\$1.78	
Norway	\$0.12	\$0.17
Oman	\$0.71	
Pakistan	\$0.77	
Palau	\$1.70	
Palestine	\$0.25	\$0.01
Panama	\$0.34	\$0.08
Papua New Guinea	\$1.24	
Paraguay	\$0.47	\$0.11
Peru	\$0.38	\$0.23
Philippines	\$0.27	\$0.08
Poland	\$0.32	\$0.43

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Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Portugal (including Azores and Madeira Islands)	\$0.16	\$0.17
Qatar	\$0.72	\$0.05
Reunion Islands	\$0.77	\$0.18
Romania	\$0.49	\$0.19
Russia	\$0.32	\$0.04
Rwanda	\$0.89	\$0.00
San Marino	\$0.27	
Sao Tome	\$2.26	\$0.00
Saudi Arabia	\$0.77	\$0.16
Senegal	\$0.92	\$0.11
Serbia & Montenegro	\$0.55	\$0.18
Seychelles	\$1.05	
Sierra Leone	\$0.71	\$0.09
Singapore	\$0.21	
Slovakia	\$0.44	\$0.13
Slovenia	\$0.44	\$0.21
Solomon Islands	\$1.96	
Somalia	\$1.32	\$0.06
South Africa	\$0.30	\$0.20
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.12	\$0.22
Sri Lanka	\$0.74	\$0.04
St. Helena	\$1.72	
St. Kitts	\$0.38	\$0.12
St. Lucia	\$0.39	\$0.11
St. Pierre/Miquelon	\$0.36	\$0.05

Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
St. Vincent/Grenadines	\$0.44	\$0.08
Sudan	\$0.95	\$0.02
Suriname	\$0.91	
Swaziland	\$0.58	\$0.07
Sweden	\$0.12	\$0.23
Switzerland	\$0.12	\$0.54
Syria	\$0.77	\$0.01
Taiwan	\$0.20	\$0.06
Tajikistan	\$0.36	\$0.04
Tanzania	\$0.61	\$0.09
Thailand	\$0.37	\$0.02
Togo	\$0.76	\$0.07
Tonga	\$0.77	\$0.00
Trinidad/Tobago	\$0.39	
Tunisia	\$0.45	\$0.10
Turkey	\$0.40	\$0.16
Turkmenistan	\$0.82	\$0.01
Turks and Caicos Islands	\$0.41	\$0.09
Tuvalu	\$1.37	
Uganda	\$0.58	\$0.02
Ukraine	\$0.48	\$0.03
United Arab Emirates	\$0.48	
United Kingdom	\$0.06	\$0.39
Uruguay	\$0.47	\$0.14
Uzbekistan	\$0.42	\$0.00
Vanuatu	\$2.25	\$0.00
Vatican City	\$0.12	

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Location	Fixed Charge Per-Minute	Mobile Termination Per-Minute Surcharge
Venezuela	\$0.28	\$0.22
Vietnam	\$0.84	\$0.01
Wallis and Futuna	\$2.76	
Western Samoa	\$0.68	\$0.15
Yemen, Republic of	\$0.70	\$0.02
Zaire	\$0.57	
Zambia	\$0.61	\$0.06
Zimbabwe	\$0.51	\$0.24

**7.2.1.9 Toll Free**

**Verizon Response**

here IP Toll Free is a separate service with its own rates and charges.

**7.2.1.10 Additional services (specify)**

**Verizon Response**

Not applicable.

**7.2.1.11 IP to IP gateway (or a similar box that does SIP fix-up)**

**Verizon Response**

Not applicable.

**7.2.1.12 Session Border Controller**

**Verizon Response**

When required, Verizon identifies Session Border controllers during the design phase of a VOIP solutions design, which vary based on requirements of each individual installations. As are a result, we will provide SBC design specifications and cost on a case by case basis.



**7.2.2 Hosted VoIP / IP Centrex**

**Cost proposal for SIP trunks shall include the following items:**

**7.2.2.1 Installation, hosted VoIP / IP Centrex service (using IP phone set)**

**Verizon Response**

Verizon offers two versions of our Hosted VoIP / IP Centrex Services, Unified Communication and Collaboration as a Service (UCCaaS, and Virtual Communications Express (VCE). The Pricing options are listed in Section 7.2.2.2 below.

**7.2.2.2 Monthly charges, hosted VoIP / IP Centrex service (using IP phone set)**

**Verizon Response**

**UCCaaS:**

**Package Pricing**

Package	Monthly Recurring Charge (“MRC”) Per End User
Essential Package	\$13.83
Basic Package	\$18.03
Enhanced Package	\$21.53
Premium Package	\$25.03

**A la Carte Pricing**

Capability	MRC Per End User
Call Control	\$15.93
Voicemail	\$2.45
Presence/Instant Messaging	\$2.10



**MACD Pricing**

\* customer to choose 1\*

MACD Activities per Month	MRC per MACD Support Block	Overage Rate per MACD
1	\$35.00	\$38.50
Activity	MRC per End User	Activity
MACD per End User	\$2.21	MACD per End User

**Virtual Communications Express**

VCE Pricing is adjusted periodically based on market conditions and may fluctuate. This service is not offered as a Firm Fixed Ceiling Price. Current Pricing is current as of Jan 21, 2014.

**Virtual Communications Express Pricing**

Virtual Communications Express is designed to be a service that is easy to sell, easy to buy and easy to have installed. In that spirit, the pricing for this service is simple and straight forward with most features being included with a per user charge, and a limited set of optional user and locations features being available to the customer for an additional charge. There are also field services required if the customer feels they might need additional on-site services or support.

**Per User and Per Trunk Charges**

The majority of the cost to the customer associated with the Virtual Communications Express service will be in the user and trunk charges. A user charge covers the costs of providing features to an end user, and a trunk charge covers the costs of delivering calls to and from the PSTN. A trunk can support one call at any given time to or from the PSTN. The Premium User provides a single charge that covers both the user and trunk in a single price point. If the size of a customer and traffic patterns allow, we can quote the customer for standard user and standard trunk price points. This allows for oversubscription and having more users than trunks. All premier users and standard trunks include unlimited local and domestic long distance minutes.



User Bundles and Trunks		MRC
Except as noted for Standard Trunk, each Virtual Comm user must be assigned to one (and only one) of the user bundles listed below.		
Standard – provides basic telephony features such as voicemail, call forwarding, 3-way calling, caller ID, etc., plus access to a Web-based interface for additional enhanced features, e.g., scheduled call forwarding and Call Blast (an incoming call rings a number of devices simultaneously; also known as “simultaneous ring”). Standard user bundles also require purchase of sufficient trunks to support.		\$13.00 per user bundle
Premier – Provides all the capabilities of Standard, but also includes a trunk.		\$35.00 per user bundle
Remote – May be ordered with either a Standard or Premier user. Allows a different 911 service address than the primary service address.		N/A
Standard Trunk – For users of the Standard option, Standard Trunk provides capacity to make or receive calls outside of Customer’s		\$23.00
enterprise. A trunk includes unlimited intra-enterprise VoIP calling (VoIP origination and termination within Customer’s enterprise), and unlimited local calling and unlimited long distance (“LD”). Calls to international locations can also be made but are billed at metered rates as set forth in the Guide.		per trunk
Fax Station User – For users of the Premier option, provides basic telephony capability which, when combined with a fax machine connected to a Verizon-supported analog telephone adapter configured with the G.711 codec, enables users to send and receive faxes.		\$10.50
Key System Packages – For Premier locations, key system packages are available as grouped line packages where all lines are associated with the same telephone number. Each line in the package shares a similar Premier feature set, and all devices assigned to the package display all the lines associated with the package. So, an inbound call can be answered by a user from any device assigned to the key system package.	2 Line	\$72.00 per pkg
	4 Line	\$140.00 per pkg
	8 Line	\$265.00 per pkg
	12 Line	\$375.00 per pkg



### Non-Recurring Charges

There will be a one-time set up fee of \$150.00 charged for every location the customer orders. This charge includes the provisioning of the network-based features and includes one AutoAttendant, one hunt group, music on-hold, and access to the Web-based Customer administrator portal for configuring end users and location features. It also includes a PacketSmart P-100 probe for assisting in trouble shooting and network analysis if a problem should arise.

### Optional Features

If a customer needs additional instances of some of the network features beyond what is provided with each location (for example, an additional layer in their auto attendant), the Customer can order those optional features at the following prices:

Optional Features	MRC
Auto Attendant	\$235/instance
Hunt Group	\$10/instance
Call Queue	\$30/instance
Stand Alone Voice Mail	\$6.00/instance
Receptionist	\$36.00/instance
Mobile Client User *	\$1.25/configured user

### Customer Premise Equipment

Customer Premise Equipment (IP phones or analog adapters) are available either for purchase or rental with the service.

### Rental Prices

Equipment	MRC: 1-Year Commit*	MRC: 3-Year Commit*
Polycom Soundpoint IP 335	\$14.99	\$9.99
Polycom Soundpoint IP 450	\$22.99	\$14.99
Polycom Soundpoint IP 650	\$30.99	\$19.99
Polycom VVX 500 Business Media Phone	\$29.99	\$18.99
Polycom VVX 300 Business Media Phone	\$15.27	\$9.72
Polycom VVX 400 Business Media Phone	\$20.66	\$13.15
Polycom SoundStation IP 5000	\$50.99	\$32.99
Polycom SoundStation IP 6000	\$69.99	\$44.99
Polycom Soundpoint IP 650 EM	\$25.99	\$16.50
Cisco SPA 8000	\$25.71	\$16.36

### Purchase Prices

Equipment	Price
Polycom Soundpoint IP 335	\$139.99
Polycom Soundpoint IP 450	\$205.99
Polycom Soundpoint IP 650	\$279.99
Polycom VVX 300 Business Media Phone	\$138.81
Polycom VVX 400 Business Media Phone	\$187.81
Polycom VVX 500 Business Media Phone	\$264.99
Polycom SoundStation IP 5000	\$463.99
Polycom 650 Expansion Module	\$234.99
Polycom SoundStation IP 6000	\$634.99
Cisco SPA 122	\$64.99
Cisco SPA 8000	\$233.66
PacketSmart Probe – PI 100	\$211.47

At the time of order confirmation, the customer will determine which shipping priority they would like to use (ground, next day, etc.) They will be quoted a price for the shipping at that time, but shipping costs will vary based on the number of devices being shipped, the shipping priority and the distance to the Customer's location.

### Field Services

On-site support is not required for Virtual Communications Express implementations, and is not expected that the majority of customers will require these services, however on-site support is available if the customer elects to use them. There are 2 primary types of field service available. The first is a pre-implementation site survey (with or without the Packet Smart LAN assessment). The second is for day of implementation professional services installation. Both of these activities are priced based on an hourly charge with a minimum amount of time required for each activity. The rates differ if the customer is requesting the activity during normal business hours, or if they want it performed outside of normal business hours.

Field Services	Standard Hours <sup>1</sup>	After Hours <sup>1</sup>
Site Survey <sup>2</sup>	\$56.25 per 15 min	\$81.25 per 15 min
Installation <sup>3</sup>	\$67.50 per 15 min	\$80.00 per 15 min
On-site Tech Dispatch <sup>4</sup>	\$53.75 per 15 min	\$78.75 per 15 min
<p><sup>1</sup> Standard Hours are 7:30 am – 5:00 pm, local time at the site. After Hours are anytime outside Standard Hours.</p> <p><sup>2</sup> A minimum of 2 hours of time on-site will be billed for Site Survey. Additional time beyond 2 hours will be billed to the next largest 15-minute increment at the rate shown above. Customer also will be charged the applicable PacketSmart LAN Assessment Charge shown below.</p> <p><sup>3</sup> A minimum of 3 hours of time on-site will be billed for Installation. Additional time beyond 3 hours will be billed to the next largest 15-minute increments at the rate shown above.</p> <p><sup>4</sup> On-Site Tech Dispatch is the dispatch of a Verizon technician to Customer’s site at Customer’s request. A minimum of 2 hours of time on-site will be billed for On-Site Tech Dispatch. Additional time beyond 2 hours will be billed to the next largest 15-minute increment at the extended rate noted above.</p>		
PacketSmart LAN Assessment Charge (for Site Survey)	50 or fewer Users – \$125 >50 Users – \$200	

**International Usage**

The final pricing component of Virtual Communications Express is the international usage. All international usage will be billed a per minute rate. One of the three rates will apply based on what tier that country is assigned to.

International Tier	Fixed Charge Per-Minute
A	\$.06
B	\$.10
C	\$.25
D	\$.50

**7.2.2.3 IP phone set charges (lease and/or purchase, including available model options) – include hardware only vs. installed pricing, if applicable**

**Verizon Response**

Refer to Section 7.2.2.2 above.



**7.2.2.4 Installation, hosted VoIP / IP Centrex service (deviceless service)****Verizon Response**

This service is not offered.

**7.2.2.5 Monthly charges, hosted VoIP / IP Centrex service (deviceless services)****Verizon Response**

This service is not offered.

**7.2.2.6 Voice Mail, per mailbox (setup/monthly charges)****Verizon Response****Virtual Communication Express (VCE)**

Voicemail is included in the per seat charges in table 7.2.2.2

**UCCaaS**

Voicemail is bundled into all feature packages pricing except Essential. See table 7.2.2.2

**7.2.2.7 Usage rates (include the following, where applicable)**

- **Local**

**Verizon Response**

IP Trunking services are sold in conjunction with UCCaaS. See Rates and Charges for IP Trunking Services in section 7.2.1.1.

- **Intrastate/Interstate Long Distance**

**Verizon Response**

IP Trunking services are sold in conjunction with UCCaaS. See Rates and Charges for IP Trunking Services in section 7.2.1.1.

- **Flat Monthly Rate Local / Long Distance (if available)**

**Verizon Response**

IP Trunking services are sold in conjunction with UCCaaS. See Rates and Charges for IP Trunking Services in section 7.2.1.1.

- ***International (provide listing of available countries / rates)***

### Verizon Response

IP Trunking services are sold in conjunction with UCCaaS. See Rates and Charges for IP Trunking Services in section 7.2.1.1.

#### **7.2.2.8 Additional services (specify)**

### Verizon Response

Refer to Section 7.2.2.2 above.

## **7.3 Telephone Sets / Equipment (URI)**

***Provide pricing for phone sets and other equipment as requested below. Where applicable, pricing for hardware only as well as hardware including installation should be provided. Options for refurbished equipment may be offered, but refurbished items must be clearly specified and meet the specifications and warranty requirements identified in the System Requirements section.***

#### **7.3.1 Analog 2500-Series type business sets**

### Verizon Response

Verizon does not offer telephone sets of this type. The State may purchase any suitable phone through any approved manufacturer or reseller.

#### **7.3.2 Nortel analog 8000-Series business sets**

### Verizon Response

Verizon does not offer telephone sets of this type. The State may purchase any suitable phone through any approved manufacturer or reseller.

#### **7.3.3 Nortel P-phone display sets (must be compatible with existing and/or proposed Centrex service)**

### Verizon Response

Verizon does not offer telephone sets of this type. The State may purchase any suitable phone through any approved manufacturer or reseller.

**7.3.4 Cisco-compatible IP phones, including 3900-Series and 7900-Series sets****Verizon Response**

Verizon does not offer telephone sets of this type. The State may purchase any suitable phone through any approved manufacturer or reseller.

**7.3.5 Trade in value for old/broken IP and Centrex sets****Verizon Response**

Verizon will honor trade in value for broken IP Sets if supported by the BT the CPE Vendor. Verizon does not support trade in value for broken Centrex sets.

**7.3.6 [Other hardware]****Verizon Response**

CPE can be purchased at NDP.

**7.4 Conference Calling Services**

*Provide pricing for conference calling services as requested below.*

**7.4.1 Voice conferencing service****7.4.1.1 Installation / setup costs to establish accounts and service****Verizon Response**

Verizon Offers Voice and Web Conferencing based on the service / feature type listed features in the following rate chart and is offered as a Firm Fixed Price.

**7.4.1.2 Per conference call setup charges****7.4.1.3 Usage rates (per attendee / per minute or other billing model)****7.4.1.4 Additional feature costs****7.4.1.5 Technical support or other related charges****Verizon Response****Audio Conferencing Pricing**

In lieu of all other rates, discounts and promotions. Customer will pay the following fixed rates for the following Audio Conferencing Services. Customer will pay list rates for all other rates not specified below.

US Bridging Charges	Billing Unit	Currency	Rate per Billing Unit
Instant Mtg. Toll Meet Me	Per Minute	USD	0.0095
Instant Mtg. Meet Me - IP Access*	Per Minute	USD	0.0086
Instant Mtg. Toll Meet Me - Wireless Access Option	Per Minute	USD	0.0091
Unattended Toll Meet Me	Per Minute	USD	0.0095
Standard Toll Meet Me	Per Minute	USD	0.0690
Premier Toll Meet Me	Per Minute	USD	0.0900
Instant Meeting IP Dial Out Access**	Per Minute	USD	0.0086
Instant Mtg. Toll Free Meet Me	Per Minute	USD	0.0167
Instant Mtg. Dial Out	Per Minute	USD	0.0167
Instant Mtg. 8XX Meet Me - Wireless Access Option	Per Minute	USD	0.0154
Unattended Toll Free Meet Me	Per Minute	USD	0.0167
Standard Toll Free Meet Me	Per Minute	USD	0.0780
Standard Dial Out	Per Minute	USD	0.1485
Premier Toll Free Meet Me	Per Minute	USD	0.0960
Premier Dial Out	Per Minute	USD	0.1980
* requires Verizon Private IP service			
** requires Verizon VoIP service			
Canada Bridging Charges	Billing Unit	Currency	Rate per Billing Unit
Canada Instant Mtg. Toll Free Meet Me	Per Minute	USD	0.0473
Canada Instant Mtg. Dial Out	Per Minute	USD	0.0473
Canada Unattended Toll Free Meet Me	Per Minute	USD	0.0473
Canada Standard Toll Free Meet Me	Per Minute	USD	0.1530
Canada Standard Dial Out	Per Minute	USD	0.1665
Canada Premier Toll Free Meet Me	Per Minute	USD	0.1980
Canada Premier Dial Out	Per Minute	USD	0.2160
Global Access Transport	Billing Unit	Currency	Rate per Billing Unit
Local Access Transport Zone A	Per Minute	USD	0.0150
Local Access Transport Zone C	Per Minute	USD	0.0600
Local Access Transport Zone D	Per Minute	USD	0.0700
Local Access Transport Zone E	Per Minute	USD	0.2250
Local Access Transport Zone F	Per Minute	USD	0.1500
Local Access Transport Zone G	Per Minute	USD	0.2500
Freephone (FN) Transport Zone A	Per Minute	USD	0.0700
Freephone (FN) Transport Zone C	Per Minute	USD	0.1200
Freephone (FN) Transport Zone D	Per Minute	USD	0.1400
Freephone (FN) Transport Zone E	Per Minute	USD	0.2800
Freephone (FN) Transport Zone F	Per Minute	USD	0.3200
Freephone (FN) Transport Zone G	Per Minute	USD	0.3200
Feature Charges	Billing Unit	Currency	Rate per Billing Unit
Cancellation Charge	Per reserved bridge port	USD	2.00
Instant Mtg. Fee 0-20 ports	Per Month Per Subscription	USD	0.00
Instant Mtg. Fee 21-30 ports	Per Month Per Subscription	USD	0.00
Instant Mtg. Fee 31-40 ports	Per Month Per Subscription	USD	0.00
Instant Mtg. Fee 41-50 ports	Per Month Per Subscription	USD	0.00
Instant Mtg. Fee 51-60 ports	Per Month Per Subscription	USD	36.00
Instant Mtg. Fee 61-70 ports	Per Month Per Subscription	USD	40.50
Instant Mtg. Fee 71-80 ports	Per Month Per Subscription	USD	45.00
Instant Mtg. Fee 81-90 ports	Per Month Per Subscription	USD	49.50
Instant Mtg. Fee 91-100 ports	Per Month Per Subscription	USD	54.00
Instant Replay Plus / Instant Meeting Replay	Per Minute	USD	0.16
Instant Replay Plus	Per Set Up	USD	0.00
Overbooking (after first 50 bridge ports)	Per Port	USD	2.00
Recorded Audio File Download	Per download	USD	25.00

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If Customer is receiving the Wireless Access Option, the following conditions apply: Customer will pay the above rates for Instant Meeting Toll Free-Wireless Access (IMTFMM-WA). Customer must enable the Verizon Wireless Option. Customer will pay the above rates for conferencing participants and/or leaders who register their Domestic U.S. Verizon Wireless phone number. Each user/leader must register either Verizon Wireless phone number. The Verizon Wireless Option is only available with Instant Meeting Service. The Verizon Wireless Option is available via Toll Meet-Me and Toll Free Meet-Me Access only.

**Audio Conferencing International Dial Out Service**

Audio Conferencing International Dial Out Service: In lieu of all other rates, discounts and promotions; Customer will receive the following discount on the rates set forth in the Guide for International Dial.

International Dial Out Discount	30%
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**Net Conferencing Pricing**

**Net Conferencing Pricing Per Minute Pricing**

Net Conferencing Per Minute Billing Option. In lieu of all other rates, discounts and promotions. Customer will pay the following fixed rates for the following U.S. Net Conferencing Services provided on the basis of the Per-Minute Billing Option.

Platform	Billing Unit	Currency	Rate Per Billing Unit
Microsoft Live Mtg. Platform	Per Minute	USD	0.1530
WebEx Mtg. Center Pro Platform	Per Minute	USD	0.1530
Reserved Net Conference for Cisco WebEx Event Center	Per Minute	USD	0.1530

**Net Conferencing Seat-Based and Committed Minutes Net Pricing**

In lieu of all other rates, discounts and promotions. Customer will pay the following fixed rates for the following Net Conferencing Services.



