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State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 100
Concord, New Hampshire 03301
(603) 271-3201 | Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

May 3, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a **Retroactive** contract with Cellco Partnership d/b/a Verizon Wireless (VC#177660), Basking Ridge, NJ, in the amount up to and not to exceed \$3,976,760.72 for wireless cellular and data services with the option to extend for two additional one-year periods effective upon Governor and Council approval for the period April 1, 2023 through March 31, 2026.

EXPLANATION

This contract is **Retroactive** because of the complexity of vendor proposals, review period, and resultant negotiations. The Department of Administrative Services, through the Bureau of Purchase and Property (BoPP), issued a request for proposal (RFP) 2640-23 on November 22, 2022 with an original closing date of December 15, 2022. The closing date was extended to January 3, 2023 to provide additional time for comprehensive RFP responses. There were three compliant responses received with Cellco Partnership d/b/a Verizon Wireless achieving the second highest scoring overall.

It is the Department's intent to enter into contracts with each of the three vendors who submitted compliant responses. Agencies, upon approval of these contracts as submitted, shall contact each contractor to compare costs for services and select the contractor with the lowest cost meeting business needs. The three vendors, upon approval, will be Cellco Partnership d/b/a Verizon Wireless, T-Mobile USA, Inc. and AT&T Mobility, Inc.

The wireless cellular and data services plans include, but are not limited to voice only, voice/text/data, smartphone, and hotspot. These services allow agency personnel to maintain contact with each other and other key stakeholders while working in the office, in the field, or remotely. Accessories and devices are provided through this requested contract, as well as several additional plan options that are beneficial to the State.

The tables below summarize the comprehensive scoring that was completed by the technical scoring team from the Department of Information Technology (DoIT) and the commercial scoring team from the Department of Administrative Services, BoPP. The technical scoring team was comprised of Joseph Luna, DoIT Information Technology Manager V, Danny Caudle, DoIT Technical Support

Specialist VI, and Jeanne St. Pierre, DoIT Information Technology Manager V. The commercial scoring team was comprised of Andrea Olsson, BoPP Senior Purchasing Agent, Colin Capelle, BoPP Contract Administrator, and Mathew Stanton BoPP Deputy Director. Cellco Partnership d/b/a Verizon Wireless currently holds the majority of wireless cellular and data services plans statewide. Although some migration is anticipated after contract implementation, it is expected to be minimal.

Verizon combined average scoring (DoIT and BoPP scoring teams)		
Category	Possible points	Average score
Executive summary	10	10
Company profile	10	10
References	10	9
Providing services	20	20
Value added services	10	10
Price proposal	40	31
Total	100	90

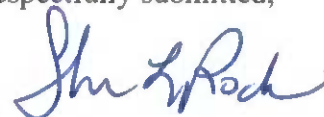
Unit cost comparison, compliant bids RFB 2640-23				
Plan (cost per month)	Cellco Partnership d/b/a Verizon Wireless	T-Mobile USA, Inc.	AT&T Mobility, Inc.	Average of 3 Expiring Contracts
Voice Only	\$22.99	\$10.00	\$22.99	\$23.26
Voice, Text, Data	\$40.00	\$17.60	\$55.50	\$25.29
Smartphone	\$46.99	\$39.44	\$52.99	\$39.43
Hotspot	\$37.99	\$29.40	\$37.99	\$36.13
Subtotal all plans	\$147.97	\$96.44	\$169.47	\$124.11
Verizon difference	N/A	\$51.53	(\$21.50)	\$23.86

Although Cellco Partnership d/b/a Verizon Wireless represents an increase over one competitor and the average of the three expiring contracts, their actual plan prices have remained in line with the previous contract pricing.

Price limitation recommendation	
Previous Verizon grand total spend (2020-2023)	\$3,787,391.16
Add 5% migration and balance of product line	\$189,369.56
Recommended price limitation	\$3,976,760.72

Based on the foregoing, I am respectfully recommending approval of the **Retroactive** contract with Cellco Partnership d/b/a Verizon Wireless.

Respectfully submitted,



For Charles M. Arlinghaus
 Commissioner



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

April 19, 2023

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Cellco Partnership d/b/a Verizon Wireless, as described below and referenced as DoIT No. 2023-044.

The purpose of this request is to provide statewide wireless cellular and data services.

The Total Price Limitation will be \$3,976,760.72 effective upon Governor and Executive Council approval retroactive from April 1, 2023 through March 31, 2026.

A copy of this letter must accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet", with a long horizontal flourish extending to the right.

Denis Goulet

DG/RA
DoIT #2023-044

cc: Mathew Stanton, Deputy Director
Rebecca Bolton, IT Manager



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFP Scoring Summary

RFP 2640-23 Detailed Tabulation (Monthly, Yearly, Term Totals)

Plan	Est. Number of Devices	AT&T	T-Mobile	Verizon	US Cellular*	Average of 3 Expiring
Section A: Voice Only	400	\$ 22.99	\$ 10.00	\$ 22.99		\$ 23.26
Monthly Total		\$ 9,196.00	\$ 4,000.00	\$ 9,196.00	NON-COMPLIANT BID	\$ 9,304.00
Yearly Total		\$ 110,352.00	\$ 48,000.00	\$ 110,352.00		\$ 111,648.00
3-Year Contract Total		\$ 331,056.00	\$ 144,000.00	\$ 331,056.00		\$ 334,944.00
Section B: Voice, Text, Data	400	\$ 55.50	\$ 17.60	\$ 40.00	\$ 20.00	\$ 25.29
Monthly Total		\$ 22,200.00	\$ 7,040.00	\$ 16,000.00	\$ 8,000.00	\$ 10,116.00
Yearly Total		\$ 266,400.00	\$ 84,480.00	\$ 192,000.00	\$ 96,000.00	\$ 121,392.00
3-Year Contract Total		\$ 799,200.00	\$ 253,440.00	\$ 576,000.00	\$ 288,000.00	\$ 364,176.00
Section C: Smartphone	2800	\$ 52.99	\$ 39.44	\$ 46.99	\$ 39.99	\$ 39.43
Monthly Total		\$ 148,372.00	\$ 110,432.00	\$ 131,572.00	\$ 111,972.00	\$ 110,404.00
Yearly Total		\$ 1,780,464.00	\$ 1,325,184.00	\$ 1,578,864.00	\$ 1,343,664.00	\$ 1,324,848.00
3-Year Contract Total		\$ 5,341,392.00	\$ 3,975,552.00	\$ 4,736,592.00	\$ 4,030,992.00	\$ 3,974,544.00
Section D: Hotspot	1000	\$ 37.99	\$ 29.40	\$ 37.99	\$ 39.00	\$ 36.13
Monthly Total		\$ 37,990.00	\$ 29,400.00	\$ 37,990.00	\$ 39,000.00	\$ 36,130.00
Yearly Total		\$ 455,880.00	\$ 352,800.00	\$ 455,880.00	\$ 468,000.00	\$ 433,560.00
3-Year Contract Total		\$ 1,367,640.00	\$ 1,058,400.00	\$ 1,367,640.00	\$ 1,404,000.00	\$ 1,300,680.00
Monthly Grand Total: All Plans, All Devices		\$ 217,758.00	\$ 150,872.00	\$ 194,758.00	\$ 158,972.00	\$ 165,954.00
Yearly Grand Total: All Plans, All Devices		\$ 2,613,096.00	\$ 1,810,464.00	\$ 2,337,096.00	\$ 1,907,664.00	\$ 1,991,448.00
3-Year Contract Grand Total: All Plans, All Devices		\$ 7,839,288.00	\$ 5,431,392.00	\$ 7,011,288.00	\$ 5,722,992.00	\$ 5,965,319.88
\$ Increase: 3-Year Contract 2023-2026		\$ 1,873,968.12	\$ (533,927.88)	\$ 1,045,968.12	\$ (242,327.88)	N/A
% Increase: 3-Year Contract 2023-2026		23.90%	-9.83%	14.92%	-4.06%	N/A
Points Assessed		28	40	31	0	N/A

$$\frac{\text{Lowest Overall Cost (3yr grand total)}}{\text{Vendor Offer (3yr grand total)}} \times 40 \text{ points} = \text{Points Assessed}$$

*US Cellular bid non compliant for section A: did not provide monthly rate for unlimited voice only plan. Calculations for monthly, yearly and contract totals do not represent direct comparison with other vendors' complete pricing.



