

Alternate Line Service Pricing Information – Addendum B

A Nextel exclusive, Alternate Line Service enables a second active phone line on one handset, so business and personal calls can be kept separate without having to have multiple phones. Costs can be consolidated on one invoice, or billed to separate addresses for each line.

Two Phone Numbers in One Phone	Two different numbers can be used on the same handset for incoming and outgoing calls.	<ul style="list-style-type: none"> Enables customer to differentiate and prioritize between personal and business calls. Saves the customer the cost of purchasing a second phone and managing multiple communications devices.
Cellular only rate plans	Rate plans designed for cellular centric users. Direct Connect & Nextel Online are not available on the ALS. These services are available with the primary line.	<ul style="list-style-type: none"> Alternate line targets consumer cell centric behavior for personal use.
Separate Billing Option	The ALS can be billed on the same invoice as the primary line OR can be billed separately to a different address.	<ul style="list-style-type: none"> Allows for a phone to not be charged for personal calls made on the company owned phones. A phone bill for the ALS can be sent directly to the employee's home address and paid directly to Nextel. (A phone bill for the Primary Line can be sent directly to the employee's work address and paid directly to Nextel.) Eliminates having to expense business calls or account for personal calls. Protects the privacy of individuals using company phones for personal calls
Two Different Area Codes	The alternate line is not required to have the same area code as the primary line. The area codes must be in the same market.	<ul style="list-style-type: none"> Different area codes may provide a local feel for the calling party. For example, a customer who works in Reston, VA and lives in Washington, DC can have a (703) area code for their primary line and a (202) area code for their alternate line.
Shared Voice Mail & Caller ID	Voice Mail and Caller ID are shared by both phone lines but service is purchased with the primary line. If these services are not available on the primary line then they won't be available on the secondary line unless added to the primary line.	<ul style="list-style-type: none"> Phone messages for both primary and alternate line are deposited into the same mailbox using a single greeting. Caller ID will identify inbound calls for both the primary and secondary line.
Separate Call Forwarding	Incoming calls to primary and secondary line can be forwarded to different phone numbers.	<ul style="list-style-type: none"> Allows flexibility in handling of business and personal calls.
Available on most Nextel handsets	All handsets except: Lingo (LS3000), i280, i370, r370, r470, m370, b370, m100, i390, i500plus, and i550plus	<ul style="list-style-type: none"> ALS appropriate for all segments and verticals. Particularly enterprise and government and small office/home office (SOHO) customers.

Business Rules:

- Customers must have an active primary line to qualify. If customer has dispatch only on primary line then they will need to be switched to a cellular rate plan.
- ALS Rate plans are available **ONLY** for secondary line and are **NOT** to be activated on primary line.
- One minute rounding
- Alternate Line cellular minutes can't be pooled with cellular minutes on the primary line.
- If the primary line is disconnected, ALS line will also be disconnected.
- Corporate/ Government discounts apply.
- There is NO contract required or early termination fee for Alternate Line Service

Temporary Suspend Service

An agency, may if required to do so, place a unit in the temp suspend mode. Temp Suspend is a plan that allows the unit to remain active, but with no association of any specific rate plan. It primarily keeps the assigned phone number for that unit only. The government will have the option to maintain the temp suspend mode for a maximum limit of one (1) year. This service is being offered as an alternative service to critical replacement and/or emergency response preparedness. This service is for those agencies that wish to have the phones available to them at a facility of their choice and allow for project management planning.

Agencies wishing to utilize this service, will receive no discounts on the equipment purchase. The cost of the equipment will be Nextel's regular retail price or if in effect, the national promotion price.

It is a charge of \$5.95 a month. After 1 year of non-use, the customer will be notified and the number returned to the system. The phone will then be disconnected permanently and a new activation will need to be arranged.

B.10. Customer Service Centers/Representatives

Contractor is providing a toll free phone number (1-800-390-7545) and is operational twenty-four (24) hours a day, seven (7) days a week for the purpose of reporting equipment problems and malfunction, billing inquiries and or customer questions regarding their accounts and or services.

The Contractor shall provide sales centers strategically located across the country to receive service orders, equipment purchase, and maintenance requests. The contractor shall provide a listing of those centers.

The sales centers shall be sufficiently staffed and equipped to accommodate receipt of orders either by telephone, fax or direct mail during the hours of 8:00 AM - 6:00 PM (Eastern Standard Time) Monday through Friday excluding Federal Holidays.

B.11. Training:

The Contractor shall provide, at no additional cost, training to ordering agency personnel, at a mutually agreeable time, if requested by the customer in the delivery order. Training to be provided will include the proper operation of equipment purchased from all price tables, ESMR user training, feature operation. Additionally, applicable manuals, guide sheets or forms, and any other media necessary for training will be provided to the customer at no additional charge.

Contractor shall provide with each unit sold, a self-instructed CD as part of the new handset delivery product. This video training CD has been developed specifically for the new user, and explains in detail all the features of the handset.

Additionally, the contractor provides User Documentation on our website – www.nextel.com with an interactive demonstration available at http://www.nextel.com/support/user_guides/index.