Cisco WebEx Meeting Center Pro: Seat Based			
Enrollment/ Order Commitment	Billing Unit	Currency	Rate Per Billing Unit
10 - 20	Per Seat Per Month	USD	168.00
21 - 30	Per Seat Per Month	USD	152.00
31 - 50	Per Seat Per Month	USD	136.00
51 - 70	Per Seat Per Month	USD	120.00
71 - 100	Per Seat Per Month	USD	108.00
101+	Per Seat Per Month	USD	104.00

Cisco WebEx Training Center: Seat Based			
Enrollment/ Order Commitment	Billing Unit	Currency	Rate Per Billing Unit
10 - 20	Per Seat Per Month	USD	180.00
21 - 30	Per Seat Per Month	USD	172.00
31 - 50	Per Seat Per Month	USD	148.00
51 - 70	Per Seat Per Month	USD	132.00
71-100	Per Seat Per Month	USD	128.00
101+	Per Seat Per Month	USD	128.00

Cisco WebEx Support Center: Seat Based			
Enrollment/ Order Commitment	Billing Unit	Currency	Rate Per Billing Unit
10 - 20	Per Seat Per Month	USD	128.00
21 - 30	Per Seat Per Month	USD	120.00
31 - 50	Per Seat Per Month	USD	112.00
51 - 70	Per Seat Per Month	USD	104.00
71 - 100	Per Seat Per Month	USD	96.00
101+	Per Seat Per Month	USD	84.00

Cisco WebEx Event Center: Seat Based			
Enrollment/ Order Commitment	Billing Unit	Currency	Rate Per Billing Unit
25 - 50	Per Seat Per Month	USD	76.00
51 - 200	Per Seat Per Month	USD	60.00
201 - 400	Per Seat Per Month	USD	48.00
401 - 750	Per Seat Per Month	USD	44.00
751+	Per Seat Per Month	USD	32.00

Cisco WebEx Enterprise Edition: Committed Minutes			
Enrollment/Order Commitment	Billing Unit	Currency	Rate Per Billing Unit
1,500 - 2,499	Per Usage and Overage Minute	USD	0.3000
2,500 - 4,999	Per Usage and Overage Minute	USD	0.2850
5,000 - 9,999	Per Usage and Overage Minute	USD	0.2700
10,000 - 24,999	Per Usage and Overage Minute	USD	0.2500
25,000 - 49,999	Per Usage and Overage Minute	USD	0.2400
50,000 - 99,999	Per Usage and Overage Minute	USD	0.2100
100,000 - 249,999	Per Usage and Overage Minute	USD	0.1900
250,000 - 499,999	Per Usage and Overage Minute	USD	0.1700
500,000 - 999,999	Per Usage and Overage Minute	USD	0.1500
1,000,000 - 2,499,999	Per Usage and Overage Minute	USD	0.1400
2,500,000 - 4,999,999	Per Usage and Overage Minute	USD	0.1300
5,000,000 - 9,999,999	Per Usage and Overage Minute	USD	0.1225

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**Net Conferencing Named Host Options**

Cisco WebEx Named Host Option. In lieu of all other rates, discounts and promotions. Customer will pay the following fixed rates for the following Cisco WebEx Named Host Options.

Cisco WebEx Meeting Center Named Host – 25 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
1-9	Per Month Per Host	USD	56.00
10-24	Per Month Per Host	USD	54.40
25 - 49	Per Month Per Host	USD	52.00
50 - 74	Per Month Per Host	USD	44.00
75 - 99	Per Month Per Host	USD	41.60
100 - 199	Per Month Per Host	USD	38.40
200 - 299	Per Month Per Host	USD	33.60
300 - 399	Per Month Per Host	USD	32.00
400 - 499	Per Month Per Host	USD	30.40
500 - 749	Per Month Per Host	USD	24.00
750 - 999	Per Month Per Host	USD	21.60
1,000 - 1,499	Per Month Per Host	USD	20.00
1,500 - 2,499	Per Month Per Host	USD	16.00
2,500 - 3,499	Per Month Per Host	USD	12.80
3,500 - 4,999	Per Month Per Host	USD	12.00
5,000 - 7,499	Per Month Per Host	USD	10.40
7,500 - 9,999	Per Month Per Host	USD	9.60
10,000 - 14,999	Per Month Per Host	USD	8.80
15,000 - 24,999	Per Month Per Host	USD	8.00
25,000 - 34,999	Per Month Per Host	USD	8.00
35,000 - 49,999	Per Month Per Host	USD	8.00
50,000 - 74,999	Per Month Per Host	USD	8.00
75,000 - 99,999	Per Month Per Host	USD	8.00
100,000 - 149,999	Per Month Per Host	USD	8.00
150,000 - 249,999	Per Month Per Host	USD	8.00
250,000 - 349,999	Per Month Per Host	USD	8.00

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Cisco WebEx Meeting Center Named Host - 200 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
50 - 74	Per Month Per Host	USD	54.40
75 - 99	Per Month Per Host	USD	49.60
100 - 199	Per Month Per Host	USD	43.20
200 - 299	Per Month Per Host	USD	36.00
300 - 399	Per Month Per Host	USD	35.20
400 - 499	Per Month Per Host	USD	33.60
500 - 749	Per Month Per Host	USD	28.00
750 - 999	Per Month Per Host	USD	26.40
1,000 - 1,499	Per Month Per Host	USD	24.00
1,500 - 2,499	Per Month Per Host	USD	21.60
2,500 - 3,499	Per Month Per Host	USD	17.60
3,500 - 4,999	Per Month Per Host	USD	16.80
5,000 - 7,499	Per Month Per Host	USD	14.40
7,500 - 9,999	Per Month Per Host	USD	13.60
10,000 - 14,999	Per Month Per Host	USD	12.00
15,000 - 24,999	Per Month Per Host	USD	11.20
25,000 - 34,999	Per Month Per Host	USD	10.40
35,000 - 49,999	Per Month Per Host	USD	10.00
50,000 - 74,999	Per Month Per Host	USD	9.60
75,000 - 99,999	Per Month Per Host	USD	9.20
100,000 - 149,999	Per Month Per Host	USD	8.80
150,000 - 249,999	Per Month Per Host	USD	8.40
250,000 - 349,999	Per Month Per Host	USD	8.40

Cisco WebEx Training Center Named Host - 30 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
1 - 4	Per Month Per Host	USD	208.00
5 - 9	Per Month Per Host	USD	200.00
10 - 24	Per Month Per Host	USD	168.00
25 - 49	Per Month Per Host	USD	124.00
50 - 74	Per Month Per Host	USD	100.00
75 - 99	Per Month Per Host	USD	100.00
100 - 199	Per Month Per Host	USD	80.00

Cisco WebEx Training Center Named Host - 50 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
1 - 4	Per Month Per Host	USD	380.00
5 - 9	Per Month Per Host	USD	368.00
10 - 24	Per Month Per Host	USD	340.00
25 - 49	Per Month Per Host	USD	260.00
50 - 74	Per Month Per Host	USD	216.00
75 - 99	Per Month Per Host	USD	200.00
100 - 199	Per Month Per Host	USD	168.00

Cisco WebEx Training Center Named Host - 100 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
1 - 4	Per Month Per Host	USD	540.00
5 - 9	Per Month Per Host	USD	524.00
10 - 24	Per Month Per Host	USD	460.00
25 - 49	Per Month Per Host	USD	380.00
50 - 74	Per Month Per Host	USD	340.00
75 - 99	Per Month Per Host	USD	320.00
100 +	Per Month Per Host	USD	300.00

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Cisco WebEx Support Center Named Host - 5 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
1-9	Per Month Per Host	USD	124.00
10-24	Per Month Per Host	USD	112.00
25 - 49	Per Month Per Host	USD	97.60
50 - 74	Per Month Per Host	USD	88.00
75 - 99	Per Month Per Host	USD	86.40
100 - 199	Per Month Per Host	USD	84.80
200 - 299	Per Month Per Host	USD	81.60
300 - 399	Per Month Per Host	USD	70.40
400 - 499	Per Month Per Host	USD	60.00
500 - 749	Per Month Per Host	USD	58.40
750 - 999	Per Month Per Host	USD	48.00
1,000 - 1,499	Per Month Per Host	USD	44.80
1,500 - 2,499	Per Month Per Host	USD	43.20
2,500 - 3,499	Per Month Per Host	USD	41.60
3,500 - 4,999	Per Month Per Host	USD	40.00
5,000 - 7,499	Per Month Per Host	USD	40.00
7,500 - 9,999	Per Month Per Host	USD	40.00
10,000 - 14,999	Per Month Per Host	USD	40.00
15,000 - 24,999	Per Month Per Host	USD	40.00
25,000 - 34,999	Per Month Per Host	USD	40.00
35,000 - 49,999	Per Month Per Host	USD	40.00
50,000 - 74,999	Per Month Per Host	USD	40.00
75,000 - 99,999	Per Month Per Host	USD	40.00
100,000 - 149,999	Per Month Per Host	USD	40.00
150,000 - 249,999	Per Month Per Host	USD	40.00
250,000 - 349,999	Per Month Per Host	USD	40.00

Cisco WebEx Enterprise Edition Named Host - 200 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
50 - 74	Per Month Per Host	USD	65.60
75 - 99	Per Month Per Host	USD	60.00
100 - 199	Per Month Per Host	USD	49.60
200 - 299	Per Month Per Host	USD	40.00
300 - 399	Per Month Per Host	USD	38.40
400 - 499	Per Month Per Host	USD	36.00
500 - 749	Per Month Per Host	USD	32.00
750 - 999	Per Month Per Host	USD	30.40
1,000 - 1,499	Per Month Per Host	USD	28.80
1,500 - 2,499	Per Month Per Host	USD	25.60
2,500 - 3,499	Per Month Per Host	USD	22.40
3,500 - 4,999	Per Month Per Host	USD	20.80
5,000 - 7,499	Per Month Per Host	USD	19.20
7,500 - 9,999	Per Month Per Host	USD	17.60
10,000 - 14,999	Per Month Per Host	USD	14.40
15,000 - 24,999	Per Month Per Host	USD	13.60
25,000 - 34,999	Per Month Per Host	USD	12.80
35,000 - 49,999	Per Month Per Host	USD	12.00
50,000 - 74,999	Per Month Per Host	USD	11.20
75,000 - 99,999	Per Month Per Host	USD	10.40
100,000 - 149,999	Per Month Per Host	USD	9.60
150,000 - 249,999	Per Month Per Host	USD	8.80
250,000 - 349,999	Per Month Per Host	USD	8.80

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Cisco WebEx Enterprise Edition Named Host – 1,000 Participant Cap			
Number of Hosts Enrolled	Billing Unit	Currency	Rate Per Billing Unit
50 - 74	Per Month Per Host	USD	78.40
75 - 99	Per Month Per Host	USD	68.00
100 - 199	Per Month Per Host	USD	57.60
200 - 299	Per Month Per Host	USD	48.00
300 - 399	Per Month Per Host	USD	46.40
400 - 499	Per Month Per Host	USD	44.00
500 - 749	Per Month Per Host	USD	38.40
750 - 999	Per Month Per Host	USD	36.80
1,000 - 1,499	Per Month Per Host	USD	36.00
1,500 - 2,499	Per Month Per Host	USD	32.00
2,500 - 3,499	Per Month Per Host	USD	28.00
3,500 - 4,999	Per Month Per Host	USD	25.60
5,000 - 7,499	Per Month Per Host	USD	22.40
7,500 - 9,999	Per Month Per Host	USD	20.80
10,000 - 14,999	Per Month Per Host	USD	17.60
15,000 - 24,999	Per Month Per Host	USD	16.80
25,000 - 34,999	Per Month Per Host	USD	16.00
35,000 - 49,999	Per Month Per Host	USD	14.40
50,000 - 74,999	Per Month Per Host	USD	13.60
75,000 - 99,999	Per Month Per Host	USD	12.80
100,000 - 149,999	Per Month Per Host	USD	12.00
150,000 - 249,999	Per Month Per Host	USD	11.60
250,000 - 349,999	Per Month Per Host	USD	11.20

**7.4.2 Web conferencing**

**7.4.2.1 Installation / setup costs to establish accounts and service**

**7.4.2.2 Per web conference call setup charges**

**7.4.2.3 Usage rates**

**7.4.2.4 Additional feature costs**

**7.4.2.5 Technical support or other related charges**

**Verizon Response**

Please refer to the pricing tables shown above at section 7.4.1.



### 7.5 IP Data Circuits – Section 6.3

Include in the Cost proposal complete pricing for all available IP data services. Use the following table as a guideline (modify as necessary):

<i>Transport Media</i>	<i>Bandwidth</i>	<i>Service Type</i>	<i>Monthly Cost</i>	<i>Install Cost (one-time)</i>	<i>Other Monthly Cost (specify)</i>

**Verizon Response**

#### Metro Private Line

##### Metro Private Line Wave

**MPL Service (Option 1).** Customer shall pay Verizon Business' standard rates for MPL service less the discount(s) in the table below.

Customer will receive a 30% discount off of the MRC. NRC will be waived however in the event the state removes a service in the first 12 months, Verizon reserves the right to charge standard install charges.

Note: pricing contingent on any new capital that may be needed to light a building.

#### Network Access Service

##### Dedicated Access – Flat Rate

**Network Services Local Access Services.** In lieu of all other rates, discounts and promotions, Customer will pay the following local loop MRCs for Network Services Local Access Services, which are fixed for the Term, based on the access circuit type (i.e., Analog, DS0, T1/DS1, and DS3) and facility type if applicable.

- DS1 \$200.00
- DS3 \$1,700.00

All other speeds will receive a 10% discount.

**Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge and installation charge if the service is disconnected within the first 12 months of service.**



**Private IP Service – Domestic PIP**

**US Private IP – specific Port/CAR speed** In lieu of all other rates, discounts and promotions, Customer will pay the following MRCs per port/CAR speed, which are fixed for the Term of this Agreement, for US Private IP Service. The special pricing Domestic Private IP discount will apply to these rates.

Private IP Port Speed	MRC
64 Kbps	\$55.00
256 Kbps	\$90.00
512 Kbps	\$150.00
1.024 Mbps	\$180.00
T1	\$180.00
3.072 Mbps	\$345.00
4.608 Mbps	\$394.80
6.144 Mbps	\$431.55
DS3	\$998.00
OC3	\$2,677.50
OC12	\$8,641.08
8M Sub-Rate DS3	\$512.00
10M Sub-Rate DS3	\$538.00
15M Sub-Rate DS3	\$701.00
20M Sub-Rate DS3	\$880.00
30M Sub-Rate DS3	\$1,252.50
40M Sub-Rate DS3	\$1,600.00
80M Sub-Rate OC3	\$1,850.00
100M Sub-Rate OC3	\$2,100.00
200M Sub-Rate OC12	\$3,950.00
300M Sub-Rate OC12	\$5,236.00
400M Sub-Rate OC12	\$6,895.00
500M Sub-Rate OC12	\$7,923.00
600M Sub-Rate OC12	\$9,134.00

Ethernet Port	MRC
1M Ethernet	\$190.00
2M Ethernet	\$225.75

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Ethernet Port	MRC
3M Ethernet	\$420.00
4M Ethernet	\$450.00
6M Ethernet	\$500.00
8M Ethernet	\$515.00
10M Ethernet	\$525.00
15M Ethernet	\$750.00
20M Ethernet	\$880.00
30M Ethernet	\$1,252.00
40M Ethernet	\$1,560.00
50M Ethernet	\$1,600.00
80M Ethernet	\$2,350.00
100M Ethernet	\$3,195.00
150M Ethernet	\$ 3,600.00
200M Ethernet	\$4,005.00
300M Ethernet	\$4,861.71
400M Ethernet	\$6,625.00
500M Ethernet	\$6,935.00
600M Ethernet	\$8,433.81
800M Ethernet	\$10,061.94
1000M Ethernet	\$11,097.87

Gold CAR Speed	MRC
8 Kbps	\$6.51
16 Kbps	\$6.51
32 Kbps	\$6.51
56 Kbps	\$6.51
128 Kbps	\$6.51
256 Kbps	\$6.51
384 Kbps	\$6.51
512 Kbps	\$6.51
768 Kbps	\$6.51
1.376 Mbps	\$6.51

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Gold CAR Speed	MRC
1.536 Mbps	\$6.51
1.728 Mbps	\$6.51
2.000 Mbps	\$55.23
3.000 Mbps	\$55.23
3.500 Mbps	\$92.19
4.096 Mbps	\$92.19
5.000 Mbps	\$147.42
7.200 Mbps	\$147.42
9.216 Mbps	\$147.42
10.000 Mbps	\$230.58
13.488 Mbps	\$414.96
15.360 Mbps	\$414.96
17.808 Mbps	\$414.96
18.432 Mbps	\$414.96
20.000 Mbps	\$414.96
24.576 Mbps	\$599.34
30.000 Mbps	\$599.34
40.000 Mbps	\$691.53
44.992 Mbps	\$691.53
50.000 Mbps	\$1,106.28
72.000 Mbps	\$1,106.28
90.000 Mbps	\$1,106.28
110.500 Mbps	\$2,028.18
139.936 Mbps	\$2,028.18
180.000 Mbps	\$2,028.18
248.800 Mbps	\$3,134.46
450.000 Mbps	\$5,531.40
700.000 Mbps	\$9,034.62
900.000 Mbps	\$10,970.61

Port Install charges are waived as per the Install waiver promotion; however Verizon reserves the right to charge an NRC of \$600.00 if the customer disconnects the port prior to 12 months of service.



### WAN Analysis with Shared or Dedicated Ports – Unmanaged Private IP Only

Reporting Level	NRC	MRC
Provider Edge Reporting	\$0.00	Included
Standard Select	\$0.00	\$15.00
ETM Reporting	\$0.00	\$35.00
ETM Select	\$0.00	\$50.00

### Multicasting

Tier Name	Bandwidth Range	MRC
Multicast Tier 0	0Kbps-15Kbps	\$0
Multicast Tier 1	16Kbps-511Kbps	\$0
Multicast Tier 2	512Kbps-1.499Mbps	\$0
Multicast Tier 3	1.5Mbps-2.99Mbps	\$0
Multicast Tier 4	3Mbps-5.99Mbps	\$0
Multicast Tier 5	6Mbps-14.99Mbps	\$0
Multicast Tier 6	15Mbps-44.99Mbps	\$0
Multicast Tier 7	45Mbps-99.99Mbps	\$0
Multicast Tier 8	100Mbps-499.99Mbps	\$15,750.00
Multicast Tier 9	500Mbps-999.99Mbps	\$31,500.00
Multicast Tier 10	1Gbps-4.99Gbps	ICB
Multicast Tier 11	5Gbps-9.99Gbps	ICB

Private IP Crossconnect charges	MRC	NRC
	\$500.00	\$500.00**
** not part of the install waiver promotion		



**Ethernet Private Line Service**

**Ethernet Private Line – National Services** . The Customer will receive the following Discount for Ethernet Private Line – National Services

All bandwidths will receive a 30% discount.

**Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge for an installation if the service is disconnected within the first 12 months of service.**

**EVPL National**

In lieu of all other rates, discounts and promotions, Customer will pay the following MRC for EVPL National, based on Circuit Type and Bandwidth:

**EVPL National with VBS III**

Bandwidth	Fixed (0-49 miles)	Fixed (50 - 249 miles )	Per Mile (50-249 miles)	Per Mile (250 - 499)	Per Mile (500 – 999 miles)	Per Mile (1000 - 1999)	Per Mile (2000+ miles)
1M	\$362.50	\$275.00	\$1.75	\$1.63	\$1.25	\$1.10	\$1.03
2M	\$362.50	\$275.00	\$1.75	\$1.63	\$1.25	\$1.10	\$1.03
3M	\$362.50	\$275.00	\$1.75	\$1.63	\$1.25	\$1.10	\$1.03
4M	\$362.50	\$275.00	\$1.75	\$1.63	\$1.25	\$1.10	\$1.03
5M	\$362.50	\$275.00	\$1.75	\$1.63	\$1.25	\$1.10	\$1.03
6M	\$537.50	\$412.50	\$2.85	\$2.55	\$2.13	\$1.93	\$1.83
7M	\$537.50	\$412.50	\$2.85	\$2.55	\$2.13	\$1.93	\$1.83
8M	\$537.50	\$412.50	\$2.85	\$2.55	\$2.13	\$1.93	\$1.83
9M	\$537.50	\$412.50	\$2.85	\$2.55	\$2.13	\$1.93	\$1.83
10M	\$537.50	\$412.50	\$2.85	\$2.55	\$2.13	\$1.93	\$1.83
20M	\$637.50	\$475.00	\$3.38	\$3.00	\$2.53	\$2.33	\$2.33
30M	\$687.50	\$525.00	\$3.73	\$3.30	\$2.83	\$2.60	\$2.48
40M	\$750.00	\$562.50	\$4.08	\$3.60	\$3.10	\$2.85	\$2.75
50M	\$812.50	\$612.50	\$4.43	\$3.90	\$3.38	\$3.13	\$3.00
60M	\$875.00	\$612.50	\$4.60	\$4.10	\$3.48	\$3.18	\$3.05
70M	\$937.50	\$612.50	\$4.80	\$4.33	\$3.60	\$3.23	\$3.10
80M	\$1,000.00	\$612.50	\$4.98	\$4.53	\$3.70	\$3.28	\$3.15
90M	\$1,075.00	\$612.50	\$5.23	\$4.78	\$3.83	\$3.35	\$3.23
100M	\$1,075.00	\$612.50	\$5.23	\$4.78	\$3.83	\$3.35	\$3.23

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Bandwidth	Fixed (0-49 miles)	Fixed (50 - 249 miles )	Per Mile (50-249 miles)	Per Mile (250 - 499)	Per Mile (500 – 999 miles)	Per Mile (1000 - 1999)	Per Mile (2000+ miles)
150M	\$1,225.00	\$612.50	\$5.68	\$5.30	\$4.10	\$3.50	\$3.35
200M	\$2,000.00	\$1,662.50	\$6.75	\$6.60	\$5.98	\$5.70	\$5.63
300M	\$1,862.50	\$1,550.00	\$7.48	\$7.45	\$7.23	\$7.15	\$7.13
400M	\$2,550.00	\$2,125.00	\$10.25	\$10.20	\$9.90	\$9.80	\$9.75
500M	\$2,550.00	\$2,125.00	\$10.25	\$10.20	\$9.90	\$9.80	\$9.75
600M	\$2,550.00	\$2,125.00	\$10.25	\$10.20	\$9.90	\$9.80	\$9.75
700M	\$3,125.00	\$2,612.50	\$12.63	\$12.58	\$12.28	\$12.18	\$12.13
800M	\$3,712.50	\$3,087.50	\$15.00	\$14.95	\$14.78	\$14.68	\$14.63
900M	\$4,287.50	\$3,575.00	\$17.38	\$17.33	\$17.15	\$17.05	\$17.00
1G	\$4,862.50	\$4,050.00	\$19.75	\$19.70	\$19.60	\$19.50	\$19.45

**Private Line Service**

In lieu of all other rates, discounts and promotions, Customer will pay the following rate per mile and fixed MRC based on circuit type and mileage band for Interstate/Intrastate Private Line Service. Customer certifies that any private line circuit will carry more than 10% interstate traffic.