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFP Scoring Summary

Bid Description	Wireless Cellular and Data Services	Agency	Statewide
RFP#	2640-23		
Agent Name	Andrea Olsson	Bid Closing	January 3, 2023 10:00AM

Vendor	Term	Financial Score	Technical Score	Final Score
T-Mobile	3yr (2023-2026)	40	55	95
Verizon	3yr (2023-2026)	31	59	90
AT&T	3yr (2023-2026)	28	60	88
US Cellular		0	55	55

Indicates awarded bidder



Division of Procurement Support Services
Bureau of Purchase Property

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Director
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RFP Scoring Summary

Technical Scoring			
T-Mobile			
Category	Possible Points	Average	Notes
Executive Summary	10	10	
Company Profile	10	10	
References	10	10	
Providing Services	20	15	
Value Added Services	10	10	
Price Proposal	40	40	
Total	100	95	
Verizon			
Category	Possible Points	Average	Notes
Executive Summary	10	10	
Company Profile	10	10	
References	10	9	
Providing Services	20	20	
Value Added Services	10	10	
Price Proposal	40	31	
Total	100	90	
AT&T			
Category	Possible Points	Average	Notes
Executive Summary	10	10	
Company Profile	10	10	
References	10	10	
Providing Services	20	20	
Value Added Services	10	10	
Price Proposal	40	28	
Total	100	88	
US Cellular			
Category	Possible Points	Average	Notes
Executive Summary	10	10	*US Cellular bid non compliant for section A: did not provide monthly rate for unlimited voice only plan.
Company Profile	10	10	
References	10	10	
Providing Services	20	15	
Value Added Services	10	10	
Price Proposal	40	0	
Total	100	55	



Division of Procurement Support Services
Bureau of Purchase Property

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Director
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RFP Scoring Summary

Recommendation Summary			
Statewide Contract or Amendment	Contract		
Term of Contract	Three Years		
Price Limitation	Varies by Vendor		
Number of Solicitations Received	4.00		
Number of Sourced Bidders	4.00		
Number of NIGP Vendors Sourced	146.00		
Number of non-responsive bidders			
Term of Contract	Three Years		
P-37 Checklist Complete	Yes		
D&B Report Attached			
Method of Payment (P-card/ACH)	ACH or P-Card		
FOB Delivered	Destination		
Expiring Contract Price Limitation	\$2,949,932.24 Average of 3 expiring contracts		
Total Cost Savings (\$/%)	\$	%	Increase/Savings
Financial Scoring Team		Technical Scoring Team	
Andrea Olsson	Senior Purchasing Agent, DAS	Joseph Luna	DoIT Information Technology Manager V
Colin Capelle	Contract Administrator, DAS	Danny Caudle	DoIT Technical Support Specialist VI
Mathew Stanton	Deputy Director, DAS	Jeanne St. Pierre	DoIT Information Technology Manager V

*Final scoring is consensus based

Special Notes:	<p>Please see detailed RFP Tabulation for monthly, yearly and contract term totals for all awarded vendors. Financial point awarded were based on the following formula:</p> $\frac{\text{Lowest Overall Cost (3yr grand total)}}{\text{Vendor Offer (3yr grand total)}} \times 40 \text{ points} = \text{Points Assessed}$
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Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFP Scoring Summary

Verizon Price Limitation Recommendation					
		Other expiring contract totals			Grand total 2020-2023
		Verizon Wireless	T-Mobile	US Cellular	
LBI (NH First) reporting	2020	\$ 349,758.21	\$ 58.98	\$ 29,222.72	\$ 379,039.91
	2021	\$ 1,548,068.35	\$ 5,455.53	\$ 115,244.55	\$ 1,668,768.43
	2022	\$ 1,299,105.32	\$ 15,711.92	\$ 109,993.67	\$ 1,424,810.91
	2023	\$ 149,149.27	\$ 1,019.80	\$ 13,903.68	\$ 164,072.75
Total		\$ 3,346,081.15	\$ 22,246.23	\$ 268,364.62	\$ 3,636,692.00
P-Card spend	2020	\$ 153,277.54	\$	\$ 4,111.07	\$ 157,388.61
	2021	\$ 172,139.14	\$ 880.98	\$ 58,387.31	\$ 231,407.43
	2022	\$ 111,499.45	\$ 4,518.82	\$ 66,584.62	\$ 182,602.89
	2023	\$ 4,393.88	\$ 364.94	\$ 3,005.24	\$ 7,764.06
Total		\$ 441,310.01	\$ 5,764.74	\$ 132,088.24	\$ 579,162.99
Previous total contract spend		\$ 3,787,391.16	\$ 28,010.97	\$ 400,452.86	\$ 4,215,854.99
Add 5% balance of product line		\$ 189,369.56	N/A	N/A	N/A
Recommended price limitation		\$ 3,976,760.72	N/A	N/A	N/A


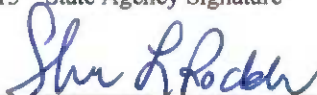
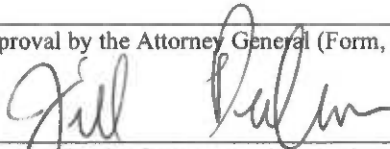
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Administrative Services Bureau of Purchase and Property		1.2 State Agency Address 25 Capitol Street, Room 102 Concord, NH 03301	
1.3 Contractor Name Cellco Partnership d/b/a Verizon Wireless		1.4 Contractor Address One Verizon Way Basking Ridge, NJ 07920	
1.5 Contractor Phone Number 617-694-4739	1.6 Account Number Various	1.7 Completion Date March 31, 2026	1.8 Price Limitation \$3,976,760.72
1.9 Contracting Officer for State Agency Gary Lunetta		1.10 State Agency Telephone Number 603-271-3606	
1.11 Contractor Signature DocuSigned by:  Date: 4/17/2023 8:30 AM MDT		1.12 Name and Title of Contractor Signatory Todd Loccisano, VP – Contract Management	
1.13 State Agency Signature  Date: 4/24/23		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 4/21/23			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

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8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under

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this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.


Contractor Initials 
Date 4/17/2023 | 8:30 AM M.

EXHIBIT A
SPECIAL PROVISIONS

1. Delete 3.1 in its entirety and substitute with the following:

Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective upon the Governor and Executive Council approval of this Agreement retroactively beginning on April 1, 2023.