Contractor will provide on-site training for customers purchasing ten units or more at no additional charge to the customer. Additional training requested by an agency will be user funded. The hourly training rate will be based on the rate of \$50.00 per hour per trainer. All travel will be billed in accordance with the Federal Travel Regulations in effect at the time, conducted as set forth in 41 C.F.R. chapters 300 et. seq.

Follow-on training shall be equal in scope and duration to that provided in the initial training session(s).

B.12. Marketing and Promotion: Marketing Plan – Submitted in Original Binder – Tab 11

The Contractor shall provide a Marketing Plan with its initial proposal. The plan shall include the contractor's plans for marketing and promoting this contract to all eligible agencies. The plan shall describe the sales force presently in-place, how the product and services are to be marketed, and promoted, and sold to all eligible.

Special Short Term Promotions:

Special short-term promotions for service or equipment offered to the general public shall be provided to the users under this contract at the prevailing discount.

B.13. Billing:

Contractor shall have an established billing system in-place to support this contract. Billing shall be directly to the ordering agency.

- ◆ Contractor shall issue invoices for Equipment purchased by and Service(s) provided to Customer, with monthly access charges invoiced in advance, and airtime, long distance charges and other usage-based charges invoiced in arrears.
- ◆ The newly created Government Economy Plans and the National Shared Plans will round to the second after the first minute.
- ◆ All other national commercial plans reflect rounding to the minute.

B.14. GSA User Fee:

The GSA User Fee is a method of reimbursement to the Government for the costs of operating and administering the Network Services program and recoups those costs from the ordering activity through the contractor's system. There shall be no additional cost to the Government for implementing, collecting, disbursing or administering this fee.

(a) Collection of GSA User Fee: Contractor shall remit the GSA User Fees to GSA in accordance with subparagraphs (c) and (d) below.

(b) User Fee: The GSA Fee of 2% will be incorporated into the rate plan and paid by Nextel directly to GSA. It will be based on revenue generated as a result of GSA contract sales.

(c) The Contractor shall remit to General Services Administration (GSA), Federal Technology Service (FTS), and the User Fee as outlined in the paragraphs below:

(d) Remittance of GSA, User Fee: The User Fee shall be sent to GSA Resource Management at the following address: General Services Administration, FTS, Network Services, ATTN: Carolyn Hawke, 7TC, 819 Taylor Street, Room 11A30, Fort Worth, Texas 76102.

The User Fee shall be paid by check to GSA, FTS. To ensure that payment is credited properly, the Contractor shall identify the check as a GSA User Fee, and include the Contract number and Monthly Summary Report supporting the check amount.

(e) If the full amount of the User Fee is not paid within 30 calendar days of the required payment date, it shall constitute a contract debt to the United States Government under Federal Acquisition Regulations (FAR Section 32.6). The Government may exercise all rights under the Debt Collection Act of 1982, including the withholding or setting off payments and interest on the debt.

B.15. Reports:

The Government reserves the right to inspect without further notice, such records of the Contractor as pertain to sales, billing and invoicing under this contract. Failure to submit reports or required documentation (as outlined in the solicitation) falsification of reports, and/or failure to pay the User fee in a timely manner constitutes a cause for terminating the contractor for default under the FAR 52.212-4, Contract Terms and Conditions – Commercial Items, paragraph (m), Termination for Cause.

B.16. Monthly Reporting Requirements:

On a monthly basis the Contractor shall furnish the Contracting Officer, Contracting Officer's Technical Representative (COTR) and Resource Management Monthly Summary Reports based on the total units active on an account at month end and the fee calculated at the negotiated amount. The report shall also provide the distribution of the GSA User Fee for each GSA Region. The Contractor shall sort categories by agency, and billing address upon request of the COTR. These reports shall be delivered no later than the 30th of each month for the previous month's activity.

B.17. Contract Administration Responsibilities:

Any eligible agency using this contract has primary responsibility for the administration of any order it places under the contract and shall correspond directly with the contractor. Eligible agencies are responsible for placing orders, making payments, inspecting and accepting or rejecting the equipment and services performed, and termination of orders, as warranted. GSA is responsible for overall administration of the contract, and when necessary, will serve as liaison between the contractor and using agencies, assist in expediting orders, and ensure compliance with contract requirements. The GSA Contracting Officer is also responsible for termination of the contract, when warranted.

B.18. Geographic Area of Contract:

Coverage is available and provided by Nextel Communications and/or Nextel Partners, Inc., an affiliated company, in most major metropolitan cities within the contiguous United States, Hawaii, and Washington D.C. Nextel does not currently have service in Alaska.

Coverage area – Local dispatch (Nextel Direct Connect™) and cellular calling coverage areas are subject to change any time at the discretion of the contractor, provided that reasonable advance notice to the Government is given.

Nextel Worldwide - NWW International Roaming

NWW is a service that allows Nextel cellular users to roam on a digital network across North America, with the exception of Alaska, and in much of South America (on the iDEN 800 network), and throughout most of Europe, Asia, and Africa (on GSM 900 networks). Specific phones are required for NWW services. They consist of the following: i2000 plus, p280 and v60 phone.