Analog Monthly Recurring IXC Per-Circuit Charges			
Speed	Mileage Band	Fixed Charge	Per-Mile Charge
2.4 – 64 kbps	0 – 49	\$450	\$0.00
	50 – 249	400	0.70
	250 – 499	300	0.56
	500 - 999	100	0.56
	1000 - 1999	0	0.49
	2000 - 9999	0	0.45

Digital Monthly Recurring IXC				
Type	Speed	Mileage Band	Fixed Charge	Per-Mile Charge
DS0	2.4 – 64 kbps	0 - 49	\$315	\$0.00
		50 - 249	280	0.70
		250 - 499	210	0.56

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Digital Monthly Recurring IXC				
Type	Speed	Mileage Band	Fixed Charge	Per-Mile Charge
		500 - 999	70	0.56
		1000 - 1999	0	0.49
		2000 - 9999	0	0.45
<b>Fractional DS1</b>	56/64–504/576 kbps	0 - 9999	350	0.70
	560/640 kbps	0 - 9999	350	0.71
	616/704 kbps	0 - 9999	350	0.76
	672/768 kbps	0 - 9999	350	0.81
	728/832 kbps	0 - 9999	350	0.86
	784/896 kbps	0 - 9999	350	0.91
	840/960 kbps	0 - 9999	350	0.96
	896/1024 kbps	0 - 9999	350	1.00
	952/1088 kbps	0 - 9999	350	1.05
	1008/1152 kbps	0 - 9999	350	1.10
	1064/1216 kbps	0 - 9999	350	1.15
	1120/1280 kbps	0 - 9999	350	1.20
	1176/1344 kbps	0 - 9999	350	1.25
	1232/1488 kbps	0 - 9999	350	1.30
	1288/1472 kbps	0 - 9999	350	1.35
	1344/1536 kbps	0 - 9999	350	1.40
<b>DS1</b>	1544 kbps	0 - 49	350	0.00
		50 - 249	280	1.54
		250 - 499	0	1.54
		500 - 999	0	0.98
		1000 - 1999	0	0.70
		2000 – 9999	0	0.56
<b>Linear DS3</b>	44.736 Mbps	0 - 49	1,400	0.00
		50 - 249	1,050	7.70
		250 - 499	0	6.30
		500 - 999	0	5.60
		1000 - 1999	0	4.55
		2000 – 9999	0	4.20

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Digital Monthly Recurring IXC				
Type	Speed	Mileage Band	Fixed Charge	Per-Mile Charge
Restorable DS3	44.736 Mbps	0 - 49	1,750	0.00
		50 - 249	1,400	7.70
		250 - 499	0	6.30
		500 - 999	0	5.60
		1000 - 1999	0	4.55
		2000 - 9999	0	4.20

SONET Monthly Recurring IXC Private Carriage Service				
Speed	Type	Mileage Band	Fixed Charge	Per-Mile Charge
OC3	Linear	0 - 49	\$2,100	\$ 0.00
		50 - 249	1,750	9.80
		250 - 499	0	9.10
		500 - 999	0	6.30
		1000 - 1999	0	5.60
		2000 - 9999	0	4.90
OC3	Restorable	0 - 49	2,100	0.00
		50 - 249	1,750	9.80
		250 - 499	0	9.10
		500 - 999	0	6.30
		1000 - 1999	0	5.60
		2000 - 9999	0	4.90
OC12	Linear	0 - 49	4,550	0.00
		50 - 249	3,850	18.20
		250 - 499	0	18.20
		500 - 999	0	16.80
		1000 - 1999	0	16.80
		2000 - 9999	0	16.80
OC12	Restorable	0 - 49	4,550	0.00
		50 - 249	3,850	18.20
		250 - 499	0	18.20
		500 - 999	0	16.80

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SONET Monthly Recurring IXC Private Carriage Service				
Speed	Type	Mileage Band	Fixed Charge	Per-Mile Charge
		1000 - 1999	0	16.80
		2000 - 9999	0	16.80

Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge and installation charge if the service is disconnected within the first 12 months of service.

**7.5.1 Not-to-exceed pricing table**

*All proposed not to exceed pricing shall be all inclusive and presented clearly in a table or other easy to read format that includes itemized, complete pricing for the items requested. As stated previously, Vendor may not require minimum or maximum purchase levels or volume commitments, but may offer tiered pricing levels or percentage discounts based on actual usage. Any discounts must be automatically applied, and not provided as rebates or other procedures that require the Customer to request reimbursement. All volume or percentage discounts must be clearly identified as part of the cost response.*

**Example**

Not to exceed pricing table					
Item number	Item name	Item Description	Pricing Unit	Other criteria Mandatory taxes and assessments	Price

**Internet Services**

**Internet Dedicated and Burstable**

Internet Dedicated Service. In lieu of all other rates, discounts and promotions, Customer will receive the following discount(s) off the MRC and overage charges, if applicable, set forth in the Guide for Internet Dedicated Service. Access is not eligible for these discounts and is additional.



**Internet Dedicated Access**

T1 Burst / PPO Service	Discount
<ul style="list-style-type: none"> <li>▪ Price Protected T1</li> <li>▪ Tiered 768K</li> <li>▪ Shadow T1</li> <li>▪ Diverse T1</li> </ul>	52%

NxT1 Service	Discount
<ul style="list-style-type: none"> <li>▪ 2xT1</li> <li>▪ 3xT1</li> <li>▪ 4xT1</li> <li>▪ Shadow 2xT1</li> <li>▪ Shadow 3xT1</li> <li>▪ Shadow 4xT1</li> <li>▪ Diverse 2xT1</li> <li>▪ Diverse 3xT1</li> <li>▪ Diverse 4xT1</li> </ul>	52%

Multi-Circuit T1 Service	Discount
<ul style="list-style-type: none"> <li>▪ 0-128</li> <li>▪ 128-256</li> <li>▪ 257-384</li> <li>▪ 384-512</li> <li>▪ Price Protect T1</li> <li>▪ Tiered 768K</li> <li>▪ Shadow T1</li> <li>▪ Diverse T1</li> <li>▪ Double T1</li> </ul>	52%

T3 Burst / PPO Service	Discount
<ul style="list-style-type: none"> <li>▪ Price Protected T3</li> <li>▪ Shadow T3</li> <li>▪ Diverse T3</li> </ul>	52%

T3 Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 5</li> <li>▪ 10</li> <li>▪ 20</li> </ul>	52%

T3 Tiered Service	Discount
<ul style="list-style-type: none"> <li>▪ 3</li> <li>▪ 6</li> <li>▪ 9</li> <li>▪ 12</li> <li>▪ 15</li> <li>▪ 21</li> <li>▪ 20</li> <li>▪ 45</li> </ul>	52%

OC3 Burst / PPO Service	Discount
<ul style="list-style-type: none"> <li>▪ Price Protected OC3</li> <li>▪ Shadow OC3</li> <li>▪ Diverse OC3</li> </ul>	52%

OC3 Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 30</li> </ul>	52%

OC12 Burst / PPO Service	Discount
<ul style="list-style-type: none"> <li>▪ Price Protected OC12</li> <li>▪ Shadow OC12</li> <li>▪ Diverse OC12</li> </ul>	52%

OC12 Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 100</li> <li>▪ 200</li> </ul>	52%



OC48 Burst / PPO Service	Discount
<ul style="list-style-type: none"> <li>▪ 200</li> <li>▪ 1000</li> </ul>	52%

**Internet Dedicated Ethernet**

IDE 10M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 2</li> <li>▪ 4</li> </ul>	52%

IDE 50M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 5</li> <li>▪ 10</li> <li>▪ 30</li> </ul>	52%

IDE 100M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 10</li> <li>▪ 20</li> <li>▪ 30</li> <li>▪ 40</li> <li>▪ 50</li> </ul>	52%

IDE 600M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 100</li> <li>▪ 200</li> <li>▪ 300</li> <li>▪ 500</li> </ul>	52%

IDE 1,000M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 100</li> <li>▪ 200</li> <li>▪ 300</li> <li>▪ 400</li> <li>▪ 500</li> </ul>	52%



IDE Tiered Service	Discount
<ul style="list-style-type: none"> <li>▪ 3</li> <li>▪ 5</li> <li>▪ 10</li> <li>▪ 20</li> <li>▪ 30</li> <li>▪ 40</li> <li>▪ 50</li> <li>▪ 100</li> <li>▪ 200</li> <li>▪ 300</li> <li>▪ 400</li> <li>▪ 500</li> <li>▪ 600</li> <li>▪ 700</li> <li>▪ 1000</li> </ul>	52%

Fast Ethernet (FE) 100M Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 10</li> </ul>	52%

Internet Dedicated GigE-Port Only Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 100</li> <li>▪ 200</li> <li>▪ 300</li> <li>▪ 500</li> </ul>	52%

Internet Dedicated GigE-Port Only Tiered	Discount
<ul style="list-style-type: none"> <li>▪ 100</li> <li>▪ 200</li> <li>▪ 300</li> <li>▪ 400</li> <li>▪ 500</li> <li>▪ 600</li> <li>▪ 700</li> <li>▪ 1000</li> </ul>	52%

Internet Dedicated 10 GigE-Port Only Burstable Select	Discount
<ul style="list-style-type: none"> <li>▪ 1000</li> <li>▪ 2000</li> <li>▪ 2500</li> <li>▪ 3000</li> <li>▪ 4000</li> <li>▪ 5000</li> <li>▪ Price Protected 10 GigE</li> <li>▪ Shadow GigE</li> <li>▪ Diverse GigE</li> </ul>	52%

Internet Dedicated 10 GigE-Port Only Tiered	Discount
<ul style="list-style-type: none"> <li>▪ 2000</li> <li>▪ 2500</li> <li>▪ 3000</li> <li>▪ 4000</li> <li>▪ 5000</li> </ul>	52%

**Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge and installation charge if the service is disconnected within the first 12 months of service.**

### **Ethernet Access**

Ethernet Access Service. In lieu of all other rates, discounts and promotions, Customer will receive the following discount(s) off of the Guide local loop MRC for Ethernet Access Service.

- 20% for Type 2 only.
- 10% for all other Types.

Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge and installation charge if the service is disconnected within the first 12 months of service.



## Managed WAN and Managed LAN

### Managed WAN

Managed WAN MRC SUMMARY MRC Per Router															
Cisco/Adtran/Juniper Router Series															
	Small Standard	Medium Standard	Large Standard												
Full Management	\$113	\$168	\$281												
Physical Management	\$113	\$143	\$239												
Monitor and Notify	\$59	\$67	\$101												
<table border="1"> <thead> <tr> <th>WAN</th> <th>NRC</th> </tr> </thead> <tbody> <tr> <td>Managed Implementation</td> <td>\$550.00 /Rtr</td> </tr> <tr> <td>Managed Takeover</td> <td>\$450.00 /Rtr</td> </tr> <tr> <td>Managed Migration: Complex</td> <td>\$575.00 /Rtr</td> </tr> <tr> <td>Managed Migration: Basic</td> <td>\$375.00 /Rtr</td> </tr> <tr> <td>Monitor Only Implementation</td> <td>\$350.00 /Rtr</td> </tr> </tbody> </table>		WAN	NRC	Managed Implementation	\$550.00 /Rtr	Managed Takeover	\$450.00 /Rtr	Managed Migration: Complex	\$575.00 /Rtr	Managed Migration: Basic	\$375.00 /Rtr	Monitor Only Implementation	\$350.00 /Rtr		
WAN	NRC														
Managed Implementation	\$550.00 /Rtr														
Managed Takeover	\$450.00 /Rtr														
Managed Migration: Complex	\$575.00 /Rtr														
Managed Migration: Basic	\$375.00 /Rtr														
Monitor Only Implementation	\$350.00 /Rtr														
Implementation Change Management		Price													
Expedite Charge - if Customer requests in writing to activate Managed Devices within 15 days or less.		\$1,100													
Rescheduling Charge - if Customer reschedules a Managed Device activation within 48 hours of the originally scheduled date.		\$300													
After Hours Charge - if Customer requests work after normal business hours.		\$600													
Changing Levels of Managed WAN Service		NRC per Managed Device													
Upgrade		\$200.00													
Downgrade		\$200.00													
Optional Features for managed Wan (includes ISR)															
Enhanced Features on Customer Managed Device (Full Management). Customer will pay the following NRCs and MRCs:															
Managed Device Enhanced Features (MRC is only for management service)															
Optional Features for managed Wan (includes ISR)	NRC	MRC													
Embedded Firewall Small	\$125	\$50													
Embedded Firewall Medium	\$125	\$70													
Embedded Firewall Large	\$125	\$120													

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Content Filtering Small	\$125	\$10	
Content Filtering Medium	\$125	\$15	
Content Filtering Large	\$125	\$25	
Intrusion Prevention Small	\$125	\$40	
Intrusion Prevention Medium	\$125	\$50	
Intrusion Prevention Large	\$125	\$80	
Encryption Small	\$125	\$10	
Encryption Medium	\$125	\$15	
Encryption Large	\$125	\$25	
WAN Backup Small	\$125	\$15	
WAN Backup Medium	\$125	\$25	
WAN Backup Large	\$125	\$40	
Ethernet LAN Small (4 Port or 9 Port)	\$125	\$35	
Ethernet LAN PoE Small (4 Port or 9 Port)	\$125	\$35	
Ethernet LAN Medium (16 Port to 24 Port)	\$125	\$50	
Ethernet LAN POE Medium (16 Port to 24 Port)	\$125	\$50	
Ethernet LAN Large (48 Port)	\$125	\$80	
Ethernet LAN POE Large (48 Port)	\$125	\$80	
Content Delivery (Available for Full Management Service level only.	\$125	\$40	
Complex Configuration Modify (Full Management)	\$125	n/a	
<b>Standard Change Management: (for Optional Features for Managed WAN)</b>			
Embedded Firewall Policy Change (one per month)			
LAN Configuration Update (based on Cisco release schedule) (one per month)			
Content Filtering URL Filter Change (one per month)			
Content Delivery Configuration Change (one per month)			
Additional charges for Change Management per selected features: ICB BASIS			
<b>Reporting</b>			
Optional Reporting. In addition to standard reports, Customer has the option to order certain additional reporting capabilities. Prior to installation of Enhanced Reporting option, Verizon will verify that Customer's network is capable of providing the ordered Enhanced Reporting option. Any remediation to provide Enhanced Reporting will be at Customer's expense on an ICB basis.			
<b>Report Selection</b>			<b>Monthly Recurring</b>
MNS Standard Reporting (Included in managed router MRR)			\$0
MNS Threshold Reporting (Optional Reporting - per Router Per Month)			\$6
MNS ETM Reporting (Optional Reporting - per Router Per Month)			\$15
MNS Standard reports are available to all new and existing MNS customers for all levels of router WAN management (Monitor & Notify, Physical, and Full) using Frame Relay, Private IP, or ATM transport. In select cases it may also be available when using other transport.			
MNS Threshold reports are available to all new and existing MNS customers for all levels of router WAN management (Monitor & Notify, Physical, and Full) using Frame Relay, Private IP, or ATM transport with appropriately enabled CPE. In select cases it may also be available when using other transport.			



MNS ETM reports are available to all new and existing MNS customers for all levels of router WAN management (Monitor & Notify, Physical, and Full) using Frame Relay, Private IP, or ATM transport with appropriately enabled CPE. In select cases it may also be available when using other transport as well.			
Network Analysis		NRC	MRC
Per Managed Device and any router, switch, wireless LAN controller, access point under Managed Services		\$50	\$80
All Sizes (Small, Medium, Large)			
Network Analysis: Available for Full Management Service level only. Customer will pay the following NRCs and MRCs: Network Analysis (NA) consists of a monthly recurring charge (MRC) based on the number of devices under management. The NA charge will be a separate line item on the customer's invoice. (It will be identified as "Analysis.") A non-recurring charge (NRC) will also apply. VBS III discounts apply to the MRC			
Note: Network Analysis should be applied to all sites/devices under management for consistent customer support, with a minimum of 20 devices supported.			
NA reporting customization may provide aliasing the default names for Managed Devices in the performance and trending application for ease of viewing if there are multiple networks included in the NA service. Other requests will be considered on a case-by-case basis and must be approved by Verizon and are subject to additional charges on an ICB basis based on requirements.			
Out-Of-Scope Services - Additional or expanded functions and scope beyond those listed in NA (above) may be addressed on an individual case basis ("ICB"). These 'ICB' services will be agreed upon and documented by the NA Consultant and Customer as required.			
Network Engineering		NRC	MRC
Small Managed Device		\$50	\$110
Medium Managed Device		\$50	\$130
Large Managed Device		\$50	\$160
Network Engineering: Per Managed Device or other device under Managed Services. Customer will pay the following NRCs and MRCs: Network Engineering (NE) consists of a monthly recurring charge (MRC) per device. The NE charge will be a separate line item on the customer's invoice. (It will be identified as "Engineering.") A non-recurring charge (NRC) will also apply. VBS III discounts apply to the MRC.			
Note: Network Engineering should be applied to all sites/devices under management for consistent customer support, with a minimum of 20 devices supported.			
The number of changes supported annually includes up to one half logical change per Managed Device (e.g., a fifty-device network assumes twenty-five logical changes per year are supported). Additional changes can be supported - on an ICB basis. Additional charges are billable OCMs.			
Out-Of-Scope Services. Additional or expanded functions and scope beyond those listed in the NE service (above) may be addressed as custom services in a contract amendment on an ICB basis- add to cost table Out-of-scope functions include, but are not limited to:			
Support for Managed Devices with more than a single routing table per device such as multi-VRF configured routers.			
Support for modules in a Managed Device such as: Advanced Integration and Security Modules, Application Content or Acceleration, Applications such as IP Call Center Express, Content delivery, Content Engine, Dial-up or Remote access, Encryption, Firewall Intrusion Detection Sensors (IDS), Network Analysis and Monitoring, Voice and voice capabilities, including Voice WICs, Voice Mail, Wireless LAN			
Individual reporting or analysis of every managed network element or Managed Device			
Support for greater than five changes per week.			
Verizon Provided Cellular Failover. Customer may obtain a cellular site survey ordered from and provided by Verizon on an ICB basis			



Managed WAN - Standard Change Management			
Activity	Cost		
Modify analog or ISDN DBU	Included in MRC		
Circuit Upgrade/Downgrade	Included in MRC		
Dialer Interface Modify	Included in MRC		
Discontinue Managed Services	Included in MRC		
Emergency IOS Upgrade	Included in MRC		
Filters/Access Lists	Included in MRC		
IOS Vulnerability Upgrade	Included in MRC		
Single Site IP Address/Subnet Mask Changes	Included in MRC		
Privilege Exec Commands Add/Modify	Included in MRC		
Request Copy of Router Configuration	Included in MRC		
SNMP community strings Add/Modify/Delete	Included in MRC		
Static Route Add/Modify/Delete	Included in MRC		
PVC for Unmanaged Remote Device Add/Modify/Delete	Included in MRC		
TACACS Add	Included in MRC		
Password Change	Included in MRC		
Bandwidth Increase/Decrease Logical	Included in MRC		
Host Name Change	Included in MRC		
IP Address/Subnet Mask Changes Add/Modify/Delete	Included in MRC		
Modify Buffer Allocation	Included in MRC		
Modify Dial Back-up/Dialer (interface)	Included in MRC		
<b>2) Optional Change Management for Full Management - Managed WAN</b>			
The applicable rates for Optional Change Management ("OCM") are listed below. OCM items are charged on a per-incident basis.			
Optional Change Management	Cost		
DHCP IP Helper Add/Modify/Delete	\$50		
IP Network Address Translation Add/Modify/Delete	\$50		
Network Routed Protocol Add/Modify/Delete	\$50		
New MSO IP Address/Subnet Mask Changes Add/Modify/Delete	\$50		
PVC Add/Modify/Delete	\$50		
Routing Protocol Add/Modify/Delete	\$50		
VPN Tunnel Add/Modify/Delete	\$50		
Bandwidth Increase/Decrease Physical	\$350		
Hardware Module Upgrade	\$350		
Intra-building Move	\$350		
Router Move, inter-building or across town	\$600		
Memory Upgrade	\$350		
Router Exchange	\$350		
Router IOS Change support new features	\$350		
Traffic Shaping/Queueing Add/Modify/Delete	\$350		
Traffic Filter Design	\$350		
Demand Dispatches Outside Scope of Normal Work 2-hour minimum charge	\$135/hr		



Demand Dispatches Weekends or after 5 p.m. local time 2-hour minimum charge	\$170/hr		
Optional Change Management provides additional change management support for items customers are not likely to encounter on a daily basis. Optional Change Management items are charged on a per-incident basis, and are available to customers that subscribe to the company's Full Management level of Managed WAN services.			
<b>IP Addresses.</b>			
IP Addresses: Verizon reserves the right to use secondary IP addressing if Customer is using unregistered IP address space. If Customer will not allow secondary IP addressing, Customer agrees to pay reasonable costs, on an ICB basis, for a dedicated management domain or an IP proxy hardware solution. Additionally, Verizon reserves the right to use border gateway protocol ("BGP") routing for the management of permanent virtual circuits ("PVCs") used to access and monitor Customer's Network.			
Customer will pay Verizon's standard charges for those services, as set forth in the Guide.			

**Managed LAN**

Monitor and Notify Service Managed LAN			
MRC			
LAN Switch Size	Small	Medium	Large
	\$45	\$45	\$45
Physical Management.			
MRC			
LAN Switch Size	Small	Medium	Large
	\$33	\$58	\$88
Full Management.			
MRC			
LAN Switch Size	Small	Medium	Large
	\$44	\$57	\$104
<b>NO NRC for the above services</b>			
<b>Standard and Nonstandard LAN Switches.</b> The "Standard" Managed LAN switches for data applications are listed below or in the Guide (the "LAN Switch(es)") and apply to the Monitor & Notify, Physical Management and Full Management price tables above. Network device models not identified here are "nonstandard CPE." Verizon may limit or restrict the MLAN Services that it provides for nonstandard CPE.			
Small LAN Switches.			
CISCO SWITCHES: 2XXX Series;			
ADTRAN SWITCHES: Series 1234 (available in Mainland United States, Alaska, and Hawaii only)			
JUNIPER SWITCHES: EX2XXX Series			

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Medium LAN Switches.			
CISCO SWITCHES: 3XXX up to 4XXX Series;			
ADTRAN SWITCHES: Series 1238 (available in Mainland United States, Alaska, and Hawaii only)			
JUNIPER SWITCHES: EX3XXX up to EX4XXX Series			
Large LAN Switches.			
CISCO SWITCHES: 6XXX Series			
JUNIPER SWITCHES: EX8XXX Series			
LAN	NRC		
Managed Implementation	\$195.00 /Rtr		
Managed Takeover	\$195.00 /Rtr		
Monitor Only Implementation	\$195.00 /Rtr		
<b>Additional Charges.</b> For the special services listed below for MLAN Service, Customer will pay the corresponding NRC and MRC, as applicable, in addition to the basic rates stated above.			
Intra-LAN Layer 3 Routing Support (Full Management).			
Charge Type	NRC	MRC	
Small	\$0	\$7	
Medium	\$0	\$7	
Large	\$0	\$7	
<b>Expedite, Rescheduling and After Hours Charges.</b> Certain Administrative NRCs (e.g., expedite charges) are specified in the Guide.			
Charge Type	NRC		
Expedite	Per the Guide		
Rescheduling	\$300		
After Hours Charges	\$600		
<b>Non-Recurring Charges Per LAN Switch.</b> Customer can order specific Optional Change Management activities through the Verizon Enterprise Center ("VEC"). The VEC provides detailed information for each pricing level of OCM. The following additional one-time MLAN Service change management NRC will apply:			
Activity	Monitor &Notify	Physical Management	Full Management
VLAN Changes – Add / Delete	NA	NA	\$33
Trunking Configuration – Add / Delete	NA	NA	\$33
DHCP IP Helper Add / Modify / Delete	NA	NA	\$33
Spanning Tree Configuration – Add / Delete	NA	NA	\$33



Storm Control Configuration – Add / Delete	NA	NA	\$33
EtherChannel – Add / Delete	NA	NA	\$33
UDLD Configuration – Add / Delete	NA	NA	\$33
Multicast Configuration – Add / Delete	NA	NA	\$33
VTP Configuration – Add / Delete	NA	NA	\$33
Port Monitoring Change	NA	NA	\$33
Hardware Upgrade	NA	NA	\$33
LAN Switch OS Change	NA	NA	\$228
Demand Dispatch	NA	NA	\$176
Hardware Upgrade	NA	NA	\$228
Intra-Building Move	\$228	\$228	\$228
Across Town Move	\$390	\$390	\$390
Hardware Upgrade	\$228	\$228	\$228
Equipment Replace/Swap	\$228	\$228	\$228

<sup>1</sup> Applies only with Verizon Data Maintenance – Network.