2. Delete Section 4 in its entirety and substitute with the following:

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

3. Delete Section 6.3 in its entirety and substitute with the following:

The Contractor agrees to permit the State or United States (as applicable) access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulation and orders, and the covenants, terms and conditions of this Agreement.

4. Delete Section 8.2.1 in its entirety and substitute with the following:

give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

5. Delete Section 10.3 in its entirety and substitute with the following:

Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State, except where required by law.

6. Delete Section 12.1 in its entirety and substitute with the following:

The Contractor shall not assign or otherwise transfer and interest in this Agreement without the prior written notice, which shall be provided to the State at least 15 days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interest, or combined voting power of the Contractor, provided however, for the avoidance of doubt, Change of Control shall not extend to any internal corporate reorganization where Contractor continues to be owned by the same ultimate parent, or (b) the sale of all or substantially all of the assets of the contractor.

7. Delete Section 12.2 in its entirety and substitute with the following:

None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The Contractor will work in good faith with the State to provide documentation showing compliance with this provision.

8. Delete Section 13 in its entirety and substitute with the following:

Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, in breach of this Agreement, or as a result of negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

9. Delete Section 14 in its entirety and substitute with the following:

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force and shall require any subcontractor or assignee to obtain and maintain in force substantially the same insurance as required of Contractor, the following insurance:

14.1.1 commercial general liability insurance with limit of \$1,000,000 per occurrence of bodily injury, death or property damage and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed, authorized or permitted to conduct business in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this

Agreement within thirty (30) days of the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Contractor shall provide the Contracting Officer identified in block 1.9, or his or her successor, thirty (30) days prior written notice of cancellation of the policy.

10. Delete Section 15.2 in its entirety and substitute with the following:

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain Workers' Compensation in connection with the Services provided by the Contractor under this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewals(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement. If applicable, the Contractor shall require any subcontractor to obtain and maintain workers compensation insurance as required under N.H. RSA chapter 281-A ("Workers Compensation").

**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

Cellco Partnership d/b/a Verizon Wireless (hereinafter referred to as the "Contractor") hereby agrees to provide the State of New Hampshire (hereinafter referred to as the "State"), Department of Administrative Services, with Wireless Cellular and Data Services in accordance with the proposal submission in response to State Request for Proposal #2640-23 and as described herein.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents"):

- a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
- b. EXHIBIT A Special Provisions
- c. EXHIBIT B Scope of Services
- d. EXHIBIT C Method of Payment
- e. EXHIBIT D RFP 2640-23
- f. EXHIBIT E Contractor's Proposal Response

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1), Form Number P-37 as modified by EXHIBIT A "Special Provisions, (2) EXHIBIT B "Scope of Services," (3) EXHIBIT C "Method of Payment," (4) EXHIBIT D "RFP 2640-23," and (5) EXHIBIT E "Contractor's Proposal Response."

3. TERM OF CONTRACT

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure with the approval of the Governor and Executive Council.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

Contractor shall provide/make available wireless cellular and data services to all State agencies.

Except as otherwise provided in this Scope of Services, all services performed under this Contract shall be performed Monday through Friday, excluding federally recognized holidays, between the hours of 8:00 A.M. and 4:00 P.M. unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas.

The Contractor shall not commence work until a conference is held with each State agency intending to utilize the Contractor's services, at which representatives of the Contractor and the State are present. The conference will be arranged by the State agency.

The work staff shall consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

If sub-contractors are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

TECHNICAL REQUIREMENTS

The Contractor shall consider the State as one large account. It is not the intent of the State to receive variable services per State Agency under multiple Contractor programs, unless such services are provided under State accepted balance of product line which results in reduced costs of services.

The Contractor shall complete equipment distribution and turn-up (porting of numbers and devices ready for use) requiring that all services be fully operable, no later than 30 days after Contract commencement. The State shall not be invoiced for the phones unless used by the State during turn-up.

Contractor shall supply only service and equipment for which they are certified representatives and distributors. The Contractor shall maintain a staff of fully certified and experienced technicians for provisioning and maintenance of service.

NETWORK:

Contractor shall provide services including, but not limited to, network technology, i.e., LTE etc.

COVERAGE AREA:

The Contractor services shall cover a minimum of the following geographic areas for each proposed service. The Contractor shall also ensure same coverage is available 99% of the time for the respective geographic area. Contractor must clearly identify their licensed coverage area, not off network. Contractor shall provide roaming area coverage. Loss of service shall not occur when transferring between cell towers

The Contractor shall provide coverage for each Telephone and Data service

- Traditional Cellular Telephone Service for voice operational coverage shall be 85% of all geographic areas of New Hampshire.;
- ISP Access Data Service for smartphones and wireless "Air Card" coverage for 80% of all geographic areas of New Hampshire
- Nationwide coverage for all services offered.

PORTING OF EXISTING TELEPHONE NUMBERS:

The Contractor shall port all lines by start of business (7:00AM) on May 1, 2023.

TYPE OF SERVICE:

TRADITIONAL CELLULAR TELEPHONE SERVICE, DOMESTIC USE:

Traditional cellular telephone services shall allow users to directly dial any telephone number which is available through the Public Branch Exchanges as available from Local Exchange Carriers, Competitive Local Exchange Carriers, Long Distance Carriers and competitive Cellular Telephone Service providers. Access to any telephone subscriber number shall not be restricted. Services shall include typical "off the shelf" features and telephone operation. Equipment provided for use with this service shall be referred to as Traditional Cellular Telephone (TCT) equipment. One (1) free voice device shall be offered for each user one (1) time per line. Otherwise devices shall be eligible for upgrade at prices included in this contract.

ISP ACCESS DATA SERVICES:

Contractor shall provide data transport at multiple speeds, limited by the use of Contractor technology. Common terminology is fourth generation (4G LTE) service and fifth generation (5G).

SMARTPHONE SERVICES:

A Smartphone is defined as a mobile phone with advanced capabilities including PC-like functionality with access to text messaging, e-mail, web browsing, take and display photos and videos, and data storage. Phones must be capable of accessing Microsoft Exchange Server and include Personal Digital Assistant (PDA) capabilities including calendaring. Access shall be provided throughout the Contractor footprint of the continental United States. Equipment functionality must include the ability to open MS Excel, MS Word and Adobe Acrobat files. Currently systems running iOS are the only accepted operating systems, though this may change and the Contractor needs to be flexible with this evolving technology.

Equipment provided for use with this service shall be referred to as Smartphone (SM) equipment. Contractor will offer one (1) Smartphone voice device (make and model at its discretion, and approved by the State) at no cost for each Government-liable user on one time per line basis on a voice and data plan with a monthly access fee of \$34.99 or higher. Once the initial Smartphone no cost device has been deployed, the Contractor shall permit the upgrade of device on a line after completing 24 months of service on that line at government promotional pricing included in the Exhibit C. The term for each line (the "Line Term") begins on the date Wireless Service is activated for that line and continues as allowed under this contract. As new technology becomes commercially available, the State may add new plans, features and equipment that take advantage of the technology's functionality. If new equipment is needed, the State may order new equipment and services in accordance with the terms and conditions for equipment upgrades as outlined in this overarching contract.

One (1) free smartphone sample device shall be provided to the Department of Information Technology (DoIT), Director of Technical Support, for a ninety (90) day evaluation and use approval prior to distribution to users. Devices shall be returned to the Contractor after evaluation. Rejected devices shall be replaced with DoIT approved devices.

Systems provided to the State of NH must have current iOS loaded and models should have no less than twenty-four (24) months before EOL support is required.