<sup>2</sup> NA = Not Available

Managed WOS Full Management				
Monthly Recurring Charges (“MRCs”)				
Device Size	Small	Medium	Large	Extra Large
WAN Accelerator	\$159	\$194	\$285	\$450
Managed WOS Physical Management.				
Monthly Recurring Charges (“MRCs”)				
Device Size	Small	Medium	Large	Extra Large
WAN Accelerator	\$135	\$165	\$243	\$383
Managed WOS Monitor and Notify Management				
Monthly Recurring Charges (“MRCs”)				
Device Size	Small	Medium	Large	Extra Large
WAN Accelerator	\$64	\$71	\$98	\$113
The “Standard” WAN Accelerators are listed below and apply to the price tables above. Devices not identified here are “nonstandard CPE.” Verizon may impose different terms for Managed WOS that it provides for nonstandard CPE, or decline to provide Managed WOS for nonstandard CPE in whole or in part, at its sole discretion				



Small WAN Accelerator/ Management Console.				
JUNIPER WXC: WXC 100, WXC 250, WXC 1800, ISM 200				
CISCO WAE: WAE-302, WAE-502, WAE-512, WAVE-274, WAVE-474, WAVE-574				
RIVERBED SHA: SHA 250, SHA 550				
RIVERBED CMC: CMC 8001, CMC 8002				
Medium WAN Accelerator/ Management Console.				
JUNIPER WXC: WXC 500, WXC 2600				
CISCO WAE: WAE-522, WAE-612, WAVE-674				
RIVERBED SHA: SHA 1050				
RIVERBED CMC: CMC 8003, CMC 8004				
Large WAN Accelerator/ Management Console.				
JUNIPER WXC: WXC 590, WXC 3400				
CISCO WAE: WAE-7326, WAE-7341				
RIVERBED SHA: SHA 2050, SHA 5050				
RIVERBED INT: I NT 9350				
RIVERBED CMC: CMC 8005, CMC 8006, CMC 8150				
Extra Large WAN Accelerator.				
JUNIPER WXC: WXC 7800				
CISCO WAE: WAE-7371				
RIVERBED SHA: SHA 6050				
<b>Non-Recurring Charge.</b> Customer will pay the following non-recurring charge per site as applicable for any level of service purchased (i.e. Full, Physical, or Monitor and Notify).				
<b>Managed Implementation or Take-Over Charges.</b> Upon Customer's order, Customer will pay the applicable non-recurring charge ("NRC") per WAN Accelerator as set forth below:				

MWOS NRC Summary	
Net NRC per Router	\$25.00 /Router

MANAGED WIRELESS LAN (WLAN)		
<b>Managed Implementation Charges.</b> If Customer elects managed implementation, Customer shall pay a non-recurring charge per device as set forth below:		
Device	NRC	
Wireless LAN Controllers	\$0	



Wireless Access Points	\$0	
Wireless LAN Power Over Ethernet Midspan Unit	\$0	
Wireless Authentication Appliance	\$0	
<b>Wireless LAN Controllers</b>		
<b>Device</b>	<b>MRC</b>	
Small Wireless LAN Controllers	\$78.00	
Medium Wireless LAN Controllers	\$130.00	
Large Wireless LAN Controllers	\$218.00	
Wireless Access Points	\$16.26	
Wireless LAN Power Over Ethernet Midspan Unit	\$20.00	
Wireless Authentication Appliance	\$52.00	
<p><b>Standard and Nonstandard Devices.</b> The "Standard" WLAN controllers for data applications are listed below. Controller models not identified here are "nonstandard CPE." Verizon may limit or restrict the Managed Services that it provides for nonstandard CPE. The management of LAN switch functionality or WAN router functionality for devices with both LAN and WAN capability and wireless LAN functionality will be managed and billed pursuant to Customer's agreement for such LAN or WAN device.</p>		
<b>Device Size</b>	<b>Aruba</b>	<b>Cisco</b>
Small	800 and 200 Series	2100 Series and Wireless LAN Controller Modules within Cisco Integrated Services Routers.
Medium	2400 Series	4402 Series and 3750g Series Wireless LAN enabled switches
Large	6000 Series	4404 and Wireless Service Module ("WiSM")(WiSM will invoice as two large devices)
<p><b>Additional Charges.</b> For the special services listed below for Managed WLAN Service, Customer will pay the corresponding charges in addition to the basic rates stated above. No discounts apply to the following charges:</p>		
<p><b>Expedite Charges.</b> Customer will pay One Thousand, One Hundred Dollars (\$1,100) per device for any Customer's written request to activate a Managed Device within fifteen (15) days or less of order acceptance.</p>		
<p><b>Rescheduling Charges.</b> Customer will pay Three Hundred Dollars (\$300) per activation if Customer reschedules a Managed Device activation within 48 hours of the originally scheduled date.</p>		
<p><b>After Hours Charges.</b> Customer will pay an additional Six Hundred Dollars (\$600) per device/instance if Customer requests work after normal business hours local time.</p>		
<p><b>Demand Dispatches.</b> Customer will pay an additional Two Hundred Seventy Dollars (\$270) per dispatch for Customer-requested dispatches outside of normal business hours.</p>		



**Additional One-Time Charges.** Optional Change Management (“OCM”) provides additional remote change management support for Verizon’s Managed WLAN Services. Customers are charged a fixed price per request, per device for the remote configuration items listed below. Customer can order specific Optional Change Management activities through the Verizon Customer Portal. The Verizon Customer Portal provides detailed information for each pricing level of OCM.

Activity	Invoice Language	NRC
WLAN Device IP Address/Subnet Mask	LAN IP Address/Subnet Mask Changes	\$50
Change	Add/Modify/Delete	
WLAN Device Hostname change	LAN Host name change	\$50
WLAN Device Virtual LAN (“VLAN”) change	LAN Switch VLAN Changes Add/Delete	\$50
WLAN Device Spanning Tree Configuration – change	Switch Spanning Tree configuration – Add/Delete	\$50
Move a WLAN device between buildings or across town	Across Town Move	\$600
Move a WLAN device within a building	Intra-Building Move	\$350
WLAN Device Replace/Swap	Equipment Replace/Swap	\$350
WLAN Device Module Upgrade	Hardware Module Upgrade	\$50
WLAN Device Operating System Upgrade	Device OS Change	\$350

<sup>1</sup> Applies only with Verizon Data Maintenance - Network provided CPE maintenance.

### Managed Site Survey CRSA

Service Type	Business Hours Fixed Price	Off Hours Fixed Price	Description
Physical CPE Site Survey	\$300	\$455	Includes 1 service call, up to 2 total hours of labor, and site survey report
Remote CPE Site Survey	\$100	n/a	Includes 1 business hour remote labor and site survey report
Wireless 3G WAN Assessment	\$300	\$455	Includes 1 service call, up to 2 total hours of labor, and assessment report
Inside Wiring	\$350	\$505	Includes 1 service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5, or Cat 5E cable, connectors, tie-wraps/straps, jack, face plate, cable test



Service Type	Business Hours Fixed Price	Off Hours Fixed Price	Description
Extended Demarc	\$350	\$505	Includes 1 service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5, or Cat 5E cable, connectors, tie-wraps/straps, jack, face plate, cable test

**Site Preparation Services Schedule to the Voice and Data Equipment and Related Services Attachment (“VDE”)**

Service Type	Business Hours Fixed Price	Off Hours Fixed Price	Description
Physical CPE Site Survey	\$300	\$455	Includes 1 service call, up to 2 total hours of labor, and site survey report
Remote CPE Site Survey	\$100	n/a	Includes 1 business hour remote labor and site survey report
Wireless 3G WAN Assessment	\$300	\$455	Includes 1 service call, up to 2 total hours of labor, and assessment report
Inside Wiring	\$350	\$505	Includes 1 service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5, or Cat 5E cable, connectors, tie-wraps/straps, jack, face plate, cable test
Extended Demarc	\$350	\$505	Includes 1 service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5, or Cat 5E cable, connectors, tie-wraps/straps, jack, face plate, cable test

**SONET Monthly Recurring IXC (Private Carriage Service)**

Speed	Type	Mileage Band	Fixed Charge	Per-Mile Charge
<b>OC3</b>	Linear	0 - 49	\$2,100	\$ 0.00
		50 - 249	1,750	9.80
		250 - 499	0	9.10
		500 - 999	0	6.30
		1000 - 1999	0	5.60
		2000 - 9999	0	4.90

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Speed	Type	Mileage Band	Fixed Charge	Per-Mile Charge
<b>OC3</b>	Restorable	0 - 49	2,100	0.00
		50 - 249	1,750	9.80
		250 - 499	0	9.10
		500 - 999	0	6.30
		1000 - 1999	0	5.60
		2000 - 9999	0	4.90
<b>OC12</b>	Linear	0 - 49	4,550	0.00
		50 - 249	3,850	18.20
		250 - 499	0	18.20
		500 - 999	0	16.80
		1000 - 1999	0	16.80
		2000 - 9999	0	16.80
<b>OC12</b>	Restorable	0 - 49	4,550	0.00
		50 - 249	3,850	18.20
		250 - 499	0	18.20
		500 - 999	0	16.80
		1000 - 1999	0	16.80
		2000 - 9999	0	16.80

**Installation has been waived as per the install waiver promotion however Verizon reserves the right to charge and installation charge if the service is disconnected within the first 12 months of service.**

**PRIVATE IP SATELLITE (VSAT)**

Private IP Satellite (VSAT) (Options 1). In lieu of all other rates, discounts and promotions, Customer will receive the following discounts off the MRC for Private IP Satellite (VSAT) service.

**Primary/Back-up Network Pricing**

Data Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
PIPS Transmit (Kbps)	PIPS Receive (Kbps)	Total Bandwidth (Kbps)	Per Site	Per Site
32	32	64	\$55	\$43



Data Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
32	64	96	\$67	\$45
32	128	160	\$91	\$48
32	256	288	\$139	\$54
32	384	416	\$187	\$60
32	512	544	\$236	\$66
32	768	800	\$332	\$77
32	1024	1056	\$428	\$89
32	1544	1576	\$624	\$113
32	2048	2080	\$814	\$137
64	64	128	\$79	\$46
64	128	192	\$103	\$49
64	256	320	\$151	\$55
64	384	448	\$199	\$61
64	512	576	\$248	\$67
64	768	832	\$344	\$79
64	1024	1088	\$440	\$91
64	1544	1608	\$636	\$115
64	2048	2112	\$826	\$138
128	128	256	\$127	\$52
128	256	384	\$175	\$58
128	384	512	\$224	\$64
128	512	640	\$272	\$70
128	768	896	\$368	\$82
128	1024	1152	\$464	\$94
128	1544	1672	\$660	\$118
128	2048	2176	\$850	\$141

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Data Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
256	256	512	\$224	\$64
256	384	640	\$272	\$70
256	512	768	\$320	\$76
256	768	1024	\$416	\$88
256	1024	1280	\$513	\$100
256	1544	1800	\$708	\$124
256	2048	2304	\$898	\$147
384	384	768	\$320	\$76
384	512	896	\$368	\$82
384	768	1152	\$464	\$94
384	1024	1408	\$561	\$106
384	1544	1928	\$757	\$130
384	2048	2432	\$946	\$153
512	512	1024	\$416	\$88
512	768	1280	\$513	\$100
512	1024	1536	\$609	\$112
512	1544	2056	\$805	\$136
512	2048	2560	\$994	\$159
768	768	1536	\$609	\$112
768	1024	1792	\$705	\$123
768	1544	2312	\$901	\$148
768	2048	2816	\$1,091	\$171
1024	1024	2048	\$802	\$135
1024	1544	2568	\$997	\$160
1024	2048	3072	\$1,187	\$183
1544	1544	3088	\$1,193	\$184

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Data Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
1544	2048	3592	\$1,393	\$207
2048	2048	4096	\$1,573	\$230

VoIP Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
PIPS Transmit (Kbps)	PIPS Receive (Kbps)	Total Bandwidth (Kbps)	Per Site	Per Site
32	32	64	\$994	\$159
64	64	128	\$1,958	\$278
96	96	192	\$2,922	\$397
128	128	256	\$3,886	\$516
160	160	320	\$4,849	\$635
192	192	384	\$5,813	\$753
224	224	448	\$6,777	\$872
256	256	512	\$7,740	\$991
288	288	576	\$8,704	\$1,110
320	320	640	\$9,668	\$1,229
352	352	704	\$10,632	\$1,348
384	384	768	\$11,595	\$1,467
416	416	832	\$12,559	\$1,585
448	448	896	\$13,523	\$1,704
480	480	960	\$14,486	\$1,823
512	512	1024	\$15,450	\$1,942
544	544	1088	\$16,414	\$2,061
576	576	1152	\$17,377	\$2,180
608	608	1216	\$18,341	\$2,299

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VoIP Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
640	640	1280	\$19,305	\$2,417
672	672	1344	\$20,269	\$2,536
704	704	1408	\$21,232	\$2,655
736	736	1472	\$22,196	\$2,774
768	768	1536	\$23,160	\$2,893
800	800	1600	\$24,123	\$3,012
832	832	1664	\$25,087	\$3,131
864	864	1728	\$26,051	\$3,249
896	896	1792	\$27,015	\$3,368
928	928	1856	\$27,978	\$3,487
960	960	1920	\$28,942	\$3,606
992	992	1984	\$29,906	\$3,725
1024	1024	2048	\$30,869	\$3,844
1056	1056	2112	\$31,833	\$3,963
1088	1088	2176	\$32,797	\$4,081
1120	1120	2240	\$33,761	\$4,200
1152	1152	2304	\$34,724	\$4,319
1184	1184	2368	\$35,688	\$4,438
1216	1216	2432	\$36,652	\$4,557
1248	1248	2496	\$37,615	\$4,676
1280	1280	2560	\$38,579	\$4,795
1312	1312	2624	\$39,543	\$4,913
1344	1344	2688	\$40,506	\$5,032
1376	1376	2752	\$41,470	\$5,151
1408	1408	2816	\$42,434	\$5,270
1440	1440	2880	\$43,398	\$5,389

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VoIP Bandwidth Pricing (Uplink/Downlink) Satellite Portion Only			Standard Service (Primary)	Disaster Recovery (Backup)
1472	1472	2944	\$44,361	\$5,508
1504	1504	3008	\$45,325	\$5,627
1536	1536	3072	\$46,289	\$5,745
1568	1568	3136	\$47,252	\$5,864
1600	1600	3200	\$48,216	\$5,983
1632	1632	3264	\$49,180	\$6,102
1664	1664	3328	\$50,144	\$6,221
1696	1696	3392	\$51,107	\$6,340
1728	1728	3456	\$52,071	\$6,459
1760	1760	3520	\$53,035	\$6,577
1792	1792	3584	\$53,998	\$6,696
1824	1824	3648	\$54,962	\$6,815
1856	1856	3712	\$55,926	\$6,934
1888	1888	3776	\$56,889	\$7,053
1920	1920	3840	\$57,853	\$7,172
1952	1952	3904	\$58,817	\$7,291
1984	1984	3968	\$59,781	\$7,409
2016	2016	4032	\$60,744	\$7,528
2048	2048	4096	\$61,708	\$7,647

### Pricing Notes

- Pricing is for U.S., Alaska (limited), Hawaii, Puerto Rico, and U.S. Virgin Islands (USVI), where available.
- Pricing includes Reactive Network Management (Tier 1).
- Pricing does not include CPE Installation or Maintenance.

**Back-Up Assumptions**

Disaster Recovery (Backup) Assumptions: Disaster Recovery (Backup) provides an alternate diverse access path for Customer's occasional use if its primary terrestrial communications path fails. Disaster Recovery (Backup) is available if Customer purchases a minimum of 10 sites with a common subscription data rate for backup purposes. The available bandwidth pool is comprised of 10% of the selected subscription rate. Disaster Recovery (Backup) thus provides sufficient bandwidth to back-up 10% percent of the aggregate bandwidth of Customer's PIP Satellite Locations. The following example illustrates:

- For Disaster Recovery (Backup) purposes, Customer purchases 100 PIP Satellite Locations, each with a 1024 x 1024 kbps data rate. Each of the 100 VSAT locations contributes to the overall shared bandwidth pool at 102.4 Kbps (10% of its data rate) resulting in an aggregate bandwidth pool of 10,240 kbps - large enough to support 10 Disaster Recovery (Backup) 1024 kbps sites (10% of Customer's 100 PIP Satellite Disaster Recovery (Backup) Locations) at any single point in time.

**Optional CPE Maintenance Service (Applicable to Primary or Back-Up)**

CPE Maintenance Option	Per Site
Option 1: Declined Maintenance (Customer-Owned Only)	\$0
Option 2: Next Business Day (1.2, 1.8, and 2.4 M Antennas)	\$33
Option 3: Same Business Day (9 a.m. - 5 p.m.) (1.2, 1.8, and 2.4 M Antennas)	\$53
Option 4: Same Day (24x7) (1.2, 1.8, and 2.4 M Antennas)	\$95

**Network Management (Applicable to Primary or Back-Up)**

Service Tier	Description	Per Site
Tier 1 - Reactive Service	Customer calls in outage No problem triage/no monitoring Reactive can include Private IP Satellite and router TDMA Networks only (hubs/earth stations require bids assessment) Ticket is opened and problem referred to maintenance organization for dispatch Vendor escalations Price included in monthly recurring price	Included in Service



Service Tier	Description	Per Site
Tier 2 - Proactive Private IP Satellite Transport Monitoring	Proactive Monitoring with Private IP Satellite as demarcation Router/other CPE reactive only TDMA Networks only (hubs/earth stations require bids assessment) Second-level Technical Support Ticket opened proactively and customer is notified Fault isolation/problem triage with customer and/or vendors Vendor dispatches	\$13

**Equipment Purchase Costs (Applicable to Primary or Back-Up)  
Private IP Satellite CPE Purchase (including standard installation)\***

Description	NRC per Site
Standard - .98 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit (Transmit 256 Kbps or less). Note: Not orderable without satellite engineering approval.	\$3,110
Standard - .98 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit w/Deice - (Transmit 256 Kbps or less). Note: Not orderable without engineering approval.	\$3,880
Standard - .98 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit (Transmit 512 Kbps or less). Note: Not orderable without satellite engineering approval.	\$4,780
Standard - .98 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit w/Deice - (Transmit 512 Kbps or less). Note: Not orderable without satellite engineering approval.	\$5,550
Standard - 1.2 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit (Transmit 512 Kbps or less)	\$3,150
Standard - 1.2 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit w/Deice - (Transmit 512 Kbps or less)	\$4,040
Standard - 1.2 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit (Transmit 1,024 Kbps or less)	\$4,820
Standard - 1.2 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit w/Deice - (Transmit 1,024 Kbps or less)	\$5,700
Standard - 1.8 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit (Transmit 1,024 Kbps or less)	\$4,120



Description	NRC per Site
Standard - 1.8 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit w/Deice - (Transmit 1,024 Kbps or less)	\$5,460
Standard - 1.8 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit (Transmit 2,048 Kbps or less)	\$5,780
Standard - 1.8 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit w/Deice - (Transmit 2,048 Kbps or less)	\$7,130
Standard - 2.4 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit (Transmit 2,048 Kbps or less)	ICB
Standard - 2.4 Meter Antenna, 3-Watt (Typ.) BUC and Indoor Unit w/Deice - (Transmit 2,048 Kbps or less)	ICB
Standard - 2.4 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit (Transmit 2,048 Kbps or less)	ICB
Standard - 2.4 Meter Antenna, 4-Watt (Min.) BUC and Indoor Unit w/Deice - (Transmit 2,048 Kbps or less)	ICB

\*Standard installation includes a non-penetrating roof mount. Non-standard would include situations where, for example, pole, ground, or other mounts or cable run longer than 100 feet.

### CPE Upgrade Purchase Options

Description	NRC per Site
Enhanced Modem w/8-Port Switch (Upgrade Standard IDU to iDirect 5100)	\$1,190
Encrypted Modem w/8-Port Switch (Upgrade Standard IDU to iDirect 5150)	\$1,460
Universal Modem w/8-Port Switch & Encryption (Upgrade Standard IDU to iDirect 7350)	\$5,110

### CPE Quick Deploy/Auto Deploy Options

Description	NRC per Site
Quick-Deploy - 1.2 Meter Antenna, 4-Watt (Min.) BUC and iDirect 5150 (Transmit 1,024 Kbps or less)	\$23,900

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Description	NRC per Site
Quick-Deploy - 1.2 Meter Antenna, 8-Watt (Min.) BUC and iDirect 7350 - (Transmit 2,048 Kbps or less)	\$32,290
Quick-Deploy - 1.8 Meter Antenna, 4-Watt (Min.) BUC and iDirect 5150 (Transmit 2,048 Kbps or less)	\$43,650
Quick-Deploy - 1.8 Meter Antenna, 8-Watt (Min.) BUC and iDirect 7350- (Transmit 2,048 Kbps or less)	\$52,040
Auto-Deploy (Standard) - .98 Meter 1-Piece Antenna, 4-Watt (Min.) BUC and iDirect 5150 - (Transmit 512 Kbps or less)	\$31,590
Auto-Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 4-Watt (Min.) BUC and iDirect 5150 - (Transmit 1,024 Kbps or less)	\$37,310
Auto-Deploy (Standard) - 1.2 Meter 1-Piece Antenna, 8-Watt (Min.) BUC and iDirect 7350 - (Transmit 2,048 Kbps or less)	\$45,700
Auto-Deploy (Rugged) - .96 Meter 1-Piece Antenna, 4-Watt (Min.) BUC and iDirect 5150 - (Transmit 512 Kbps or less)	\$44,240
Auto-Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 4-Watt (Min.) BUC and iDirect 5150 - (Transmit 1,024 Kbps or less)	\$80,060
Auto-Deploy (Rugged) - 1.2 Meter 4-Piece Antenna, 8-Watt (Min.) BUC and iDirect 7350 - (Transmit 2,048 Kbps or less)	\$88,440
Maintenance Services for Quick Deploy/Auto-Deploy Private IP Satellite systems (MRC)	\$130

**Non-Recurring and Ancillary Charges**

**Private IP Satellite Post-Installation Optional Services**

Description	Per Site
Site Retermination (Uninstall, move, re-install within 50 miles of original location)	
.98 Meter and 1.2 Meter Private IP Satellite Retermination	\$1,200
.98 Meter and 1.2 Meter Private IP Satellite Retermination w/Deice	\$1,350
1.8 Meter Private IP Satellite Retermination	\$1,720
1.8 Meter Private IP Satellite Retermination w/Deice	\$1,870
2.4 Meter Private IP Satellite Determination	ICB
2.4 Meter Private IP Satellite Retermination w/Deice	ICB

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Description	Per Site
Site Deinstallation (greater than 50 miles of original location)	
.98 Meter and 1.2 Meter Private IP Satellite Deinstallation	\$380
1.8 Meter Private IP Satellite Deinstallation	\$600
2.4 Meter Private IP Satellite Deinstallation	ICB
Site Reinstallation (greater than 50 miles of original location)	
.98 Meter and 1.2 Meter Private IP Satellite Reinstallation	\$820
.98 Meter and 1.2 Meter Private IP Satellite Reinstallation w/Deice	\$970
1.8 Meter Private IP Satellite Reinstallation	\$1,270
1.8 Meter Private IP Satellite Reinstallation w/Deice	\$1,420
2.4 Meter Private IP Satellite Reinstallation	ICB
2.4 Meter Private IP Satellite Reinstallation w/Deice	ICB
Re-roofing move	
Re-roofing move (any site antenna up to 2.4m)	\$830
Install/Maintenance Abort Fee	
Abort fee for install/maintenance. For Remote Satellite sites, cancellation should occur if we are not notified 48 hours in advance of scheduled installation or maintenance.	\$300
Site Survey	
Site Survey (if Required)	\$340
Field Service Rep. Installation labor to complete other on-site work. (e.g., router install or VoIP equipment)	\$143
Service Upgrade or Downgrade	
Service Upgrade or Downgrade of satellite circuit or PVC bandwidth	\$65
<b>Installation Expedite Fee</b>	
Installation Expedite Fee (if requested)	\$500



Dispatch Only Maintenance Options/Expedite Fees (Optional for customers with no maintenance agreement)	
Dispatch Only option for NBD Maintenance - Price per dispatch	\$1,350
Expedite fee for Dispatch Only - Same Business Day response (8:00 a.m. to 5:00 p.m. local time) Price/Site/Dispatch	\$600
Expedite fee for Dispatch Only Same Day response (24x7) Price/Site/Dispatch	\$1,650
Optional Install w/Training	
Customer Operation/Installation Training of Quick-Deploy and Auto-Deploy Systems/CPE - Onsite Orientation at Time of Install (NRC)	\$1,010.00
Customer Operation/Installation Training of Auto-Deploy, Quick-Deploy and Fixed Systems/CPE - Classroom Based (NRC) Per Trainee	\$1,500.00

**Prices for Miscellaneous and Non-Standard Satellite Installations**

Item	Description	Priced Per	Unit Price
1.2m - Pole Mount with Installation	Price includes Pole mount and additional installation required for the Pole mount for a 1.2m Private IP Satellite antenna. The price shown is in addition to the standard 1.2m Private IP Satellite CPE.	Each	\$1,913
1.2m - Ridge Mount with Installation	Price includes Ridge mount and additional installation required for the Ridge mount for a 1.2m Private IP Satellite antenna. The price shown is in addition to the standard 1.2m Private IP Satellite CPE.	Each	\$638
1.2m - Wall Mount with Installation	Price includes Wall mount and additional installation required for the Wall mount for a 1.2m Private IP Satellite antenna. The price shown is in addition to the standard 1.2m Private IP Satellite CPE.	Each	\$525
1.2m - Canopy Mount with Installation	Price includes Canopy mount and additional installation required for the Canopy mount for a 1.2m Private IP Satellite antenna. The price shown is in addition to the standard 1.2m Private IP Satellite CPE.	Each	\$525
1.8m - Pole Mount with Installation	Price includes Pole mount and additional installation required for the Pole mount for a 1.8m Private IP Satellite antenna. The price shown is in addition to the standard 1.8m Private IP Satellite CPE.	Each	\$2,475

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Item	Description	Priced Per	Unit Price
Dual RG6 PVC IFL Cable	For cable runs in excess of the standard 100'	Foot	\$2
Dual RG6 Plenum IFL Cable	For cable runs 1' to 250' needing Plenum cbl	Foot	\$2
Dual RG11 PVC IFL Cable	For runs in excess of 250' needing Standard cbl	Foot	\$3
Dual RG11 Plenum PVC IFL Cable	For runs in excess of 250' needing Plenum cbl	Foot	\$4
PVC Conduit - 1.5"	Site requires the installation of PVC conduit	Foot	\$3
EMT Conduit	Site requires the installation of EMT conduit	Foot	Per Quote
Concrete Wall Penetrations/Core Drilling	Concrete Wall Penetrations/Core Drilling	Each	\$75
Trenching - Normal Soil	Trenching - Normal Soil	Foot	\$4
Trenching - Asphalt, Concrete, rock	Trenching - Asphalt, Concrete, rock	Foot	Per Quote
Cranes / Lifting		Each	Per Quote
Installation of Wire Mold	Site requires the installation of wire mold.	Each	\$75
Additional Wall fish	Additional Wall fish	Each	\$75
Additional Installation Labor Charges	Labor charges for out-of-scope services, as requested and authorized by Customer	Hour	\$143
Rack-mount Kit (iDirect)	iDirect 3100 / 5100 19" Rack-mount kit (2U)	Each	\$233
iDirect 3100 3-Watt Spares Kit	iDirect 3100 Spares kit consisting of iDirect 3100 Modem, 3-Watt (typical) BUC and LNB	Each	\$1,824
iDirect 3100 4-Watt Spares Kit	iDirect 3100 Spares kit consisting of iDirect 3100 Modem, 4-Watt (minimum) BUC and LNB	Each	\$3,491
iDirect 5100 3-Watt Spares Kit	iDirect 5100 Spares kit consisting of iDirect 5100 Modem, 3-Watt (typical) BUC and LNB	Each	\$3,011
iDirect 5100 4-Watt Spares Kit	iDirect 5100 Spares kit consisting of iDirect 5100 Modem, 4-Watt (minimum) BUC and LNB	Each	\$4,364
iDirect 5150 3-Watt Spares Kit	iDirect 5150 Spares kit consisting of iDirect 5150 Modem, 3-Watt (typical) BUC and LNB	Each	\$3,284

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Item	Description	Priced Per	Unit Price
iDirect 5150 4-Watt Spares Kit	iDirect 5150 Spares kit consisting of iDirect 5150 Modem, 4-Watt (minimum) BUC and LNB	Each	\$4,637
iDirect 5300 3-Watt Spares Kit	iDirect 5300 Spares kit consisting of iDirect 5300 Modem, 3-Watt (typical) BUC and LNB	Each	\$4,781
iDirect 5300 4-Watt Spares Kit	iDirect 5300 Spares kit consisting of iDirect 5300 Modem, 4-Watt (minimum) BUC and LNB	Each	\$6,014
iDirect 5350 3-Watt Spares Kit	iDirect 5350 Spares kit consisting of iDirect 5350 Modem, 3-Watt (typical) BUC and LNB	Each	\$4,908
iDirect 5350 4-Watt Spares Kit	iDirect 5350 Spares kit consisting of iDirect 5350 Modem, 4-Watt (minimum) BUC and LNB	Each	\$6,261
iDirect 7350 3-Watt Spares Kit	iDirect 7350 Spares kit consisting of iDirect 7350 Modem, 3-Watt (typical) BUC and LNB	Each	\$6,935
iDirect 7350 4-Watt Spares Kit	iDirect 7350 Spares kit consisting of iDirect 7350 Modem, 4-Watt (minimum) BUC and LNB	Each	\$8,288
Rack-mount Kit (LinkStar)	LinkStar RCST 19" Rack-mount kit (1U)	Each	\$26
LinkStar 3-Watt Spares Kit	LinkStar Spares kit consisting of LinkStar Modem, 3-Watt (typical) BUC and LNB	Each	\$1,343
LinkStar 4-Watt Spares Kit	LinkStar Spares kit consisting of LinkStar Modem, 4-Watt (minimum) BUC and LNB	Each	\$3,743
iDirect 1200 (Hub) Secure Traffic Accelerator	External TCP Accelerator designed for installation at the Customers Central Site. Used in applications where TCP acceleration is needed in IPSEC environments.	Each	\$11,243
iDirect 1100 (Remote) Secure Traffic Accelerator	External TCP Accelerator designed for installation at the remote Private IP Satellite Site. Used in applications where TCP acceleration is needed in IPSEC environments.	Each	\$1,580
Snow Shield for 1.2m Antenna - (Gore-Tex)	Walton Passive Gore-Tex Snow Shield for the 1.2-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex® radome material with ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$690

Item	Description	Priced Per	Unit Price
Snow Shield for 1.2m Antenna - (Vinyl)	Walton Passive Vinyl Snow Shield for the 1.2-meter antenna round single reflector optics antenna consisting of reflector cover made from Architent heavy duty vinyl material w/ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$278
Snow Shield for 1.8m Antenna - (Gore-Tex)	Walton Passive Gore-Tex® Snow Shield for the 1.8-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex radome material with ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$1,365
Snow Shield for 1.8m Antenna - (Vinyl)	Walton Passive Vinyl Snow Shield for the 1.8-meter antenna round single reflector optics antenna consisting of reflector cover made from Architent heavy duty vinyl material w/ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$413
Snow Shield for 2.4m Antenna - (Gore-Tex)	Walton Passive Gore-Tex Snow Shield for the 2.4-meter round single reflector optics antenna consisting of reflector cover made from UV Stable PTFE Coated Gore-Tex radome material with ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$2,093
Snow Shield for 2.4m Antenna - (Vinyl)	Walton Passive Vinyl Snow Shield for the 2.4-meter antenna round single reflector optics antenna consisting of reflector cover made from Architent heavy duty vinyl material w/ports to add heater option at a later date. Feed Horn Cover also recommended.	Each	\$750
Snow Shield Feed Horn Cover	Walton Passive Gore-Tex Feed Horn Cover made from UV Stable PTFE Coated Gore-Tex radome material. Universal 1.2m - 2.4m	Each	\$98

### Return Merchandise Authorization (RMA)

Step	Repair and Maintenance Option	
Customer owns CPE/Private IP Satellite equipment. We will dispatch a Field Technician who will troubleshoot on-site. If hardware is the issue, the Field Technician will replace the hardware and send the equipment to a pre-established sparing/repair depot. Needed parts or sparing will be provided out of the company's Plano warehouse or the third-party maintenance vendor (e.g., Telesat, Qualxserv) to support Same Day or Next Business Day repair (the lower 48 states). Customer will be responsible for shipping charges.	Included in Maintenance Service (above)	Included in Maintenance Service Pricing (above)
Customer owns CPE/Private IP Satellite equipment. On a best effort basis, we will dispatch a Field Technician who will troubleshoot on-site. If hardware is the issue, the Field Technician will replace the hardware and the customer will be billed for replacement equipment. Customer will be responsible for shipping charges.	No maintenance service agreement: Time and Materials	Time and Materials Charge (ICB)

### Secure Gateway Services

Secure Gateway Services (SIG). In lieu of all other rates, discounts and promotions, Customer will receive the following discounts off of the MRC for Secure Gateway Services.

Secure Gateway Service	Discount
Secure Gateway – Retail Remote Office	30%
Secure Gateway – Mobile User	30%
Secure Gateway – Small Office	30%

### GCH Site Survey

The following is standard pricing and is subject to periodic updates. These Services are not offered as a Firm –Fixed Ceiling Price.

**Standard Pricing**

Service Type	Business Hours Rate	Off Hours Rate	Description
Physical Site Survey	\$300	\$455	Includes one (1) service call, up to 2 total hours of labor, and site survey report.
Remote Site Survey	\$100	N/A	Includes 1 business hour remote labor and site survey report.
Inside Wiring	\$350	\$505	Includes one (1) service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5 or Cat 5E cable, connectors, ty-wraps/straps, jack, face plate, cable test.
Extended Demarc	\$350	\$505	Includes one (1) service call, 2 hours on-site labor, up to 150 feet Cat 3, Cat 5 or Cat 5E cable, connectors, ty-wraps/straps, jack, face plate, cable test.
Wireless 3G WAN Assessment	\$300	\$455	Includes 1 service call, up to 2 total hours of labor, and assessment report.
Site Services Expedite Fee	\$1,100	\$1,100	Customer request for work completion earlier than standard Service Level Agreements on a Standard, T&M, or Custom site service order.

**Time and Materials Pricing**

Item	Unit	Price/Unit	Description
Customer charges are based on actual labor hours needed to complete the job after minimums are applied.			
Service Call - Business Hours	Visit	\$100	Includes truck roll, mileage, and travel time
Service Call - Off Hours	Visit	\$160	Includes truck roll, mileage, and travel time
Time - Business Hours	15 Minutes	\$25	Business hour on-site labor. Minimum \$200 for first 8 units and then \$25 for every additional unit of 15 minutes
Time - Off Hours	15 Minutes	\$40	Off Hour on-site labor. Minimum \$320 for first 8 units and then \$40 for every additional unit of 15 minutes

CAT3/5/5E Cable Drop (less than/equal to 150ft)	Drop	\$50	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
CAT5E Plenum Cable Drop (less than/equal to 150 feet)	Drop	\$95	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
CAT6/6E Cable Drop (less than/equal to 150 feet)	Drop	\$70	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
CAT6E Plenum Cable Drop (less than/equal to 150 feet)	Drop	\$130	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
COAX/RJ6 Cable Drop (less than/equal to 150 feet)	Drop	\$60	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
Fiber 12-Strand Cable Drop (less than/equal to 150 feet)	Drop	\$280	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
Fiber 24-Strand Cable Drop (less than/equal to 150 feet)	Drop	\$675	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
House/Shared Cable Drop 25-Pair (less than/equal to 150 feet)	Drop	\$555	Includes up to 150 feet cable, terminating blocks, ty-wraps/straps (1 per every 15 feet), cable test
House/Shared Cable Drop 50- Pair (less than/equal to 150 feet)	Drop	\$725	Includes up to 150 feet cable, terminating blocks, ty-wraps/straps (1 per every 15 feet), cable test
House/Shared Cable Drop 100-Pair (less than/equal to 150 feet)	Drop	\$1,315	Includes up to 150 feet cable, terminating blocks, ty-wraps/straps (1 per every 15 feet), cable test

Outside Exposed Cable Drop (less than/equal to 150 feet)	Drop	\$90	Includes up to 150 feet cable, connectors, ty-wraps/straps (1 per every 15 feet), 1 jack, face plate, cable test
Additional CAT3/5/5E Cable (50 FT)	50 feet	\$10	Includes 50 feet cable and ty-wraps/straps (1 for every 15 feet)
Additional CAT5E Plenum Cable (50 FT)	50 feet	\$25	Includes 50 feet cable and ty-wraps/straps
Additional CAT6/6E Cable (50 FT)	50 feet	\$20	Includes 50 feet cable and ty-wraps/straps
Additional CAT6E Plenum Cable (50 FT)	50 feet	\$40	Includes 50 feet cable and ty-wraps/straps
Additional COAX/RJ6 Cable (50 FT)	50 feet	\$20	Includes 50 feet cable and ty-wraps/straps
Additional Fiber/12-Strand Cable (50 FT)	50 feet	\$70	Includes 50 feet cable and ty-wraps/straps
Additional Fiber/24-Strand Cable (50 FT)	50 feet	\$205	Includes 50 feet cable and ty-wraps/straps
Additional House/Shared Cable 25-PAIR (50 FT)	50 feet	\$160	Includes 50 feet cable and ty-wraps/straps
Additional House/Shared Cable 50-PAIR (50 FT)	50 feet	\$185	Includes 50 feet cable and ty-wraps/straps
Additional House/Shared Cable 100-PR (50 FT)	50 feet	\$325	Includes 50 feet cable and ty-wraps/straps
Additional Outside - Exposed Cable (50 FT)	50 feet	\$25	Includes 50 feet cable and ty-wraps/straps
Patch Cable CAT5/6 (3 FT)	3 feet	\$7	3 foot patch cable and RJ-45 connectors
Patch Cable CAT5/6 (5 FT)	5 feet	\$10	5 foot patch cable and RJ-45 connectors
Patch Cable CAT5/6 (10 FT)	10 feet	\$15	10 foot patch cable and RJ-45 connectors
Patch Cable CAT5/6 (25 FT)	25 feet	\$25	25 foot patch cable and RJ-45 connectors
Signal Repeater (T1/DS1)	Device	\$470	Boosts signal strength to overcome attenuation
Platform/Lift Rental	Day	\$465	Rental costs for the platform/lift
Core Drilling Labor Premium	15 Minutes	\$30	Additional labor cost for core drilling

Core Drilling Equipment Rental	Day	\$95	rental of equipment
Digital Pictures	Picture	\$25 for 1st picture. \$1 for each additional picture	N/A
Cable Path Diagram	Diagram	\$100	N/A
Replacement Jack	Jack	\$20	Jack and faceplate material only
Conduit Exposed 1/2 INCH (50 FT)	50 feet	\$40	Tube to protect wires
Conduit Exposed 3/4 INCH (50 FT)	50 feet	\$70	Tube to protect wires
Conduit Exposed 1 INCH (50 FT)	50 feet	\$120	Tube to protect wires
Cable Trays (50 FT)	50 feet	\$1,030	Tray to support cables and raceways
Patch Panel CAT5E 12-PORT	Panel	\$75	Panel of network ports to connect in/out line arrangements
Patch Panel CAT5E 24-PORT	Panel	\$105	Panel of network ports to connect in/out line arrangements
Patch Panel CAT5E 48-PORT	Panel	\$185	Panel of network ports to connect in/out line arrangements
Patch Panel CAT5E 96-PORT	Panel	\$405	Panel of network ports to connect in/out line arrangements
Patch Panel CAT6E 12-PORT	Panel	\$70	Panel of network ports to connect in/out line arrangements
Patch Panel CAT6E 24-PORT	Panel	\$135	Panel of network ports to connect in/out line arrangements
Patch Panel CAT6E 48-PORT	Panel	\$280	Panel of network ports to connect in/out line arrangements
Patch Panel CAT6E 96-PORT	Panel	\$605	Panel of network ports to connect in/out line arrangements
Ground Bar	each	\$20	N/A
Ground Wire (50 FT)	50 feet	\$15	N/A

Backboard Construction	Backboard	\$110	Backboard material
Packing and Customer Funded Shipping of Customer Owned CPE	Device	\$45	Includes packing material and shipping using customer provided account for payment
Packing and Shipping of Small Customer Owned CPE	Device	\$90	Packing material and shipping costs
Packing and Shipping of Medium Customer Owned CPE	Device	\$140	Packing material and shipping costs
Packing and Shipping of Large Customer Owned CPE	Device	\$275	Packing material and shipping costs
19 inch or 23 inch rack	Rack	\$265	Rack/material
Survey or Trip Reports	Report	\$100	Includes 1 hour of off-site report generation labor
Survey Report	Report	\$50	Includes 30 minutes off-site report generation labor
Site Preparation Services Expedite Fee	N/A	\$1,100	Customer request for work completion earlier than standard Service Level Agreements on a Standard, T&M, or Custom site service order

### ILEC Frame Relay

Service	Current Quantity	Monthly Recurring Rate
56k Port and Access	9	\$80.91
384k Port and Access	8	\$205.00
T1 Port and Access	113	\$205.00
768k Port and Access	2	\$205.00
DS3 Port and Access	3	\$1,750.00

### ILEC ATM

Service	Current Quantity	Monthly Recurring Rate
ATM T1 Full Bandwidth (0-25 miles)	6	\$225.00
ATM T3 Full Bandwidth (0-25 miles)	1	\$1,750.00

The contracted rates for Flexpath, Frame Relay and ATM service will remain in effect for circuits that are identified to migrate to a Verizon or Verizon Affiliate service;

Verizon must receive the orders to migrate these circuits by July 30th, 2014. The order must include the circuit ID of the Flexpath, Frame Relay or ATM circuit to be transitioned. Any Flexpath, Frame Relay or ATM circuit not identified by July 30th for migration will be understood by Verizon as remaining in-service and be served under a month-to-month arrangement.

Unless migration cut-over dates are missed due to Verizon delays, any Flexpath, Frame Relay or ATM circuits which had been identified for migration but remain in service as of November 30, 2014 will revert to a monthly service arrangement; the difference in the monthly-tariffed vs. discounted rate per circuit will be payable to Verizon during the period from July 30, 2014 through November 30, 2014. All remaining Flexpath, Frame Relay and ATM circuits in service as of December 1, 2014 will be reverted to a month-to-month service arrangement.

**ILEC Private Line T1**

Service	Current Quantity	Monthly Recurring Rate
LDC	162	\$100.00
LDC per 1/2 mi	162	\$34.00
LDC per adtl 1/2 mi	153	\$9.75
IOF Fixed	36	\$60.00
IOF per mile	49	\$13.00

NRC doesn't apply if service is kept in for 12 months. If not, tariff rate NRC is applicable.

**EXISTING SONET ICB OC12 RING**

Service	Quantity	Rate	Total Rev
OC12 node	7	\$2,152.00	\$15,064.00
OC12 Mileage	38	\$236.00	\$8,968.00
DS1 Port	64	\$28.00	\$1,792.00
DS3 Port	4	\$115.00	\$460.00
GigE1 port	2	\$230.00	\$460.00
GigE E3 port	4	\$345.00	\$1,380.00

**CPE**

CPE can be purchased at NDP.