Contractor shall enroll purchased smartphones in Apple Business Manager (ABM), or equivalent service that allows supervised management of the Smartphone with the State Mobile Device Management (MDM) system

Contractor shall not prevent State of NH employees from accessing State of NH Mobile Device Management solutions.

LICENSES

The Contractor shall currently hold and retain throughout the duration of the Contract all licenses or certificates required by the State and Federal authorities inclusive of the Federal Communications Commission and State of New Hampshire Public Utilities Commission. The Contractor shall file with the appropriate regulatory body, any tariff, amendments, or special contract offerings to ensure that the required terms and conditions of this Proposal are met. The Contractor shall cooperate fully with the PUC to ensure that all time schedules noted within are met.

In the event of loss of license or permit to provide services as defined, the State may terminate the contract if Contractor fails to cure the breach within 30 days following receipt of written notice from the State. The State shall be responsible for all accrued monthly access charges, all actual usage charges and any related charges and fees including but not limited to taxes, roaming fees, long distance fees, and surcharges associated with its actual use of the service through the date of such loss of license or permit, and after the restoration of the license. If the Contract is terminated, the State shall be free to engage in an agreement with any contractor as becomes necessary to continue services without retribution to the original Contractor.

INTRODUCTION OF SERVICES

The Contractor shall insure that services do not operate in conflict with alternate service providers. Contractor shall provide all user cellular equipment inclusive of telephones, data modems and associated devices, and deploy in order to ensure that the State is not without service for any period of time during transfer of service from an incumbent contractor. The number to be ported to the Contractor's network shall remain active (not cancelled or terminated with current carrier) in order to be successfully ported to the Contractor's network.

Additional equipment shall be provided when requested to support new subscribers after start of the Contract. Only services requested and authorized by the State shall be replaced. The Contractors shall communicate with Agency contacts and State users for coordination with the distribution of equipment.

RETENTION OF EXISTING TELEPHONE NUMBERS

The State shall retain any existing cellular telephone number currently assigned to a State subscriber. Contractor shall be responsible to port over numbers to the proposed service as requested by the

user. The porting of numbers shall not delay service installation nor result in a user being without service.

In order for a number to be ported, Customer must provide information about the account with the other carrier, such as the account number, or tax identification number, telephone number, 5-digit zip code and password, if applicable. Customer acknowledges, due to system limitations and occurrences outside Contractor's control, some requests to port a telephone number from another carrier to Contractor, or from Contractor to another carrier, may not be successful.

Additionally, the number to be ported to the Contractor's network shall remain active (not cancelled or terminated with current carrier) in order to be successfully ported to the Contractor's network.

PURCHASE ORDERS

The State may email, mail, or fax Purchase Orders (PO) as requests for service. The Contractor shall accept State Purchase Orders whenever used. If a PO is used the applicable contract number shall be referenced in the body of the PO.

ORDERING PROCEDURE

State agencies may call the Contractor at any time between 8:00 A.M. and 4:30 P.M. to request services, Monday through Friday. The Contractor shall respond and provide appropriate service as requested, and allowed under the Contract, with the exception of Smartphones. Only Smartphones previously approved by the State Department of Information Technology shall be provided. No tablets may be purchased under this Contract.

- The Contractor shall be responsible to provide to DoIT-Statewide Telecommunications, a monthly report in Microsoft Excel to track each active line used by the State under this contract identifying (at a minimum) the device model, serial number or IMEI number, Agency/User assigned the device, date of issuance, and date of termination. Information regarding non-State agency lines can only be provided in the aggregate.
- Order fulfillment/shipping
 - o Standard 2-day (orders received before 4pm): Shipping cost waived
 - o Next Day (by 8pm): \$12.99
 - o Urgent/Priority Overnight (by 12pm): \$14.99
 - o Saturday (by 12pm): \$19.99

CONTRACTOR SIGNATURE DOCUMENTS

Any signature forms used by the Contractor to reflect service requests or delivery of service by the Contractor to the State shall refer to the Contract number. All other terms and conditions shall be null and void.

INITIAL SERVICE REQUESTS

The Contractor shall contact designated State agencies to perform a service needs analysis as directed by the State at the initiation services. The Contractor shall meet with each designated agency to determine the count and type of telephones, service program and delivery of replacement services. The needs analysis shall be completed prior to deployment. A complete deployment plan including agency, end user, telephone number, equipment supplied, cost and cost plan shall be provided to the Department of Information Technology (DoIT) Telecommunications Section prior to deployment.

Political sub-divisions and authorized non-profit organizations shall utilize their own individually established ordering procedures.

ADDITION AND REMOVAL OF USERS

Telephone subscriptions may be added or removed from service at any time during the Contract term. The line term begins when service is activated on each individual line and continues for the period required by the plan or device selected for that individual line (typically, 24-months). The terms and conditions of the overarching agreement will continue to apply to active government lines even after its termination. The government discount and other government benefits may be removed from any active lines if the overarching agreement is terminated.

Contractor will not charge the State activation or early termination fees. Contractor may charge the State an Offer Recover Fee (ORF) for equipment provided at subsidized or promotional pricing as further described below.

ORF: At times, we may make devices available at special prices ("subsidies") or provide other credits ("special offer"). For these, an Offer Recovery Fee (ORF) will be charged, which reflects discounts and credits associated with the subsidy or special offer. The initial dollar amount of the ORF will be specified in the point of sale materials. The ORF will be reduced equally each month throughout the line term period for as long as the line remains active. If the line suspends without billing, the days suspended without billing extends the line term and end date and the ORF does not decrement during the suspension period.

All cellular telephone and Smartphone devices provided shall remain the property of the State, as the title of equipment provided to the State passes to the State upon receipt of equipment at the address designated on the order. All equipment provided or purchased under this Contract would remain the property of the State upon termination. Any accessories provided shall be retained as property of the State.

RETURNS

Return Authorization credits shall be provided without penalty for faulty equipment, provided the equipment is returned within thirty (30) of notice of device failure.

- Contractor shall provide the State with a single point of contact and address for the return of equipment. State users may contact the Contractor Technical Support Team for required troubleshooting and return authorization.
- Contractor shall be responsible for all shipping charges for faulty equipment returned.
- Defective telephones, accessories and associated equipment shall be replaced within three (3) State business days from confirmation of warranty defect. Such service shall be available to State users by placing a single telephone call to the Contractor.
- Contractor shall offer a device recycling program which enables state agency customers to trade-in any phone or other wireless device, acquired under this contract.

USER TRAINING

When requested, the Contractor shall coordinate and make available training of users on the operation of the individual telephone, service access and features upon delivery of equipment. Requested training shall be made available at each individual State office. Continued support shall be provided to train new users and provide refresher training for others when requested by the State. When requested, in person training shall be provided, at no cost to the State; in addition, the Contractor may also provide user training materials on-line at no cost to the State.

USER DOCUMENTATION

The Contractor shall provide user instruction manuals and associated documentation with each system provided. Manuals shall include detailed operation of all devices, accessories and system operations including use of Anti-Virus/Anti-Malware application.

Manuals that include detailed information of the operation of telephones, accessories and system operations can also be made available through the Contractor's website.

CUSTOMER SUPPORT SERVICES:

The Contractor shall provide complete customer support inclusive of the following:

- Account Management

The Contractor shall provide a single point of contact for the State or its representative(s). Contractor shall work in conjunction with any State contractor regarding the interface of any and all Contractor or State provided and supported communications equipment.

- Account Team Access

Contractor shall provide telephone, facsimile, and internet e-mail access to each individual on the Contractor's account team. General toll-free numbers shall be provided for telephone and facsimile services on a statewide basis.

- Billing Support

The Contractor's primary point of contact for the State is its government account manager. The Contractor will cooperate with the State to resolve billing, call detail, equipment programming, data discrepancies and all other aspects of the Contract. The Contractor shall be capable of receiving ACH or credit card (P-Card) payments from the State.

- Problem Resolution

The Contractor shall have a single contact person, available from 8:00 A.M. to 4:30 P.M. during State workdays for the resolution of problems. Members of the Contractor's Business and Government Customer Operations Organization (BCGO) can conduct rudimentary device and network troubleshooting. Concerns related to quality of service, such as the inability to make or receive calls, will be assigned the highest priority and receive prompt attention. A staff supervisor is available during the BCGO team's hours of operation. Where BCGO representatives cannot resolve a situation and escalation becomes necessary, the issue will be escalated to the State's contract representative.

The State shall designate a Contract Administrator who will work with the Contractor to resolve problems that cannot be resolved by the agency end-users.

In the event of disputed wireless charges, State users must provide Contractor with written notice within one hundred eighty (180) days of the date of the invoice of the disputed amounts. The written notice must also include the reason for the dispute and supporting documentation. The State may withhold payment of a disputed charge, up to the amount of the dispute, when the State users dispute such charge[s] on or before the applicable bill due date. Contractor will work in good faith to resolve billing issues within sixty (60) days after receipt of notice of the dispute with supporting documentation.

TECHNOLOGY UPDATES

The influx and transition of new technology may result in the disconnection or discontinuation of a defined service and connection to new technology. The Contractor shall not impose any charges or fees for termination of a given service by the State or when the State elects to discontinue a service and/or requests replacement or upgrade of service with another offering while remaining a customer of that same Contractor, provided, that ORF shall apply to any subsidized equipment or special offer. Contractor will make additional equipment available for purchase by State end-users as approved by the State to replace any interface equipment which becomes obsolete due to service updates. The Contractor shall provide a comparable, mutually agreeable, replacement at no cost of any device purchased under this agreement that may become obsolete (is no longer supported by the Contractor or the manufacturer) during the term.

All users shall be notified prior to system operation changes, inclusive of equipment updates and software/firmware updates as soon as practical.

CONFIDENTIAL INFORMATION

The Contractor agrees that all discussions or information gained during any engagement shall be considered confidential and that no information gathered by the Contractor shall be released without prior written consent of the State.

INVOICING AND REPORTING REQUIREMENTS

Invoices and reports are required throughout the duration the Contract as denoted below.

- **Monthly Reports**

The Contractor shall provide a Monthly Summary Report detailing services provided under this contract to both the Department of Administrative Services, Bureau of Plant and Property and the Department of Information Technology - Statewide Telecommunications. Included in the Monthly Summary Report shall be all cellular telephone numbers subscribed to the State, billing program used, monthly cost, usage cost, data usage, telephone minute usage, equipment provided (including make/model/serial number/telephone number), telephone "owner", State agency responsible for billing and contact person. For the avoidance of doubt, information regarding Eligible Participants which are non-State agencies can only be provided with the consent of the individual entities because of restrictions by the Federal Communication Commission ("FCC") concerning the disclosure of Customer Proprietary Network Information ("CPNI"). **The State shall not be required to use any Contractor associated website as the main source to gather this information. The contractor may provide website access as an additional tool to the State of New Hampshire but is not to be used in lieu of any reporting requirements.**

Contractor work with the State and the affected agency regarding any mobile telephone number that has been inactive or suspended for a period of 60 days or more, including provide upon request a report showing those numbers assigned to the affected State agency that have been inactive or are suspended for 60 days or more, to determine if these devices shall be removed from service.

- **Invoicing Services**

Invoicing Services shall consist of the costing of all Contractor provided services. Contractor shall detail all charges and provide extended definitions of itemized charges. Bulk charges shall be rejected by the State. A separate invoice shall be available for each telephone subscribed to each State office. The State may require that multiple telephones be billed on a single account. In such cases, the Contractor shall place charges on a single master bill.

Invoices shall be submitted on a monthly basis, inclusive of the first bill cycle day of the month to the last bill cycle day of the month in which the services have been performed. Charges will be pro-rated by the numbers of days in service when partial month services occur.

- Invoice Details

All monthly reports and invoices shall be itemized including details for every Contractor billable item for State agencies, inclusive of basic monthly charges, minutes of use, excess minutes of use, call detail inclusive of city/town location and telephone number called. All call records must be listed in sequential order by date of call.

- Invoice Corrections

The Contractor shall provide within ten (10) working days, or within a mutually agreed time period, after written notification, any corrective data requested by the State. This shall include replacement reports, corrective information on balances and credits and any other change of service information required for bill back to agencies by the State. In the event of disputed wireless charges, the State must provide Contractor with written notice within one hundred eighty (180) days of the date of the invoice with the disputed amounts. The written notice must indicate the reason for disputing the charges and supporting documentation. The State may withhold payment of a disputed charge, up to the amount of the dispute, for a charge disputed on or before the applicable bill due date. Contractor will work in good faith to resolve billing issues within sixty (60) days after receipt of the notification of dispute with supporting documentation. Particularly complex issues may take longer to resolve.

- Invoice and Report Delivery Timeframe

Invoices and Reports shall be delivered on or prior to 25 days subsequent to the monthly bill cycle. The State shall not be held liable for service performed without the receipt of properly filed invoices, reports and supporting information. Invoices shall be forwarded directly to State users, and may be forwarded as a group to same addresses when directed by the State. For the avoidance of doubt, information regarding Eligible Participants which are non-State agencies can only be provided with the entity's consent because of restrictions by the FCC concerning the disclosure of CPNI.

- Account Balances

The Contractor shall maintain all records of payments, credits and balances.

- Accuracy of Invoices

Contractor shall be responsible to justify all charges to the State. Invoices must be reviewed for accuracy prior to delivery to the State. All billing information provided to the State must reflect same information. Paper invoices and electronic reports shall reflect same call detail, record count, call and service cost. Conflicts between support data and paper billing shall be considered incomplete billing and payment held until proper support information provided by the Contractor.

- Paper

Invoices shall be provided on paper. It is preferable that invoices also be available electronically, delivered by e-mail, or downloadable from an Internet web site. Contractor will further provide the following billing options. 1) Paperless billing provides a quick and secure way to receive monthly bills. Upon enrollment in My Business the State can select paperless billing; 2) A detailed bill will show all charges pertaining to each mobile telephone. In addition, all outbound calls will show the number dialed, time, date and minutes used. Inbound calls typically display date, time, number*, rate, usage type, origination, and minutes (duration). Detailed billing is available at no additional charge and 3)

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Streamlined billing provides a simplified version of your bill. The streamlined bill will appear in the same format as it does in a detailed bill, except the call details for each mobile telephone number will not be printed.

- Electronic Media

Contractor supports the Electronic Data Interchange (EDI) EDI 811 (preferred) or EDI 810 (4010 version) standards for wireless billing. EDI billing information is available in a one-way data feed (payment information is not available at this time). The State must supply Contractor with a secure FTP port to which Contractor can send the file. If the State elects to have a third-party vendor receive the data directly from Contractor, the contract must be amended allowing Contractor to provide the third-party vendor with your billing information. The State would be responsible for converting any Contractor-provided reports from CSV format to its desired format.