## Professional Services

### Managed Security Services

Managed Security Services : PREMIUM, Non-Recurring Charges	Installation One-time Cost
Set-up per site	\$2,500
Set-up per site (HA)	\$5,000
Set-up fee per device (unless otherwise listed below)	\$500
NIDS/NIPS/Virtual NIDS/NIPS Set-up per device	\$1,000
Security Appliance Set-up per device	\$1,000
Load Balancer Set-up per device	\$2,500
Host Intrusion Detection Service (“HIDS”) Management Station Setup fee	\$500
HIDS Set-up fee per additional policy on each HIDS Management Station	\$500
HIDS Set-up fee per agent - full escalation	\$125
End Point Security Management Station Setup Fee	\$1,000
Content Screening Set-up fee per additional policy on each device	\$500
SEM/SIEM Platform setup fee	\$1,500
Wireless IDS (WIDS) Management Station Setup Fee	\$500
Wireless IDS (WIDS) Sensor Setup Fee	\$100
File Integrity and Policy Compliance Monitoring Management Station Setup Fee	\$500
Package of 12 Service Tickets	\$600

### 1. Managed Security Services: PREMIUM – Monthly Recurring Charges

Firewall	Monthly Recurring Cost		
	No Term	2 YR Term	3 YR Term
Firewall Monitoring	\$480.00	\$420.00	\$360.00
Firewall Management	\$752.00	\$658.00	\$564.00
Firewall Monitoring HA	\$600.00	\$525.00	\$450.00
Firewall Management HA	\$1,052.80	\$921.20	\$789.60
Firewall Monitoring Gigabit	\$792.00	\$693.00	\$594.00
Firewall Management Gigabit	\$1,064.00	\$931.00	\$798.00
Firewall Monitoring HA Gigabit	\$990.40	\$866.60	\$742.80
Firewall Management HA Gigabit	\$1,489.60	\$1,303.40	\$1,117.20

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	Monthly Recurring Cost		
Firewall Management Third Party VPN Management	\$240.00	\$210.00	\$180.00

	Monthly Recurring Cost		
Firewall with IPS	No Term	2 YR Term	3 YR Term
Firewall with IPS Monitoring	\$672.00	\$588.00	\$504.00
Firewall with IPS Management	\$1,148.00	\$1,004.50	\$861.00
Firewall with IPS Monitoring HA	\$840.00	\$735.00	\$630.00
Firewall with IPS Management HA	\$1,607.20	\$1,406.30	\$1,205.40
Firewall with IPS Monitoring Gigabit	\$1,108.80	\$970.20	\$831.60
Firewall with IPS Management Gigabit	\$1,584.80	\$1,386.70	\$1,188.60
Firewall with IPS Monitoring HA Gigabit	\$1,386.40	\$1,213.10	\$1,039.80
Firewall with IPS Management HA Gigabit	\$2,218.40	\$1,941.10	\$1,663.80

	Monthly Recurring Cost		
Virtual firewall	No Term	2 YR Term	3 YR Term
Virtual firewall Monitoring	\$376.00	\$329.00	\$282.00
Virtual firewall Management	\$548.00	\$479.50	\$411.00
Virtual firewall Monitoring HA	\$470.40	\$411.60	\$352.80
Virtual firewall Management HA	\$767.20	\$671.30	\$575.40
Virtual firewall Monitoring Gigabit	\$451.20	\$394.80	\$338.40
Virtual firewall Management Gigabit	\$657.60	\$575.40	\$493.20
Virtual firewall Monitoring HA Gigabit	\$564.48	\$494.20	\$423.60
Virtual firewall Management HA Gigabit	\$920.64	\$805.70	\$690.60
Virtual firewall with IPS Monitoring	\$526.40	\$460.60	\$394.80
Virtual firewall with IPS Management	\$862.40	\$754.60	\$646.80
Virtual firewall with IPS Monitoring HA	\$658.40	\$576.10	\$493.80
Virtual firewall with IPS Management HA	\$1,207.20	\$1,056.30	\$905.40
Virtual firewall with IPS Monitoring Gigabit	\$631.68	\$553.00	\$474.00
Virtual firewall with IPS Management Gigabit	\$1,034.88	\$905.80	\$776.40
Virtual firewall with IPS Monitoring HA Gigabit	\$790.08	\$691.60	\$592.80
Virtual firewall with IPS Management HA Gigabit	\$1,448.64	\$1,267.70	\$1,086.60

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	Monthly Recurring Cost		
Network Intrusion Detection	No Term	2 YR Term	3 YR Term
Network Intrusion Detection Monitoring	\$574.40	\$502.60	\$430.80
Network Intrusion Detection Management	\$957.60	\$837.90	\$718.20
Network Intrusion Detection Monitoring HA	\$717.60	\$627.90	\$538.20
Network Intrusion Detection Management HA	\$1,340.80	\$1,173.20	\$1,005.60
Network Intrusion Detection External Monitoring	\$358.40	\$313.60	\$268.80
Network Intrusion Detection External Management	\$742.40	\$649.60	\$556.80
Network Intrusion Detection External Monitoring HA	\$448.00	\$392.00	\$336.00
Network Intrusion Detection External Management HA	\$1,039.20	\$909.30	\$779.40
Network Intrusion Detection Monitoring Gigabyte	\$949.60	\$830.90	\$712.20
Network Intrusion Detection Management Gigabyte	\$1,330.40	\$1,164.10	\$997.80
Network Intrusion Detection Monitoring HA Gigabyte	\$1,186.40	\$1,038.10	\$889.80
Network Intrusion Detection Management HA Gigabyte	\$1,862.40	\$1,629.60	\$1,396.80
Network Intrusion Detection External Monitoring Gigabyte	\$593.60	\$519.40	\$445.20
Network Intrusion Detection External Management Gigabyte	\$977.60	\$855.40	\$733.20
Network Intrusion Detection External Monitoring HA Gigabyte	\$742.40	\$649.60	\$556.80
Network Intrusion Detection External Management HA Gigabyte	\$1,368.00	\$1,197.00	\$1,026.00

	Monthly Recurring Cost		
Virtual Network Intrusion Detection	No Term	2 YR Term	3 YR Term
Virtual Network Intrusion Detection Monitoring	\$526.40	\$460.60	\$394.80
Virtual Network Intrusion Detection Management	\$767.20	\$671.30	\$575.40
Virtual Network Intrusion Detection Monitoring HA	\$658.40	\$576.10	\$493.80
Virtual Network Intrusion Detection Management HA	\$1,074.40	\$940.10	\$805.80
Virtual Network Intrusion Detection Monitoring Gigabit	\$632.00	\$553.00	\$474.00
Virtual Network Intrusion Detection Management Gigabit	\$920.80	\$805.70	\$690.60
Virtual Network Intrusion Detection Monitoring HA Gigabit	\$790.40	\$691.60	\$592.80
Virtual Network Intrusion Detection Management HA Gigabit	\$1,289.60	\$1,128.40	\$967.20

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	Monthly Recurring Cost		
Network Intrusion Prevention	No Term	2 YR Term	3 YR Term
Network Intrusion Prevention Monitoring	\$574.40	\$502.60	\$430.80
Network Intrusion Prevention Management	\$957.60	\$837.90	\$718.20
Network Intrusion Prevention Monitoring HA	\$717.60	\$627.90	\$538.20
Network Intrusion Prevention Management HA	\$1,340.80	\$1,173.20	\$1,005.60
Network Intrusion Prevention Monitoring Gigabyte	\$949.60	\$830.90	\$712.20
Network Intrusion Prevention Management Gigabyte	\$1,330.40	\$1,164.10	\$997.80
Network Intrusion Prevention Monitoring HA Gigabyte	\$1,186.40	\$1,038.10	\$889.80
Network Intrusion Prevention Management HA Gigabyte	\$1,862.40	\$1,629.60	\$1,396.80

	Monthly Recurring Cost		
Virtual Network Intrusion Prevention	No Term	2 YR Term	3 YR Term
Virtual Network Intrusion Prevention Monitoring	\$526.40	\$460.60	\$394.80
Virtual Network Intrusion Prevention Management	\$767.20	\$671.30	\$575.40
Virtual Network Intrusion Prevention Monitoring HA	\$658.40	\$576.10	\$493.80
Virtual Network Intrusion Prevention Management HA	\$1,074.40	\$940.10	\$805.80
Virtual Network Intrusion Prevention Monitoring Gigabit	\$632.00	\$553.00	\$474.00
Virtual Network Intrusion Prevention Management Gigabit	\$920.80	\$805.70	\$690.60
Virtual Network Intrusion Prevention Monitoring HA Gigabit	\$790.40	\$691.60	\$592.80
Virtual Network Intrusion Prevention Management HA Gigabit	\$1,289.60	\$1,128.40	\$967.20

	Monthly Recurring Cost		
Router	No Term	2 YR Term	3 YR Term
Router Monitoring	\$480.00	\$420.00	\$360.00
Router Management	\$752.00	\$658.00	\$564.00
Router Monitoring HA	\$600.00	\$525.00	\$450.00
Router Management HA	\$1,052.80	\$921.20	\$789.60
Router Monitoring Gigabit	\$576.00	\$504.00	\$432.00
Router Management Gigabit	\$902.40	\$789.60	\$676.80
Router Monitoring HA Gigabit	\$720.00	\$630.00	\$540.00
Router Management HA Gigabit	\$1,263.20	\$1,105.30	\$947.40

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	Monthly Recurring Cost		
UTM - Security Appliance	No Term	2 YR Term	3 YR Term
Security Appliance real-time escalation-mon	\$752.00	\$658.00	\$564.00
Security Appliance real-time escalation-man	\$1,196.00	\$1,046.50	\$897.00
HA Security Appliance real-time escalation-mon	\$940.00	\$822.50	\$705.00
HA Security Appliance real-time escalation-man	\$1,674.40	\$1,465.10	\$1,255.80
Security Appliance real-time escalation Gigabyte-mon	\$1,240.00	\$1,085.00	\$930.00
Security Appliance real-time escalation Gigabyte-man	\$1,974.40	\$1,727.60	\$1,480.80
HA Security Appliance real-time escalation Gigabyte-mon	\$1,550.40	\$1,356.60	\$1,162.80
HA Security Appliance real-time escalation Gigabyte-man	\$2,764.00	\$2,418.50	\$2,073.00

	Monthly Recurring Cost		
Email Security Gateway	No Term	2 YR Term	3 YR Term
Email Security Gateway Server-mon	\$384.00	\$336.00	\$288.00
Email Security Gateway Server-man	\$1,033.60	\$904.40	\$775.20
HA Email Security Gateway Server-mon	\$480.00	\$420.00	\$360.00
HA Email Security Gateway Server-man	\$1,446.40	\$1,265.60	\$1,084.80
Anti-Spam Plug-in on Email Security Gateway Server-man	\$300.00	\$262.50	\$225.00
HA Anti-Spam Plug-in on Email Security Gateway Server-man	\$419.20	\$366.80	\$314.40

	Monthly Recurring Cost		
Proxy Servers	No Term	2 YR Term	3 YR Term
Proxy Server-mon	\$240.00	\$210.00	\$180.00
Proxy Server-man	\$860.00	\$752.50	\$645.00
HA Proxy Server-mon	\$300.00	\$262.50	\$225.00
HA Proxy Server-man	\$1,204.00	\$1,053.50	\$903.00
Anti-Virus Plugin on Proxy Server-mon	\$128.40	\$112.70	\$96.60
Anti-Virus Plugin on Proxy Server-man	\$428.00	\$374.50	\$321.00
Anti-Spam Plugin on Proxy Server-mon	\$128.40	\$112.70	\$96.60
Anti-Spam Plugin on Proxy Server-man	\$428.00	\$374.50	\$321.00

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	Monthly Recurring Cost		
Content Screening Plugin on Proxy Server-mon	\$128.40	\$112.70	\$96.60
Content Screening Plugin on Proxy Server-man	\$428.00	\$374.50	\$321.00
HA-Anti-Virus Plugin on Proxy Server-mon	\$160.80	\$140.70	\$120.60
HA Anti-Virus Plugin on Proxy Server-man	\$599.20	\$524.30	\$449.40
HA-Anti-Spam Plugin on Proxy Server-mon	\$160.80	\$140.70	\$120.60
HA Anti-Spam Plugin on Proxy Server-man	\$599.20	\$524.30	\$449.40
HA-Content Screening Plugin on Proxy Server-mon	\$160.80	\$140.70	\$120.60
HA Content Screening Plugin on Proxy Server-man	\$599.20	\$524.30	\$449.40

	Monthly Recurring Cost		
Content Screening Servers	No Term	2 YR Term	3 YR Term
Content Screening-mon	\$240.00	\$210.00	\$180.00
Content Screening-man	\$860.00	\$752.50	\$645.00
HA Content Screening-mon	\$300.00	\$262.50	\$225.00
HA Content Screening-man	\$1,204.00	\$1,053.50	\$903.00
Content Screening Additional Policy	\$340.00	\$297.50	\$255.00

	Monthly Recurring Cost		
Health Monitoring and Management only	No Term	2 YR Term	3 YR Term
Health Monitoring and Management Only - mon	\$240.00	\$210.00	\$180.00
Health Monitoring and Management Only - man	\$360.00	\$315.00	\$270.00
HA - Health Monitoring and Management Only - mon	\$300.00	\$262.50	\$225.00
HA - Health Monitoring and Management Only - man	\$504.00	\$441.00	\$378.00

	Monthly Recurring Cost		
Log Monitoring and Management	No Term	2 YR Term	3 YR Term
Log Monitoring and Management DPR Tier A - mon	\$400.00	\$350.00	\$300.00
Log Monitoring and Management DPR Tier B - mon	\$480.00	\$420.00	\$360.00
Log Monitoring and Management DPR Tier C - mon	\$560.00	\$490.00	\$420.00
Log Monitoring and Management DPR Tier D - mon	\$800.00	\$700.00	\$600.00

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	Monthly Recurring Cost		
Log Monitoring and Management DPR Tier E - mon	\$1,200.00	\$1,050.00	\$900.00
Log Monitoring and Management DPR Tier F - mon	\$2,000.00	\$1,750.00	\$1,500.00
Log Monitoring and Management DPR Tier G - mon	\$4,000.00	\$3,500.00	\$3,000.00
Log Monitoring and Management DPR Tier H - mon	\$7,200.00	\$6,300.00	\$5,400.00
Log Monitoring and Management DPR Tier A - man	\$880.00	\$770.00	\$660.00
Log Monitoring and Management DPR Tier B - man	\$980.00	\$857.50	\$735.00
Log Monitoring and Management DPR Tier C - man	\$1,120.00	\$980.00	\$840.00
Log Monitoring and Management DPR Tier D - man	\$1,300.00	\$1,137.50	\$975.00
Log Monitoring and Management DPR Tier E - man	\$1,720.00	\$1,505.00	\$1,290.00
Log Monitoring and Management DPR Tier F - man	\$2,540.00	\$2,222.50	\$1,905.00
Log Monitoring and Management DPR Tier G - man	\$5,040.00	\$4,410.00	\$3,780.00
Log Monitoring and Management DPR Tier H - man	\$9,200.00	\$8,050.00	\$6,900.00
HA - Log Monitoring and Management DPR Tier A - mon	\$500.00	\$437.50	\$375.00
HA - Log Monitoring and Management DPR Tier B - mon	\$600.00	\$525.00	\$450.00
HA - Log Monitoring and Management DPR Tier C - mon	\$700.00	\$612.50	\$525.00
HA - Log Monitoring and Management DPR Tier D - mon	\$1,000.00	\$875.00	\$750.00
HA - Log Monitoring and Management DPR Tier E - mon	\$1,500.00	\$1,312.50	\$1,125.00
HA - Log Monitoring and Management DPR Tier F - mon	\$2,500.00	\$2,187.50	\$1,875.00
HA - Log Monitoring and Management DPR Tier G - mon	\$5,000.00	\$4,375.00	\$3,750.00
HA - Log Monitoring and Management DPR Tier H - mon	\$9,000.00	\$7,875.00	\$6,750.00
HA - Log Monitoring and Management DPR Tier A - man	\$1,232.00	\$1,078.00	\$924.00
HA - Log Monitoring and Management DPR Tier B - man	\$1,372.00	\$1,200.50	\$1,029.00
HA - Log Monitoring and Management DPR Tier C - man	\$1,568.00	\$1,372.00	\$1,176.00
HA - Log Monitoring and Management DPR Tier D - man	\$1,820.00	\$1,592.50	\$1,365.00
HA - Log Monitoring and Management DPR Tier E - man	\$2,408.00	\$2,107.00	\$1,806.00
HA - Log Monitoring and Management DPR Tier F - man	\$3,556.00	\$3,111.50	\$2,667.00
HA - Log Monitoring and Management DPR Tier G - man	\$7,056.00	\$6,174.00	\$5,292.00
HA - Log Monitoring and Management DPR Tier H - man	\$12,880.00	\$11,270.00	\$9,660.00

	Monthly Recurring Cost		
LoadBalancers	No Term	2 YR Term	3 YR Term
Load Balancer-mon	\$672.00	\$588.00	\$504.00

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	Monthly Recurring Cost		
Load Balancer-man	\$1,052.80	\$921.20	\$789.60
HA-Load Balancer-mon	\$840.00	\$735.00	\$630.00
HA-Load Balancer-man	\$1,473.60	\$1,289.40	\$1,105.20

	Monthly Recurring Cost		
Network Switch	No Term	2 YR Term	3 YR Term
Network-Switch-mon	\$240.00	\$210.00	\$180.00
Network-Switch-man	\$400.00	\$350.00	\$300.00
HA-Network-Switch-mon	\$300.00	\$262.50	\$225.00
HA-Network-Switch-man	\$560.00	\$490.00	\$420.00
Network-Switch-mon Gigabit	\$288.00	\$252.00	\$216.00
Network-Switch-man Gigabit	\$480.00	\$420.00	\$360.00
HA-Network-Switch-mon Gigabit	\$360.00	\$315.00	\$270.00
HA-Network-Switch-man Gigabit	\$672.00	\$588.00	\$504.00

	Monthly Recurring Cost		
SSL VPN Terminators	No Term	2 YR Term	3 YR Term
SSL VPN-mon	\$247.20	\$216.30	\$185.40
SSL VPN-man	\$1,478.40	\$1,293.60	\$1,108.80
HA SSL VPN-mon	\$308.80	\$270.20	\$231.60
HA SSL VPN-man	\$2,069.60	\$1,810.90	\$1,552.20

	Monthly Recurring Cost		
Application Level Firewalls	No Term	2 YR Term	3 YR Term
Application-level firewall-mon	\$571.20	\$499.80	\$428.40
Application-level firewall-man	\$800.80	\$700.70	\$600.60
HA Application-level firewall-mon	\$714.40	\$625.10	\$535.80
HA Application-level firewall-man	\$1,120.80	\$980.70	\$840.60

Host-based Intrusion Detection	Monthly Recurring Cost		
	No Term	2 YR Term	3 YR Term
HIDS Management Station	\$788.00	\$689.50	\$591.00
HIDS Additional Policy	\$340.00	\$297.50	\$255.00
HIDS Full Escalation Server Sensor	\$240.00	\$210.00	\$180.00
HIDS Threshold Escalation Server Sensor	\$48.00	\$42.00	\$36.00
HIDS Threshold Escalation Desktop Sensor 1-100 Agents	\$696.00	\$609.00	\$522.00
HIDS Threshold Escalation Desktop Sensor 101-250 Agents	\$1,392.00	\$1,218.00	\$1,044.00
HIDS Threshold Escalation Desktop Sensor 251-1000 Agents	\$2,788.00	\$2,439.50	\$2,091.00
HIDS Threshold Escalation Desktop Sensor 1001-5000 Agents	\$4,180.00	\$3,657.50	\$3,135.00
HIDS Threshold Escalation Desktop Sensor 5001-10000 Agents	\$5,576.00	\$4,879.00	\$4,182.00
HIDS Threshold Escalation Desktop Sensor 10001-25000 Agents	\$6,968.00	\$6,097.00	\$5,226.00
HIDS Threshold Escalation Desktop Sensor 25001-50000 Agents	\$8,364.00	\$7,318.50	\$6,273.00
HIDS Threshold Escalation Desktop Sensor 50001-100000 Agents	\$9,756.00	\$8,536.50	\$7,317.00

End Point Security	Monthly Recurring Cost		
	No Term	2 YR Term	3 YR Term
End Point Management Station-mon	\$1,576.00	\$1,379.00	\$1,182.00
End Point Management Station-man	\$2,364.00	\$2,068.50	\$1,773.00
End Point Clients 1-100 Clients	\$1,218.00	\$1,066.10	\$913.80
End Point Clients 101-250 Clients	\$2,436.00	\$2,131.50	\$1,827.00
End Point Clients 251-1000 Clients	\$4,879.00	\$4,269.30	\$3,659.40
End Point Clients 1001-5000 Clients	\$7,315.00	\$6,400.80	\$5,486.40
End Point Clients 5001-10000 Clients	\$9,758.00	\$8,538.60	\$7,318.80
End Point Clients 10001-25000 Clients	\$12,194.00	\$10,670.10	\$9,145.80
End Point Clients 25001-50000 Clients	\$14,637.00	\$12,807.20	\$10,977.60
End Point Clients 50001-100000 Clients	\$17,073.00	\$14,938.70	\$12,804.60

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SEM/SIEM	Monthly Recurring Cost		
	No Term	2 YR Term	3 YR Term
SEM/SIEM DPR Tier A - man	\$1,100.00	\$962.50	\$825.00
SEM/SIEM DPR Tier B - man	\$1,224.80	\$1,071.70	\$918.60
SEM/SIEM DPR Tier C - man	\$1,400.00	\$1,225.00	\$1,050.00
SEM/SIEM DPR Tier D - man	\$1,624.80	\$1,421.70	\$1,218.60
SEM/SIEM DPR Tier E - man	\$2,150.40	\$1,881.60	\$1,612.80
SEM/SIEM DPR Tier F - man	\$3,175.20	\$2,778.30	\$2,381.40
SEM/SIEM DPR Tier G - man	\$6,300.00	\$5,512.50	\$4,725.00
SEM/SIEM DPR Tier H - man	\$11,500.00	\$10,062.50	\$8,625.00
HA - SEM/SIEM DPR Tier A - mon	\$624.80	\$546.70	\$468.60
HA - SEM/SIEM DPR Tier B - mon	\$750.40	\$656.60	\$562.80
HA - SEM/SIEM DPR Tier C - mon	\$875.20	\$765.80	\$656.40
HA - SEM/SIEM DPR Tier D - mon	\$1,250.40	\$1,094.10	\$937.80
HA - SEM/SIEM DPR Tier E - mon	\$1,875.20	\$1,640.80	\$1,406.40
HA - SEM/SIEM DPR Tier F - mon	\$3,124.80	\$2,734.20	\$2,343.60
HA - SEM/SIEM DPR Tier G - mon	\$6,250.40	\$5,469.10	\$4,687.80
HA - SEM/SIEM DPR Tier H - mon	\$11,250.40	\$9,844.10	\$8,437.80
HA - SEM/SIEM DPR Tier A - man	\$1,540.00	\$1,347.50	\$1,155.00
HA - SEM/SIEM DPR Tier B - man	\$1,714.40	\$1,500.10	\$1,285.80
HA - SEM/SIEM DPR Tier C - man	\$1,960.00	\$1,715.00	\$1,470.00
HA - SEM/SIEM DPR Tier D - man	\$2,274.40	\$1,990.10	\$1,705.80
HA - SEM/SIEM DPR Tier E - man	\$3,010.40	\$2,634.10	\$2,257.80
HA - SEM/SIEM DPR Tier F - man	\$4,445.60	\$3,889.90	\$3,334.20
HA - SEM/SIEM DPR Tier G - man	\$8,820.00	\$7,717.50	\$6,615.00
HA - SEM/SIEM DPR Tier H - man	\$16,100.00	\$14,087.50	\$12,075.00