REPAIR AND MAINTENANCE SERVICES

The Contractor shall make services available 24 hours per day, seven (7) days per week. The Contractor shall be responsible to implement appropriate repair, and maintenance in accordance with the terms of the contract.

The first step in resolving any issue with wireless service is to call Verizon Customer Service via *611 from the wireless handset or via toll-free number. A Customer Service representative will trouble-shoot and attempt to resolve any device issues experienced.

If the issue is not resolved, the call will be transferred to the Tier 2 Support Group who will verify the device is properly provisioned on the network and will perform other network troubleshooting.

If the issue cannot be resolved at this level within a 24-hour time-period, escalation to Tier 3 level support shall be provided and a trouble-ticket will be opened. This organization will investigate whether there are pending network issues that may be affecting the operation of the device or application.

TOLL FREE TELEPHONE NUMBER

A toll free telephone number shall be provided for trouble reporting and immediate service assistance. Personnel shall be knowledgeable of the services and devices as configured for the State.

Phone number: 1-800-922-0204

Escalation to Second Level Support

Escalation to second level support shall be provided for trouble reports not addressed and corrected within a 24-hour time period.

Contact: Patrick Hale
Phone Number: 617-694-4739

TELEPHONES AND EQUIPMENT

Contractor Verizon will offer each single end-user on a one-time basis a Basic, Smartphone or MiFi device (make and model at Verizon's discretion, and approved by the State) for each service end

user, as more specifically provided in this Contract. Verizon will also offer additional equipment for purchase by State end-users as approved by the State. The Contractor shall provide cellular service for compatible equipment that is currently owned by the State. Services for all equipment shall include equipment programming, troubleshooting, and instructional assistance. All user equipment purchased by the State shall be retained as property of the State once delivered to end-users. The State may update the approved equipment list offered at any time during the contract.

ACCESSORIES

All telephones provided by the Contractor shall be complete and ready to use with the following attachments:

- Standard Wall Charger
- Bluetooth earpiece/headset
- Screen protectors for smartphones

*Handsets are typically packaged with a standard battery and AC plug-in charger. Additional accessories may be packaged with certain handsets. Accessories provided by the manufacturer may vary by device. In addition to accessories provided by the manufacturer, Contractor will provide the State's end-user with one (1) 12-volt Car Charger and one (1) universal Bluetooth earpiece/headset, one (1) universal screen protector for cell phones, and an available protective cell phone case, make and model at Contractor's discretion.

Other accessories may be also be made available for purchase. For additional information on accessories, please visit www.verizonwireless.com. In addition to the accessories provided with equipment as detailed above, Government-liable Subscribers are eligible to receive a twenty five percent (25%) discount off the retail price of qualifying accessories.

- **Hand Held Portable Telephones**

Traditional Cellular Telephones shall allow use of each service feature proposed by the Contractor and incorporate hands free talk-back, corded earpiece, graphic display, internal call directory and other common phone features. Contractor Agrees to offer one (1) basic voice device (make and model at Contractor's discretion and approved by the State) at no cost for each Government-liable user activating service on a voice plan with a monthly access fee of \$14.99 or higher, on a one-time per line basis. Once the initial basic no cost device has been deployed, standard upgrade terms and conditions will apply as allowed under this contract. In addition to any accessories provided by the manufacturer, Contractor will provide the State's end-user with one (1) 12-volt Car Charger, one (1) universal Bluetooth earpiece/headset, and an available protective cell phone case, make and model at Contractor's discretion and if applicable, one (1) universal screen protector for cell phones. Other accessories may be also be made available for purchase. Optional feature phones will be available for purchase.

Contractor shall provide a full range of smartphones offering iOS, Android and Microsoft operating systems (though at this time the ONLY approved devise is the iOS).

- **ISP Access Data Equipment**

Contractor shall provide Internet access equipment inclusive of Sierra Wireless Aircards, Novatel Wireless Ovation or equipment with same performance and similar features, designed for use with laptop, mobile or stationary data equipment. Verizon will provide one (1) no cost USB or MBB/jetpack device (make and model at Verizon sole discretion and approved by the State) on a data plan with a monthly access fee of \$34.99 or higher, one-time per State end-user. Once the initial ISP no cost device has been deployed, standard upgrade terms and conditions will apply.

- Machine-to-Machine

Contractor shall provide services allowing wireless and wired systems; such as vehicle tracking, game cameras, etc. Any lines utilized under this plan shall be a separate account from any other voice or data plan.

- Bluetooth Equipment

Contractor shall provide devices and accessories compatible with Bluetooth, hands-free, equipment. The State's government-liable end-users are eligible to receive a discount off the retail price of qualifying accessories.

- Existing Equipment

Equipment currently owned by the State, when compatible, shall be serviced by the Contractor. Services shall include equipment programming, repair as available from the Contractor, and operational instructional assistance.

- Equipment Maintenance and Warranty

The Contractor shall have at their disposal support technicians to provide support services for all equipment supplied by the Contractor. Any equipment purchased by the State shall be provided with a one (1) year manufacturer's warranty, resulting in free of charge repair or replacement of any defective device. Replacement of such devices may be with a certified like new device. It will be acceptable through the course of the term of service to substitute alternate equipment as manufacturers discontinue products and introduce new equipment. Acceptance of such equipment shall be at the discretion of the State.

- Quality of Equipment

All equipment provided shall be new or of factory refurbished like new quality. The State retains the right to reject any equipment which does not provide a showroom appearance and equivalent operation.

- Insurance

The Contractor may propose equipment insurance providing replacement of lost, stolen or damaged telephones. Insurance shall be at the option of the State and not a requirement of the Contractor.

- Security

The Contractor shall maintain network security at all times, disallowing network facility access by unauthorized users. When fraudulent use is detected, the Contractor shall contact the State and discontinue service for a designated telephone number if directed by the State.

NATIONAL SERVICE COMPATIBILITY

The service shall be interactive with other Contractor services allowing functionality throughout most areas of the United States.

INTERNATIONAL SERVICE COMPATIBILITY

Contractor may offer international services allowing the use of multi-band telephones (or single band phones) that operate under GSM (Global Special Mobile) or alternate technologies used in Europe or other areas of the world. International Services shall be ordered by the end user on an as needed basis.

E911 AND FCC SERVICE COMPATIBILITY

Contractor services and equipment must meet all FCC, State E911 and Federal E911 mandates.

SERVICE FEATURES

The Contractor shall offer service features as defined below. All offered features shall be clearly priced in Exhibit C.

- Call Forwarding

Forwarding of calls to alternate lines and/or voice mail. Transfer may be invoked either if calls are unanswered after a designated number of rings or if line is busy.

- Voice Mail

An answering system allowing calls to forward to an automated message center for call message recording and playback.

- Text Messaging

Users shall have the ability to send and receive text messages using telephones.

- Caller ID

Display of originating caller telephone number.

Contractor administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives.

TECHNICAL ARCHITECTURE

The Contractor shall utilize a modern technology/software solution(s) for end-to-end management of wireless cellular and data infrastructure. It shall enable the Contractor's staff to log, process, and provide customer support. It shall be rules based to accurately support plan eligibility and claim determinations. It shall allow for data and information report production and be reinforced by backup/data recovery features and arrangements to transfer files, services, and data processing as appropriate.

- Data Protection

Protection of personal privacy and data shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of information provided as part of the contract. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of such information and comply with the following conditions:

The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and non-public information. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the Contractor applies to their own Personal Data and non-public data of similar kind.

All data obtained by the Contractor in the performance of this contract and all Personal Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Contractor is responsible for encryption of the Personal Data.

Unless otherwise stipulated, the Contractor shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the Contractor. At no time shall any data that is part of the contract be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.

The Contractor shall not use any information collected in connection with the service issued from this contract for any purpose other than fulfilling the service. Notwithstanding the foregoing, the Contractor may use non-individually identifiable information collected in connection with the service issued from this contract for the purpose of data compilation, statistical analyses and other studies.

- Data Location

The Contractor shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage of contract data shall be restricted to information technology systems within the Continental United States. The Contractor shall not allow its personnel or sub-contractors to store contract data on personal portable devices, including personal computers, except as specified and allowed by the contract, and then only on devices that are used and kept at its data centers within the Continental United States. The Contractor shall permit its personnel and sub-Contractors to access contract data remotely only to provide technical support and as specified or required by the contract.

In performing its obligations under this Agreement, Contractors may gain access to confidential information of the State. Confidential Information includes any and all information owned or managed by the State of New Hampshire - created, received from or on behalf of any Agency of the State or accessed in the course of performing contracted Services including any information provided by the State, of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes but is not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and Confidential Information. The Contractor shall not use the Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Agreement, except as directly connected to and necessary for the performance of the Agreement. Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all confidential information.

In the event of the unauthorized release of confidential information, Contractor shall immediately notify the State's Information Security Officer, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:

Shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof:

Was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party:

Is developed by the receiving Party independently of, or was known by the receiving Party prior to, any disclosure of such information made by the disclosing Party; or is disclosed with the written consent of the disclosing Party.

A receiving Party also may disclose the disclosing Party's Confidential Information to the extent required by an order of a court of competent jurisdiction. Any disclosure of the State confidential information shall require the prior written approval of the State. Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon Contractor regarding the confidential information, and Contractor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

- Contractor Confidential Information

Contractor shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the contractor's designation of material as confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by vendor(s) as confidential, the State shall notify Contractor and specify the date the State will be releasing the requested information. At the request of the State, Contractor shall cooperate and assist the State with the collection and review of Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Contractor's sole responsibility and at Contractor's sole expense. If Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to Contractor, without any liability to the State.

This covenant shall survive the termination of any subsequent contract.

- Security Incident or Data Breach

The Contractor shall inform the State of any security incident or data breach in accordance with State and Federal law.

- Incident Response:

The Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the State shall be handled on an urgent as-needed basis, as part of the Contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

- Security Incident Reporting Requirements:

The Contractor shall report a security incident to the State identified contact immediately if there has been a security incident that affects the security of any resultant State owned and/or user personal data.

- Breach Reporting Requirements:

If the Contractor has actual knowledge of a confirmed data breach that affects the security of any resultant State owned and/or user personal data that is subject to applicable data breach notification law, the Contractor shall (1) immediately notify the appropriate State identified contact(s), and (2) take commercially reasonable measures to promptly address the data breach.

The Contractor shall promptly notify the appropriate State identified contact by telephone and email in accordance with the agreed upon security plan or security procedures if there has been a security incident that affects the security of the Plan's data.

- The Contractor Shall at a Minimum:

Cooperate with the State as reasonably requested by the State to investigate and resolve the data breach:

Promptly implement necessary remedial measures, if necessary; and

Document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

In the event of a data breach, the Contractor shall bear the costs associated with:

The investigation and resolution of the data breach:

Notifications to participating employers, individuals, regulators, or others required by State or federal law:

A credit monitoring service required by State or federal law; and

A website or a toll-free number and call center for affected individuals required by State or federal law.

The Contractor shall complete all required corrective actions within a reasonable, mutually agreeable time frame

ADDITIONAL REQUIREMENTS

- a. The State requires ten (10) days' advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work. Notwithstanding the foregoing, Contractor clarifies that it will not build any structures or install any equipment under the terms this contract.
- b. The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor. Notwithstanding the foregoing, Contractor clarifies that it will not build any structures or install any equipment under the terms this contract
- c. The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contractor will work in good faith to address any issues raised by the Contracting Officer concerning the performance of our employees in support of this Contract.
- d. The Contractor or their personnel shall not represent themselves as employees or agents of the State.

- e. While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- f. All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- g. The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

5. OBLIGATIONS AND LIABILITY OF THE CONTRACTOR

The Contractor shall provide all services strictly pursuant to, and in conformity with, the specifications described herein, and under the terms of this Contract.

It is the responsibility of the Contractor to maintain this contract and New Hampshire Vendor Registration with up to date contact information.

Contract specific contact information (Sales contact, Contractor contract manager, etc.) shall be sent to the State's Contracting Office listed in Box 1.9 of Form P-37.

Additionally, all updates i.e., telephone numbers, contact names, email addresses, W9, tax identification numbers are required to be current through a formal electronic submission to the Bureau of Purchase and Property at:

[https://das.nh.gov/purchasing/vendorregistration/\(S\(a0fzcv55qhaeqs45jpya5i45\)\)/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(a0fzcv55qhaeqs45jpya5i45))/welcome.aspx)

The Contractor shall agree to hold the State of NH harmless from liability arising out of injuries or damage caused while performing this work. The Contractor shall agree that any damage to building(s), materials, equipment or other property during the performance of the service shall be repaired at its own expense, to the State's satisfaction.

6. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal Department or Agency.

7. CONFIDENTIALITY & CRIMINAL RECORD

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

**EXHIBIT C
METHOD OF PAYMENT**

1. CONTRACT PRICE

The Contractor hereby agrees to provide wireless cellular and data services in complete compliance with the terms and conditions specified in Exhibit B for an amount up to and not to exceed the Price Limitation; this figure shall not be considered a guaranteed or minimum figure; however it shall be considered a maximum figure from the effective date through the expiration date as indicated in Form P-37 Block 1.8.

2. PRICING STRUCTURE

Voice Only
\$22.99/mo

*Includes Voice Mailbox feature

Voice w/Text and Data
\$40.00/mo

*Includes Voice Mailbox feature, Unlimited SMS/MMS messaging, Push to Talk (where available) and 2GB Data

Smartphone
\$39.99/mo*
\$2.00/mo**
\$5.00/mo***
\$46.99/mo****

*Includes Unlimited Nationwide calling, Unlimited SMS/MMS messaging, Voice Mailbox feature

**Optional Push to Talk feature (where available)

***Optional Wireless Hotspot Capability/Tethering

****Price includes all options

Broadband Access/Hotspot
\$37.99/mo

ACCESSORIES

ITEM	CATEGORY	MANUFACTURER OR DESCRIPTION	MODEL/VERSION	INITIAL COST PER ITEM**	REPLACEMENT COST PER ITEM**
Traditional Cell Phone (voice only)	TCT	Sonim	XP3 Plus SKU:16DNLB11A01	No Charge	\$199.99