File Integrity and Policy Compliance Monitoring	Monthly Recurring Cost		
	No Term	2 YR Term	3 YR Term
File Integrity and Policy Compliance Monitoring - Management Station - mon	\$680.00	\$595.00	\$510.00
File Integrity and Policy Compliance Monitoring - Management Station - man	\$984.80	\$861.70	\$738.60

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	Monthly Recurring Cost		
HA - File Integrity and Policy Compliance Monitoring - Management Station - mon	\$850.40	\$744.10	\$637.80
HA - File Integrity and Policy Compliance Monitoring - Management Station - man	\$1,378.40	\$1,206.10	\$1,033.80
File Integrity and Policy Compliance Monitoring - 1-100 Clients - mon	\$870.40	\$761.60	\$652.80
File Integrity and Policy Compliance Monitoring - 101-250 Clients - mon	\$1,740.00	\$1,522.50	\$1,305.00
File Integrity and Policy Compliance Monitoring - 251-1000 Clients - mon	\$3,484.80	\$3,049.20	\$2,613.60
File Integrity and Policy Compliance Monitoring - 1001-5000 Clients - mon	\$5,224.80	\$4,571.70	\$3,918.60
File Integrity and Policy Compliance Monitoring - 5001-10000 Clients - mon	\$6,970.40	\$6,099.10	\$5,227.80
File Integrity and Policy Compliance Monitoring - 10001-25000 Clients - mon	\$8,710.40	\$7,621.60	\$6,532.80
File Integrity and Policy Compliance Monitoring - 25001-50000 Clients - mon	\$10,455.20	\$9,148.30	\$7,841.40
File Integrity and Policy Compliance Monitoring - 50001-100000 Clients - mon	\$12,195.20	\$10,670.80	\$9,146.40

	Monthly Recurring Cost		
Report Server	No Term	2 YR Term	3 YR Term
Report Server-man	\$240.00	\$210.00	\$180.00

ADDITIONAL VOLUME DISCOUNTS		
Managed Security Services: Premium		
Additional Volume Discounts (apply to Managed Security Services: Premium only).	Serviced Device Count (initial order)	Discount
	1 to 5	0%
	6 to 15	10%
	16 – 50	15%
	51 to 200	20%
	201+	25%

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Cloud-based Security Services - Firewall, IDPS Services		
Monthly Recurring Charges		
Qty – 1	Cloud-Firewall-IDPS Premium Monitored & Managed	\$1550.00
Qty – 1	Cloud-Firewall Premium Monitored & Managed	\$850.00

**Professional Services and VSO:**

The Professional Services will be charged on a: Time and Materials Basis

\* all rates are exclusive of travel and expenses

Practice	Competency / Description	Role	Not to Exceed Hourly Labor Rate*			
			Years 1-2	Year 3	Year 4	Year 5
Verizon Field Services	IMPLEMENTATION ENGINEER SERVICES - SUNDAY & HOLIDAY HOURS	Implementation Engineer H	\$ 300.65	\$ 309.67	\$318.96	\$328.53
Verizon Field Services	IMPLEMENTATION ENGINEER SERVICES - OVERTIME	Implementation Engineer O	\$ 225.49	\$ 232.25	\$239.22	\$246.40
Verizon Field Services	IMPLEMENTATION ENGINEER SERVICES - OFFICE HOURS	Implementation Engineer R	\$ 150.32	\$ 154.83	\$159.48	\$164.26

Security	Forensics	Sr. Consultant	\$300.00	\$ 309.00	\$318.27	\$327.82
Communications	Unified Communications and Collaboration	Senior Consultant	\$ 200.00	\$ 206.00	\$212.18	\$218.55
Communications	Unified Communications and Collaboration	Project Manager	\$ 185.00	\$ 190.55	\$196.27	\$202.15
Security	Threat and Vulnerability	Consultant	\$ 210.00	\$ 216.30	\$222.79	\$229.47
Security	Threat and Vulnerability	Sr. Consultant	\$ 230.00	\$ 236.90	\$244.01	\$251.33
Security	Threat and Vulnerability	Principal	\$ 260.00	\$ 267.80	\$275.83	\$284.11
Security	Threat and Vulnerability	Project Manager	\$ 212.18	\$ 218.55	\$225.10	\$231.85
Mobility Services	Mobility	Consultant	\$ 210.00	\$ 216.30	\$222.79	\$229.47
Mobility Services	Mobility	Sr. Consultant	\$ 230.00	\$ 236.90	\$244.01	\$251.33
Mobility Services	Mobility	Principal	\$ 260.00	\$ 267.80	\$275.83	\$284.11
IT Solutions	Application and Cloud	Jr. Consultant	\$ 180.00	\$ 185.40	\$190.96	\$196.69
IT Solutions	Application and Cloud	Consultant	\$ 195.00	\$ 200.85	\$206.88	\$213.08
IT Solutions	Application and Cloud	Sr. Consultant	\$ 220.00	\$ 226.60	\$233.40	\$240.40

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IT Solutions	Application and Cloud	Exec. Consultant	\$ 245.00	\$ 252.35	\$259.92	\$267.72
IT Solutions	Application and Cloud	Principal	\$ 260.00	\$ 267.80	\$275.83	\$284.11
IT Solutions	Application and Cloud	Project Manager	\$ 220.00	\$ 226.60	\$233.40	\$240.40
IT Solutions	IT Infrastructure	Jr. Consultant	\$ 180.00	\$ 185.40	\$190.96	\$196.69
IT Solutions	IT Infrastructure	Consultant	\$ 195.00	\$ 200.85	\$206.88	\$213.08
IT Solutions	IT Infrastructure	Sr. Consultant	\$ 220.00	\$ 226.60	\$233.40	\$240.40
IT Solutions	IT Infrastructure	Exec. Consultant	\$ 245.00	\$ 252.35	\$259.92	\$267.72
IT Solutions	IT Infrastructure	Principal	\$ 260.00	\$ 267.80	\$275.83	\$284.11
IT Solutions	IT Infrastructure	Project Manager	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Governance	Jr. Consultant	\$ 180.00	\$ 185.40	\$190.96	\$196.69
Security	Governance	Consultant	\$ 195.00	\$ 200.85	\$206.88	\$213.08
Security	Governance	Sr. Consultant	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Governance	Exec. Consultant	\$ 250.00	\$ 257.50	\$265.23	\$273.18
Security	Governance	Principal	\$ 285.00	\$ 293.55	\$302.36	\$311.43
Security	Governance	Project Manager	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Identity and Access Management	Jr. Consultant	\$ 180.00	\$ 185.40	\$190.96	\$196.69
Security	Identity and Access Management	Consultant	\$ 195.00	\$ 200.85	\$206.88	\$213.08
Security	Identity and Access Management	Sr. Consultant	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Identity and Access Management	Exec. Consultant	\$ 250.00	\$ 257.50	\$265.23	\$273.18
Security	Identity and Access Management	Principal	\$ 285.00	\$ 293.55	\$302.36	\$311.43
Security	Identity and Access Management	Project Manager	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Data Protection	Jr. Consultant	\$ 180.00	\$ 185.40	\$190.96	\$196.69
Security	Data Protection	Consultant	\$ 195.00	\$ 200.85	\$206.88	\$213.08
Security	Data Protection	Sr. Consultant	\$ 220.00	\$ 226.60	\$233.40	\$240.40
Security	Data Protection	Exec. Consultant	\$ 250.00	\$ 257.50	\$265.23	\$273.18

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Security	Data Protection	Principal	\$ 285.00	\$ 293.55	\$302.36	\$311.43
Security	Data Protection	Project Manager	\$ 220.00	\$ 226.60	\$233.40	\$240.40

**Security**

Forensics	
Twenty-four (24) hours Service Level Agreement Guaranteed Response	\$25,000.00
Forty Eight (48) hours Service Level Agreement Guaranteed Response	\$21,000.00

**Universal Identity Services (UIS)**

**UIS Pricing**

- Credentials are issued by VZ to End Users or Direct Customers
- Includes Basic Identity Verification in user fee (NIST L2)
- Digital Signing and E-Prescribe Add-On are exclusive - one or the Other

Enterprise Start-up Fees	Non-Recurring (NRC) Cost
Additional Authentication Agent set-up (beyond initial 3)	\$500.00
Directory Integration set-up	\$5,000.00
PIP/MPLS Integration set-up	\$5,000.00

**Additional Non Recurring Cost**

Order Volume (per order)	LOA 3 IDP: NRC Per Instance	Authentication Enablement Service (Token): NRC Per Instance	Manual Verification of Notary/TRA Proofing Processing
< 1,000	\$2.00	\$10.00	\$25.00
1,000 to 19,999	\$1.75	\$8.00	\$25.00
20,000 to 49,999	\$1.50	\$7.00	\$25.00
50,000 to 99,999	\$1.40	\$6.00	\$25.00
More than 100,000	\$1.25	\$5.00	\$25.00

**User Fees for Authentication (Volume Based)**

Base Authentication Service (includes OTP and basic IDP) Number of End Users	MRC Per User	MRC for Digital Signing Add-on
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Base Authentication Service (includes OTP and basic IDP) Number of End Users	MRC Per User	MRC for Digital Signing Add-on
< 2,000	\$3,000	\$200
2,000 to 19,999	\$1.50	\$0.10
20,000 to 49,999	\$1.25	\$0.08
50,000 to 99,999	\$1.00	\$0.06
100,000 to 249,999	\$0.80	\$0.05
250,000 to 499,999	\$0.65	\$0.04
500,000 +	\$0.50	\$0.04

**Application Capacity Fees (Users/Min) - MRC per Application**

Capacity Support	Standard (up to 1000 user/min)	Enhanced (<100k users/min)	Premium (>100k users/min)
1-3 Applications	No charge	\$800	\$1,200
More than 3 Applications	\$400	\$625	\$960

**Denial of Service**

**Mitigation**

GIG	NRC	MRC
0.5	\$1,000.00	\$1,181
1	\$1,000.00	\$2,126
2	\$1,000.00	\$3,780
3	\$1,000.00	\$4,843
10	\$1,000.00	\$8,437

**Detection**

Circuit Size	NRC	MRC
Under 10Mbs	\$500.00	\$338
Under 10 to 99.99Mbs	\$500.00	\$675
100Mbs - 999.99 Mbs	\$500.00	\$1,350
1Gbs - 10Gbs	\$500.00	\$2,700

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## Wireless Machine to Machine Solutions

### Asset Tracking Fleet Management

	Hardware	Service
5200 (2 min update rate)	\$160/device	\$21.95/month
5500 (2 min update rate)	\$250/device	\$25.95/month
Asset Guard	\$200/device	\$14.95/month
Satellite	\$550/device	\$34.95/month
Connect		\$5.95/month
Configurable Update Rate – 1 minute		\$4.00/month
Configurable Update Rate – 45 seconds		\$6.00/month
Configurable Update Rate – 30 seconds		\$8.00/month
Configurable Update Rate – 15 seconds		\$12.00/month

Accessories	Price
Reinstallation Kit	\$3.00
Tamper Resistant Zip Ties (100 per pack)	\$50.00
Combination Antenna A (Standard antenna)	\$30.00
Window-Mount GPS Antenna Module (5500/5200)	\$35.00
Sensor Input Harness (5500/5200)	\$10.00
OBD-II Adapter Kit only including Core Connector & 8 Adapters (5500/5200)	\$20.00
6-pin Heavy Duty Harness (5500/5200)	\$35.00
9-pin Heavy Duty Harness with Square Flange (5500/5200)	\$35.00
9-pin Heavy Duty Harness with "D" Mount (5500/5200)	\$35.00
16-pin Heavy Duty Harness	\$35.00
OBD Harness Extension	\$10.00
Universal Harness (5200)	\$10.00
Light Duty Harness plus OBD-II Adapter Kit (5500/5200)	\$35.00
Alternate Power Adaptor (5500/5200)	\$20.00
Garmin FMI 45 Cable with Traffic for CONNECT	\$145.95
Garmin FMI Modified Cable	\$55.00
Pelican Micro Case for 5200 w/ 15' Universal Harness	\$74.95
PEM Port Expansion Module	\$140.00
Quick Install Harness	\$10.00

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Accessories	Price
Satellite Antenna	\$50.00
Satellite Harness	\$50.00
Satellite Kit (includes one modem, antenna and harness)	\$650.00
Asset Guard BX Replacement Battery (1)	\$75.00
Asset Guard BX Magnet Mount Kit (set of 4)	\$75.00

Install and Training	Price
Base Installation - Plug/Play or 3 Wire	\$70.00
Add-On to Base Installation (Garmin)	\$35.00
Add-On to Base Installation (SSEM)	\$35.00
Add-On to Base Installation (Sensor)	\$35.00
Add-On to Base Installation (Asset Guard BX)	\$35.00
Add-On to Base Installation (Pelican Micro Case)	\$35.00
Add-On to Base Installation (Port Expansion Module)	\$0.00
Add-On to Base Installation (Satellite)	\$35.00
Device Swap	\$140.00
Device Transfer	\$140.00
Removal of device	\$70.00
No Show	\$75 per trip
Troubleshoot	\$90.00
Mileage (after 51st mile from closest installer - round trip)	\$0.56 per mile
1/2 Day Installation Training	\$150.00
Full Day Installation Training	\$300.00

\*Shipping charges will be applied to the hardware/accessories invoices. Shipping charges vary depending on location, weight and service level. It is not a fixed amount.

## eCloud

### Pricing Conditions

1. These pricing conditions and the attached rate table (the "Rate Table," together with these pricing conditions, the "Pricing Conditions") are hereby incorporated under the applicable State agreement ("Agreement") between Verizon and the customer ("Customer") and replace the pricing conditions and rates set forth in any other pricing attachment to the Agreement. These Pricing Conditions apply to the services described in the Rate Table (the "Services") for standard enterprise cloud services only.
2. These Pricing Conditions do not apply to United States ("US") federal sector services
3. These Pricing Conditions do not apply to Statements of Work with a term less than twelve (12) months.
4. These Pricing Conditions remain in effect for the Term of the Agreement.
5. The Discount Tier rates set forth in the Rate Table are the net rate after applying the discount, if applicable, to the List Price set forth in the Rate Table.
6. The Discount Tiers applicable to non-recurring charges ("NRC") are based on the term of the applicable Statement of Work (1 year - 25%; 2 year - 50%; 3 year - 75% ); provided, however, such Discount Tiers are not applicable to data back-up and restore ("DBR") setup or to the part "HA Enterprise Cloud Network Extension Switched – Implementation."
7. Reseller rates for Resource Bursting are \$270.00 per month for 1GHz CPU and \$270.00 per month for 1GB Memory in U.S. Resource Bursting is not available for large memory virtual machines.
8. Bandwidth consumption in excess of the amount purchased ("Bandwidth Overage") will be charged at the rate of two (2) times the per Mbps Committed Bandwidth rate.
9. The minimum compute resource bundle for an enterprise cloud Statement of Work is 5GHz/10GB Memory, 100 GB Storage and 1Mbps Bandwidth. The minimum initial DBR order quantity is 500 GB. Additional fees for dedicated devices may apply for higher bandwidth speeds (over 50 Mbps).
10. This rate sheet pricing is available under this agreement until March 31st, 2015. This rate sheet pricing will be updated annually on April 1, beginning April 1, 2015. Pricing for certain Terremark services adjusts in line with market trends and costs to obtain services provided by third parties, which results in the need for Terremark to publish regular rate sheet updates to ensure market competitive pricing. Any customer purchasing under a blanket purchase agreement can lock its pricing for a defined scope of work at the time the customer executes a Service Order / Statement of Work ("SO/SOW") with Verizon Terremark. The prices applicable to each SO/SOW will be locked for the duration of that SO/SOW. However, SO/SOW extensions and expansions are subject to the rate sheet prices in effect at the time of extension or expansion.

Product	BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
Backup	100GB Enterprise Cloud Vembu Backup Storage	INFICENTR-100GBBUSTOR	\$77.00	MRC	35%	\$ 50.05
Backup	Vembu Backup License Credit(s), 1 Year	INFICENTR-BUCR-1YR	\$60.00	ARC	0%	\$ 60.00
Cloud	1 Enterprise Cloud Public IP (Included)	INFICENTR-PUBIP	\$ -	MRC	0%	\$ -
Cloud	100GB Additional Enterprise Cloud VM Upload Storage	INFICENTR-100GBVMUPLSTOR	\$ 50.00	MRC	47%	\$ 26.50
Cloud	Committed Bandwidth, per Mbps (>1Gbps)	NETBWCOM-001GUP	\$ 10.00	MRC	20%	\$ 8.00
Cloud	Committed Bandwidth, per Mbps (151Mbps to 500Mbps)	NETBWCOM-151M500M	\$ 15.00	MRC	20%	\$ 12.00
Cloud	Committed Bandwidth, per Mbps (1Mbps to 4Mbps)	NETBWCOM-001M004M	\$ 50.00	MRC	20%	\$ 40.00
Cloud	Committed Bandwidth, per Mbps (501Mbps to 1Gbps)	NETBWCOM-501M001G	\$ 15.00	MRC	20%	\$ 12.00
Cloud	Committed Bandwidth, per Mbps (51Mbps to 150Mbps)	NETBWCOM-051M150M	\$ 20.00	MRC	20%	\$ 16.00
Cloud	Committed Bandwidth, per Mbps (5Mbps to 50Mbps)	NETBWCOM-005M050M	\$ 25.00	MRC	20%	\$ 20.00
Cloud	Enterprise Cloud - Copper Cloud Connect (HA)	INFICENTR-CCCU-HA	\$ 323.00	MRC	35%	\$ 209.95
Cloud	Enterprise Cloud - Fiber Cloud Connect (HA)	INFICENTR-CCFI-HA	\$ 520.00	MRC	35%	\$ 338.00
Cloud	Enterprise Cloud HA Utility Firewall	INFICENTR-HAUFW	\$ -	MRC	0%	\$ -
Cloud	Enterprise Cloud HA Utility Load Balancer	INFICENTR-HAULB	\$ -	MRC	0%	\$ -

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Product	BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
Cloud	Enterprise Cloud Resource Bundle - 1Ghz, 2GB MEM	INFICENTRBDL1GHZ2GB	\$ 320.00	MRC	47%	\$ 166.95
Cloud	Enterprise Cloud Resource Bundle (Large Memory VM) - 20GB MEM, 5Ghz	INFICENTRBDLLMVM20GB 5GHZ-CPVD	\$ 2,400.00	MRC	42%	\$ 1,334.00
Cloud	Enterprise Cloud Shared NAS Chassis	INFICENTRNASCHASSIS	\$ -	NRC	0%	\$ -
Cloud	HA Enterprise Cloud Network Extension Switches	INFICENTRNETEXTSWTCHHA	\$ 425.00	MRC	35%	\$ 276.25
Cloud	HA Enterprise Cloud Network Extension Switches - Implementation	IMPINFICENTRNETEXTSWTCHHA	\$ 1,000.00	NRC	20%	\$ 800.00
Cloud	Hybrid Deployment Suite: 1/4 Cabinet - Single Device (8U, 360W)	10010010-SNGDVC	\$ 510.00	MRC	37%	\$ 321.30
Cloud	Hybrid Deployment Suite: 1/4 Cabinet (8U, 1.6kW)	10010010-08UCAB	\$ 800.00	MRC	37%	\$ 504.00
Cloud	Hybrid Deployment Suite: Device Setup	10510010-DEVSETUP	\$ 500.00	NRC	0%	\$ 500.00
Cloud	Hybrid Deployment Suite: Ethernet Uplink	10010010-GigUp	\$ 50.00	MRC	37%	\$ 31.50
Cloud	Multi-Factor Phone Authentication, Per User	INFICENTR-MFAPF-001USR	\$ 63.00	MRC	35%	\$ 40.95
Cloud	Private IP's (DMZ/27) - Initial	INFICENTR-PRIP-DMZ27	\$ -	MRC	0%	\$ -
Cloud	Private IP's (INT/28) - Initial	INFICENTR-PRIP-INT28	\$ -	MRC	0%	\$ -
DBR	1 GB Backup and Restore Storage - Online (Minimum Initial Order QTY = 500)	DBR-1GBONSVCS	\$ 0.98	MRC	35%	\$ 0.64

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Product	BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
DBR	Data Backup and Restore (DBR) Initial Install / Training	INFICENTR-DBR-INSTALL	\$ 500.00	NRC	0%	\$ 500.00
Network	1 Enterprise Cloud Public IP (Additional)	INFICENTR-PUBIP-1BUNADD	\$ 5.00	MRC	0%	\$ 5.00
Network	Enterprise Cloud LAN-LAN VPN Tunnel - 10Mbps	INFICENTR-L2LVPN-10MBPS-CPVL	\$ 1,285.00	MRC	35%	\$ 835.25
Network	Enterprise Cloud LAN-LAN VPN Tunnel - 1Mbps	INFICENTR-L2LVPN-1MBPS-CPVL	\$ 200.00	MRC	35%	\$ 130.00
Network	Enterprise Cloud LAN-LAN VPN Tunnel - 3Mbps	INFICENTR-L2LVPN-3MBPS-CPVL	\$ 550.00	MRC	35%	\$ 357.50
Network	Enterprise Cloud LAN-LAN VPN Tunnel - 6Mbps	INFICENTR-L2LVPN-6MBPS-CPVL	\$ 1,085.00	MRC	35%	\$ 705.25
Network	Enterprise Cloud LAN-LAN VPN: Initial Network + 1 x 10Mbps Tunnel	INFICENTR-L2LVPN-10MBPSBUN-CPVL	\$ 1,285.00	MRC	35%	\$ 835.25
Network	Enterprise Cloud LAN-LAN VPN: Initial Network + 1 x 1Mbps Tunnel	INFICENTR-L2LVPN-1MBPSBUN-CPVL	\$ 200.00	MRC	35%	\$ 130.00
Network	Enterprise Cloud LAN-LAN VPN: Initial Network + 1 x 3Mbps Tunnel	INFICENTR-L2LVPN-3MBPSBUN-CPVL	\$ 550.00	MRC	35%	\$ 357.50
Network	Enterprise Cloud LAN-LAN VPN: Initial Network + 1 x 6Mbps Tunnel	INFICENTR-L2LVPN-6MBPSBUN-CPVL	\$ 1,085.00	MRC	35%	\$ 705.25
Storage	100GB Enterprise Cloud Compute Pool Fiber Storage	INFICENTRBDL100GBFSTOR	\$ 80.00	MRC	47%	\$ 42.40
Storage	250GB Enterprise Cloud Shared NAS Storage	INFICENTNASSTOR-250GB	\$ 125.00	MRC	42%	\$ 72.50

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Product	BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
Storage	Enterprise Cloud - Dedicated NAS Hardware - Implementation	IMPINFICENTRNAS	\$ 625.00	NRC	See Pricing Condition #6	Variable
VDR	SRO - 1000 GB Storage	VDRSRO1000GB	\$ 290.00	MRC	42%	\$ 168.20
VDR	SRO Services	VDRSROMGMTINSTALL	\$ 800.00	NRC	See Pricing Condition #6	Variable
VDR	VDR - Additional GB RAM	VDRADDRAMSVCS	\$ 43.00	MRC	35%	\$ 27.95
VDR	VDR - Additional GHz CPU	VDRADDCPUSVCS	\$ 63.00	MRC	35%	\$ 40.95
VDR	VDR - Additional usable 1000 GB storage	VDRADD1000GBSVCS	\$ 203.00	MRC	35%	\$ 131.95
VDR	VDR - Application-replicated virtual machines	VDRBASEAPPREPSVCS	\$ 112.00	MRC	35%	\$ 72.80
VDR	VDR - Application-replicated virtual machines installation	VDRBASEAPPREPINSTALL	\$ 112.00	NRC	See Pricing Condition #6	Variable
VDR	VDR - Array-replicated virtual machines	VDRBASENAPPSVCS	\$ 213.00	MRC	35%	\$ 138.45
VDR	VDR - Array-replicated virtual machines installation	VDRBASENAPPINSTALL	\$ 112.00	NRC	See Pricing Condition #6	Variable
VDR	VDR - Cisco ASA55x0 Security Appliance	VDR CIS55X0SVCS	\$ 237.00	MRC	5%	\$ 225.15
VDR	VDR - hypervisor-replicated virtual machines	VDRHREPSVCS	\$ 238.00	MRC	35%	\$ 154.70
VDR	VDR - hypervisor-replicated virtual machines installation	VDRHREPINSTALL	\$ 225.00	NRC	See Pricing Condition #6	Variable

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Product	BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
VDR	VDR - New customer base (AD, etc..) installation	VDRMGMTINSTALL	\$ 9,000.00	NRC	See Pricing Condition #6	Variable



## Colocation

### Pricing Conditions

1. These pricing conditions and the attached rate table (the "Rate Table," together with these pricing conditions, the "Pricing Conditions") are hereby incorporated under the State agreement ("Agreement") between Verizon and the Customer ("Customer") and replace the pricing conditions and rates set forth in any other pricing attachment to the Agreement. These Pricing Conditions apply exclusively to the services described in the Rate Table (the "Services") for colocation in Verizon United States ("US") Signature and Sterling datacenters.
2. Colocation services are subject to availability of space and power. Colocation services at Sterling data centers may require bandwidth purchases from Verizon, quotes for which are available from Verizon.
3. These Pricing Conditions do not apply to US federal sector services.
4. Pricing Conditions do not apply to Service Orders with a term less than twelve (12) months.
5. These Pricing Conditions remain in effect for the Term of the Agreement.
6. The Discount Tiers applicable to non-recurring charges ("NRC") are based on the term of the applicable Statement of Work (1 year - 25%; 2 year - 50%; 3 year - 75%).
7. These Pricing Conditions apply only to Agreements between two entities domiciled in US.
8. This rate sheet pricing is available under this agreement until March 31st, 2015. This rate sheet pricing will be updated annually on April 1, beginning April 1, 2015. Pricing for certain Terremark services adjusts in line with market trends and costs to obtain services provided by third parties, which results in the need for Terremark to publish regular rate sheet updates to ensure market competitive pricing. Any customer purchasing under a blanket purchase agreement can lock its pricing for a defined scope of work at the time the customer executes a Service Order / Statement of Work ("SO/SOW") with Verizon Terremark. The prices applicable to each SO/SOW will be locked for the duration of that SO/SOW. However, SO/SOW extensions and expansions are subject to the rate sheet prices in effect at the time of extension or expansion.

BMI Description	BMI ID	2014 List Price	Frequency	2014 Discount	2014 Rate
Managed Router Service CIR, per Mbps (151 Mbps to 500 Mbps)	MRSCIR151M500M	\$15.00	MRC	20%	\$ 12.00
Managed Router Service CIR, per Mbps (1 Mbps to 4 Mbps)	MRSCIR1M4M	\$50.00	MRC	20%	\$ 40.00
Managed Router Service CIR, per Mbps (501 Mbps to 1 Gbps)	MRSCIR501M1G	\$15.00	MRC	20%	\$ 12.00
Managed Router Service CIR, per Mbps (51 Mbps to 150 Mbps)	MRSCIR51M150M	\$20.00	MRC	20%	\$ 16.00
Managed Router Service CIR, per Mbps (5 Mbps to 50 Mbps)	MRSCIR5M50M	\$25.00	MRC	20%	\$ 20.00
Cooling Premium: Cabinet (upto 220W/qsft)	10010098-CB220	\$ 200.00	MRC	50%	\$ 100.00
Cooling Premium: Cabinet (upto 400W/qsft)	10010098-CB400	\$ 400.00	MRC	50%	\$ 200.00
Cooling Premium: Contracted Square Footage (upto 160W/sqft)	10010098-SF160	\$ 2.00	MRC	50%	\$ 1.00
Cooling Premium: Contracted Square Footage (upto 200W/sqft)	10010098-SF200	\$ 4.00	MRC	50%	\$ 2.00
Cooling Premium: Contracted Square Footage (upto 240W/sqft)	10010098-SF240	\$ 6.00	MRC	50%	\$ 3.00
Cooling Premium: Contracted Square Footage (upto 280W/sqft)	10010098-SF280	\$ 8.00	MRC	50%	\$ 4.00
Cooling Premium: Contracted Square Footage (upto 320W/sqft)	10010098-SF320	\$ 10.00	MRC	50%	\$ 5.00
Cooling Premium: Contracted Square Footage (upto 360W/sqft)	10010098-SF360	\$ 12.00	MRC	50%	\$ 6.00
Cooling Premium: Contracted Square Footage (upto 400W/sqft)	10010098-SF400	\$ 14.00	MRC	50%	\$ 7.00
120vAC, SP, 20amp, CPS (A & B)	20010160	\$ 710.00	MRC	45%	\$ 390.50
120vAC, SP, 30amp, CPS (A & B)	20010168	\$ 1,070.00	MRC	45%	\$ 588.50
208vAC, 3P, 20amp, CPS (A & B)	20010252	\$ 2,130.00	MRC	45%	\$ 1,171.50
208vAC, 3P, 30amp, CPS (A & B)	20010260	\$ 3,190.00	MRC	45%	\$ 1,754.50
208vAC, 3P, 50amp, CPS (A & B)	20010276	\$ 5,320.00	MRC	45%	\$ 2,926.00
208vAC, 3P, 60amp, CPS (A & B)	20010284	\$ 6,380.00	MRC	45%	\$ 3,509.00
208vAC, SP, 20amp, CPS (A & B)	20010332	\$ 1,420.00	MRC	45%	\$ 781.00
208vAC, SP, 30amp, CPS (A & B)	20010340	\$ 2,130.00	MRC	45%	\$ 1,171.50
7' Colocation Cabinet	10010010	\$ 1,200.00	MRC	46%	\$ 648.00
Contracted Square Footage	10010025	\$ 60.00	MRC	37%	\$ 37.80

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## Managed Hosting

### Pricing Conditions

1. These pricing conditions and the attached rate table (the "Rate Table," together with these pricing conditions, the "Pricing Conditions") are hereby incorporated under the applicable State agreement ("Agreement") between Verizon and the customer ("Customer") and replace the pricing conditions and rates set forth in any other pricing attachment to the Agreement. These Pricing Conditions apply to the services described in the Rate Table (the "Services") for managed hosting services only.
2. These Pricing Conditions do not apply to United States ("US") federal sector services
3. These Pricing Conditions do not apply to Statements of Work with a term less than twelve (12) months.
4. These Pricing Conditions remain in effect for the Term of the Agreement.
5. The Discount Tier rates set forth in the Rate Table are the net rate after applying the discount, if applicable, to the List Price set forth in the Rate Table.
6. Customer responsible for any property tax associated with MH equipment. All MH Equipment must comply with Terremark versions and revisions.
7. This rate sheet pricing is available under this agreement until March 31st, 2015. This rate sheet pricing will be updated annually on April 1, beginning April 1, 2015. Pricing for certain Terremark services adjusts in line with market trends and costs to obtain services provided by third parties, which results in the need for Terremark to publish regular rate sheet updates to ensure market competitive pricing. Any customer purchasing under a blanket purchase agreement can lock its pricing for a defined scope of work at the time the customer executes a Service Order / Statement of Work ("SO/SOW") with Verizon Terremark. The prices applicable to each SO/SOW will be locked for the duration of that SO/SOW. However, SO/SOW extensions and expansions are subject to the rate sheet prices in effect at the time of extension or expansion.

Item Code	Description	Frequency	List Price	Discount	Unit Price
BAKENCryp	Encrypted Backups	MR C	\$15.29	10 %	\$ 13.76
BAKMTRPGB010	Shared Managed Backup - 10GB	MR C	\$ 14.00	10 %	\$ 12.60
BCSGSLBDED	Business Continuity - Global Server Load Balancing (Dedicated Device)	MR C	\$ 500.00	20 %	\$ 400.00
BCSGSLBDEDIMP	Business Continuity - Global Server Load Balancing (Dedicated Device) - Implementation	NR C	\$ 1,500.00	0% 	\$ 1,500.00
FBRSANSTOR-010	10GB Infiniserver Fiber SAN Storage	MR C	\$ 7.50	10 %	\$ 6.75
FBRSANSTORDED-250	250GB Utility Fiber SAN Storage - Dedicated Server	MR C	\$ 180.00	10 %	\$ 162.00
HWUFFBRSANSTOR-010	Hardware Fee - 10GB Infiniserver Fiber SAN Storage per GB	MR C	\$ 0.50	10 %	\$ 0.45
HWUFINF2VPU2GB	Infiniserver - 2VPU, 2GB MEM	MR C	\$ 78.48	10 %	\$ 70.63
HWUFINF4VPU8GB	Infiniserver - 4VPU, 8GB MEM	MR C	\$ 203.54	10 %	\$ 183.19
IMPBAKENCryp	Encrypted Backups - Implementation	NR C	\$ 100.00	25 %	\$ 75.00
IMPFBRSANSTORDED	Fiber SAN Storage - Dedicated Server (Per Server) - Implementation	NR C	\$ 1,000.00	25 %	\$ 750.00
IMPFBRSANSTORDED-UPG	Fiber SAN Storage - Dedicated Server (Per Server) - Upgrade	NR C	\$ 625.00	0% 	\$ 625.00
IMPMHDED	MH Base Server Management - Implementation (Per Server)	NR C	\$ 1,000.00	25 %	\$ 750.00

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Item Code	Description	Frequency	List Price	Discount	Unit Price
IMPMHDRDBREP	MH DB Log Shipping (Per DB instance) - Implementation	NR C	\$ 330.00	25 %	\$ 247.50
IMPMHINF	MH Base Infiniserver - Implementation	NR C	\$ 760.00	25 %	\$ 570.00
IMPMNTRNIQAPPMGR-SIMPCUST	Monitoring - Simple Cust. NetIQ AppMgr. Monitor - Implementation	NR C	\$ 50.00	25 %	\$ 37.50
IMPMNTRSSTM-1	Monitoring - Addl. SiteScope Transaction Steps (Per Step) - Implementation	NR C	\$ 25.00	25 %	\$ 18.75
IMPMNTRSSTM-5	Monitoring - SiteScope Transaction Monitor (Up to 5 Steps) - Implementation	NR C	\$ 100.00	25 %	\$ 75.00
IMPMNTRSSURLKW	Monitoring - SiteScope URL Keyword Monitor - Implementation	NR C	\$ 50.00	25 %	\$ 37.50
IMPNETFWCSCASA551020	Firewall - Cisco ASA5510/5520 - Implementation	NR C	\$ 1,500.00	20 %	\$ 1,200.00
IMPNETFWCSCASA554050	Firewall - Cisco ASA5540/5550 - Implementation	NR C	\$ 1,750.00	25 %	\$ 1,312.50
IMPNETFWCSCASA5585	Firewall - Cisco ASA5585 - Implementation	NR C	\$ 2,000.00	25 %	\$ 1,500.00
IMPNETFWCSC-VPN	Firewall - Dedicated Firewall VPN Termination (1 Tunnel) - Implementation	NR C	\$ 155.00	25 %	\$ 116.25
IMPNETLBNTCR101215000 HA	Load Balancer - HA Netscaler 10000/12000/15000 Series - Implementation	NR C	\$ 3,000.00	25 %	\$ 2,250.00
IMPNETLBNTCR171921000 HA	Load Balancer - HA Netscaler 17000/19000/21000 Series - Implementation	NR C	\$ 3,000.00	25 %	\$ 2,250.00
IMPNETLBNTCR579000HA	Load Balancer - HA Netscaler 5000/7000/9000 Series - Implementation	NR C	\$ 3,000.00	25 %	\$ 2,250.00

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Item Code	Description	Frequency	List Price	Discount	Unit Price
IMPNETLBSSLUPGD	Load Balancer - SSL Acceleration (per Cert) - Implementation	NR C	\$ 50.00	25 %	\$ 37.50
IMPNETSWCCSC2-24CAB-HA	Network - HA Cisco 2000 Series Cabinet Switch, 24-Port - Implementation	NR C	\$ 400.00	20 %	\$ 320.00
IMPNETSWCCSC3-24CAB-HA	Network - HA Cisco 3000 Series Cabinet Switch, 24-Port - Implementation	NR C	\$ 450.00	25 %	\$ 337.50
IMPNETSWCCSC4-48CAB-HA	Network - HA Cisco 4000 Series Cabinet Switch, 48-Port - Implementation	NR C	\$ 550.00	0% 	\$ 550.00
IMPNETSWCCSC5-32CAB-HA	Network - HA Cisco 5000 Series Cabinet Switch, 32-Port - Implementation	NR C	\$ 550.00	25 %	\$ 412.50
IMPNETSWCSAN-HA	Network - HA SAN Switch - Implementation	NR C	\$ 100.00	0% 	\$ 100.00
IMPNETSWVPNSSL-ADL	Network - Software SSL Client-LAN VPN (Additional) - Implementation	NR C	\$ 50.00	25 %	\$ 37.50
IMP-SVC-ADMGMT	Managed Active Directory Implementation	NR C	\$ 120.00	25 %	\$ 90.00
IMP-SVC-DB-Oracle	Managed DB Oracle Implementation	NR C	\$ 630.00	25 %	\$ 472.50
IMP-SVC-INCIDENT	Incident Management (Generic Customer App) Implementation	NR C	\$ 250.00	25 %	\$ 187.50
IMP-SVC-WEBMGMT	Managed Web Server Implementation	NR C	\$ 120.00	25 %	\$ 90.00
MHDED	MH Base Server Management (Per Server)	MR C	\$ 313.00	10 %	\$ 281.70
MHDRDBREP	MH DB Log Shipping Support (Per DB instance)	MR C	\$ 91.00	10 %	\$ 81.90

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Item Code	Description	Frequency	List Price	Discount	Unit Price
MNTRNIQAPPMGR-SIMPCUST	Monitoring - Simple Cust. NetIQ AppMgr. Monitor	MR C	\$ 50.00	5%	\$ 47.50
MNTRSSTM-1	Monitoring - Addl. SiteScope Transaction Steps (Per Step)	MR C	\$ 25.00	5%	\$ 23.75
MNTRSSTM-5	Monitoring - SiteScope Transaction Monitor (Up to 5 Steps)	MR C	\$ 100.00	5%	\$ 95.00
MNTRSSURLKW	Monitoring - SiteScope URL Keyword Monitor	MR C	\$ 25.00	5%	\$ 23.75
NETFWCSCASA551020	Firewall - Cisco ASA5510/5520 - Mgd Service	MR C	\$ 585.00	20%	\$ 468.00
NETFWCSCASA554050	Firewall - Cisco ASA5540/5550 - Mgd Service	MR C	\$ 835.00	20%	\$ 668.00
NETFWCSCASA5585	Firewall - Cisco ASA5585 - Mgd Service	MR C	\$ 950.00	20%	\$ 760.00
NETFWCSC-VPN	Firewall - Dedicated Firewall VPN Termination (1 Tunnel)	MR C	\$ 44.20	10%	\$ 39.78
NETLBNTCR101215000HA	Load Balancer - HA Netscaler 10000/12000/15000 Series - Mgd Service	MR C	\$ 598.00	10%	\$ 538.20
NETLBNTCR171921000HA	Load Balancer - HA Netscaler 17000/19000/21000 Series - Mgd Service	MR C	\$ 598.00	10%	\$ 538.20
NETLBNTCR579000HA	Load Balancer - HA Netscaler 5000/7000/9000 Series - Mgd Service	MR C	\$ 598.00	10%	\$ 538.20
NETLBNTCR579000HA	Load Balancer - HA Netscaler 5000/7000/9000 Series - Mgd Service	MR C	\$ 598.00	10%	\$ 538.20
NETLBSSLUPGD	Load Balancer - SSL Acceleration (Per Cert)	MR C	\$ 43.00	0%	\$ 43.00

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Item Code	Description	Frequency	List Price	Discount	Unit Price
NETSWCCSC2-24CAB-HA	Network - HA Cisco 2000 Series Cabinet Switch, 24-Port - Mgd Service	MR C	\$ 335.00	20 %	\$ 268.00
NETSWCCSC3-24CAB-HA	Network - HA Cisco 3000 Series Cabinet Switch, 24-Port - Mgd Service	MR C	\$ 405.00	20 %	\$ 324.00
NETSWCCSC4-48CAB-HA	Network - HA Cisco 4000 Series Cabinet Switch, 48-Port - Mgd Service	MR C	\$ 520.00	20 %	\$ 416.00
NETSWCCSC5-32CAB-HA	Network - HA Cisco 5000 Series Cabinet Switch, 32-Port - Mgd Service	MR C	\$ 500.00	20 %	\$ 400.00
NETSWCSAN-HA	Network - HA SAN Switch - Mgd Service	MR C	\$ 100.00	20 %	\$ 80.00
NETSWVPNSL-ADL	Network - Software SSL Client-LAN VPN (Additional)	MR C	\$ 50.00	20 %	\$ 40.00
NETSWVPNSL-INCL	Network - Software SSL Client-LAN VPN (Included)	MR C	\$ -	0%	Included
PLT-120V-01U/A	Platform Fee - 120V (Per Effective 01U)	MR C	\$ 90.00	0%	\$ 90.00
PLT-208V-01U/A	Platform Fee - 208V (Per Effective 01U)	MR C	\$ 105.00	0%	\$ 105.00
PLT-INF-2VPU2GB	Platform Fee - Infiniserver (2VPU, 2GB)	MR C	\$ 20.00	0%	\$ 20.00
PLT-INF-4VPU8GB	Platform Fee - Infiniserver (4VPU, 8GB)	MR C	\$ 40.00	0%	\$ 40.00
SVC-MSSQL-SA	Managed MSSQL DB (Standalone)	MR C	\$ 355.43	10 %	\$ 319.89
SVC-ORCL-RAC	Managed Oracle DB RAC	MR C	\$ 634.75	10 %	\$ 571.28

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Item Code	Description	Frequency	List Price	Discount	Unit Price
SVC-WEBMGMT	Managed Web Server	MRC	\$ 78.00	10 %	\$ 70.20



**IBVM**

**Pricing Conditions**

1. These pricing conditions and the attached rate table (the “Rate Table,” together with these pricing conditions, the “Pricing Conditions”) are hereby incorporated under the applicable State agreement (“Agreement”) between Verizon and the customer (“Customer”) and replace the pricing conditions and rates set forth in any other pricing attachment to the Agreement. These Pricing Conditions apply to the services described in the Rate Table (the “Services”) for standard Instance Based Virtual Machine cloud services only.
2. These Pricing Conditions do not apply to United States (“US”) federal sector services
3. No Term Commitment for Instance Based Virtual Machine ("IBVM") configurations at Tier Zero
4. Cloud services are available as follows on a local to local basis.
5. Contract rates are the net rate after applying displayed discount to the displayed program rates in the Enterprise Cloud Portal, where discounts are applicable
6. List pricing in the Enterprise Cloud Portal may be increased, decreased or amended at Verizon's sole discretion without notification. Pricing changes that occur mid-month will affect the entire billing month.
7. Changes to the State Standard Discount percentages may occur once per year and will not be decreased by an amount in excess of 2 percentage points (e.g. 20% to 18%)

Element	IBVM USA State Standard Discount
Compute	20%
Storage	20%
Subscription Services	0%

**IBVM 1Q14**

**Pricing Conditions**

1. These pricing conditions and the attached rate table (the “Rate Table,” together with these pricing conditions, the “Pricing Conditions”) are hereby incorporated under the applicable State agreement (“Agreement”) between Verizon and the customer (“Customer”) and replace the pricing conditions and rates set forth in any other pricing attachment to the Agreement. These Pricing Conditions apply to the services described in the Rate Table (the “Services”) for standard Instance Based Virtual Machine cloud services only.
2. These Pricing Conditions do not apply to United States (“US”) federal sector services

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3. Instance Based Virtual Machine ("IBVM") orders must use the IBVM Promotional Part (INFCENTR-IMRP-0713Promo) to be eligible for the 1Q14 Discount Promotion, as define in the table below.
4. Cloud services are available as follows on a local to local basis.
5. Contract rates are the net rate after applying displayed discount to the displayed program rates in the Enterprise Cloud Portal, where discounts are applicable.
6. List pricing in the Enterprise Cloud Portal may be increased, decreased or amended at Verizon's sole discretion without notification. Pricing changes that occur mid-month will affect the entire billing month.
7. 1Q14 Discount Promotion off of the Enterprise Cloud Portal State Rate Sheet 1 (ECP-CPRS1) is available to net new sales through March 31, 2014 23:59:59 UTC, after which date the 1Q14 Discount Promotion may be continued, amended or discontinued at Verizon's sole discretion. New customers whose Activation Date, as defined in the SOW, is on or after April 1, 2014 00:00:01 UTC will be billed at the then current Enterprise Cloud State Rate Sheet rates and be eligible for the State Standard Discount.
8. Customers who have an Activation Date on or before March 31, 2014 23:59:59 UTC will continue to receive this promotional discount for up to 12 months of usage from the date of customer activation. After twelve (12) months, In Use IBVMs will be billed at the then-current Enterprise Cloud Portal State Rate Sheet and eligible for the State Standard Discount.
9. Customers who have an Activation Date on or before March 31, 2014 23:59:59, and who increase their IBVM usage after this time will continue to be eligible for the 1Q14 Promotional Discount for the increased IBVM usage. An increase in IBVM usage after March 31, 2014 23:59:59 does not extend the 12 month promotional usage period on Pricing Condition 8.

Element	IBVM USA 1Q14 Discount Promotion
Compute	35%
Storage	35%
Subscription Services	0%

## Mobile Device Management

### Mobile Workforce Manager

End User MRC	\$3.95 per user per month
Wi-Fi (outside of Americas)	\$0.18 per minute

NRC of \$500 per customer waived if service is kept in for one year.