Contractor Initials

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Date 4/17/2023 | 8:30 AM M

Traditional Cell Phone (voice/text)	TCT	Kyocera	DuraXV Extreme SKU: ORB400LBVZRT	No Charge	\$240.00
Mobile or Stationary Data Access Equipment for PC Laptop Support	MSD	Verizon	Orbic Speed SKU:ORB400LBVZRT	No Charge	\$79.99
USB Wireless Broadband Card	MSD	Inseego	USBBL 4G Global Modem SKU:USBBL	No Charge	\$179.99
Smartphone	SP	Apple	iPhone 12 5G 64GB (all colors)	No Charge	\$599.99
Smart Phone Mobile Antivirus and Mobile Anti-Malware Protection	SP	Apple	Smartphone device Mobile Device Management Options, including IBM MAAS 360, included		
Standard Wall Charger (including plug)	TCT	Varies by Device	Varies by Device, up to \$39.99 retail value	No Charge (1 option included)	Varies by Device
Fast Charge Wall Charger (including plug)	SP				
12-volt Car Charger	TCT/SP	Varies	Varies by Device, up to \$39.99 value	No Charge	Varies by Device
Wireless Charger	SP	Varies by Device, starting at \$29.99 (pricing & availability subject to change)			
Cell Phone Power Pack	SP	Varies by Device, starting at \$29.99 (pricing & availability subject to change)			
Cell Phone Protective Case (premium)	TCT/SP	Varies by Device	Varies by Device, Standard Case valued up to \$29.99	No Charge	Varies by Device
Corded Earpiece (Ear bud)	TCT	Varies by Device, starting at \$29.99 (pricing & availability subject to change)			
Bluetooth Earpiece/Headset	SP	Jabra	Jabra Talk 25 SE Bluetooth Headset SKU:100-92310901-02 or equivalent valued up to \$49.99	No Charge	\$44.99 and up
Screen Protector (Smartphones only)	SP	Varies	Varies by Device, up to \$39.99	No Charge	Varies by Device

**Pricing with new line activation or eligible upgrade on a minimum basic service plan of \$14.99 or smartphone/mobile broadband service plan of \$34.99 per month. All Subsidized Equipment is subject to an Offer Recovery Fee (ORF). All devices are eligible for upgrade at twenty-four (24) months on a two-year line term.

- Order fulfillment/shipping
 - Standard 2-day (orders received before 4pm): Shipping cost waived
 - Next Day (by 8pm): \$12.99
 - Urgent/Priority Overnight (by 12pm): \$14.99
 - Saturday (by 12pm): \$19.99

BALANCE OF PRODUCT LINE

Voice Plans

Custom Unlimited Basic Business Plan (Subsidized)	
SONH Subscribers Only	
This plan is NOT eligible for Monthly Access Fee Discounts	
Monthly Access Fee	\$25.00 (96650)
Domestic Anytime Minutes	Unlimited
Domestic Night and Weekend Minutes	Unlimited
Domestic Mobile to Mobile Minutes	Unlimited
Domestic Messaging (Text/Picture/Video)	Unlimited
Domestic Long Distance	Included
Domestic Data Sent and Received	\$1.99 per MB/or per data package
Optional Feature	
Domestic Push to Talk Plus	\$0.00 (Device Dependent)
<p>Notes: Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be obtained by contacting the Government Account Manager. Lines activated on this plan must be on 4G LTE basic phones,</p>	

Voice & Data Plans

Custom 4G Verizon Unlimited Smartphone Plan for Public Sector Government Subscribers Only (Subsidized - Discounted)

The data plans below reflect the monthly access charge discount. No additional discounts apply.

Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan.

Monthly Access Fee	\$65.00 (23655)
Monthly Access Fee (discount applied)	\$53.95
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	Unlimited ⁽¹⁾
Domestic Mobile Hotspot	Unlimited ⁽²⁾
Domestic and International Messaging Allowance	Unlimited ⁽³⁾

Notes: Current coverage details can be found at www.verizonwireless.com. No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

⁽¹⁾ In the event of network congestion, after 10GB of data usage on a line during any billing cycle, usage on such line may result in slightly slower download speeds relative to another user. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p.

⁽²⁾ Mobile Hotspot is available on all capable devices and allows Government Subscribers to use their device and share data allowance with multiple Wi-Fi enabled devices. If 10GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

⁽³⁾ Unlimited Messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

Plan 23655 is eligible to use Travel Pass SPO 383.

4G Business TravelPass Feature¹

Government Subscribers Only
Rates are not eligible for discounts.

Canada and Mexico Daily Rate ²	\$5.00 (SPO 383)
Rest of World Daily Rate ^{2,3}	\$10.00
Non-Travel Pass Countries ⁴	Pay As You Go Rates

Notes: ¹This feature requires a 4G World Device or 5G World Device. ²The daily rate covers a 24-hour time period. ³For eligible countries, ⁴non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This is a generally available retail feature and is subject to change without notice.

This feature can only be added to lines activated on the following plan Custom 4G Verizon Unlimited Smartphone Plan for Public Sector (23655) under this Agreement:

Custom Business 5G Ultra Wideband Bolt-On Feature	
Government Subscribers Only Not eligible for discounts.	
Monthly Access Fee	\$10.00 (1545)
Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, where available. Current coverage details can be found at www.verizonwireless.com/5G . This feature is only available to 5G UWB capable smartphones on Custom Unlimited Business Plan for Smartphones (Plan Codes 23655).	

Custom SONH for Business Share Plans with Shared 4G Business Email				
(Subsidized)				
SONH Subscribers Only				
These plans are NOT eligible for Monthly Access Fee Discounts				
Monthly Access Fee	\$40.00 (29135)	\$45.00 (29142)	\$55.00 (29145)	\$50.00 (37885)
Data Allowance	2 GB	4 GB	10 GB	Unlimited ^{1,2}
Monthly Anytime Minutes	Unlimited			
Per Minute Rate After Allowance (Overage)	N/A			
Data Overage Rate	\$10.00 per GB			
Domestic Night and Weekend Minutes	Included			
Domestic Mobile to Mobile Minutes	Included			
Domestic Long Distance	Included			
Domestic Messaging (Text/Picture/Video)	Unlimited			
Optional Features				
Domestic Mobile Hot Spot	Available ¹			
Domestic Push to Talk Plus	\$0.00 (Device Dependent)			
Notes: Coverage includes the Verizon Wireless 5G Nationwide [®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be obtained by contacting the Government Account Manager. Lines activating on these plans must be on 4G HD voice-capable smartphones.				
¹ Mobile Hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices.				
² Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold.				
Data Sharing (Domestic Only): Lines on the same profile can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs.				

SingleRate for Enterprise Domestic Shared Business Email and Messaging with International Travel Voice, Email, and Messaging (Subsidized - Discounted)

Government Subscribers Only

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$65.00 (3G) 94910/(4G) 94911)	\$85.00 (3G)94912/(4G) 94913)
Monthly Domestic Voice Allowance in US/Canada/Mexico	Unlimited	Unlimited
Domestic Data Allowance in U.S. (with Sharing)	2 GB	3 GB
Domestic Data Overage Rate	\$10.00 per GB	\$10.00 per GB
Mobile Hotspot*	Included	Included
Domestic and International Travel Messaging Allowance†	Unlimited	Unlimited
International Travel Voice Allowance (ROW)**	120 Minutes	180 Minutes
International Travel Voice Overage Rate	\$0.40 per minute	\$0.30 per minute
International Travel Data Allowance**	1 GB	1 GB
International Travel Data Overage Rate	\$45.00 per GB	\$40.00 per GB
International Long Distance – Toll Free	Included	Included

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Domestic coverage includes the Verizon Wireless 4G network.. Only a 4G LTE GSM/UMTS global-capable smartphone can be activated on these plans.

**The international travel data allowance applies in Canada, Mexico, and the **rest of the world (ROW), where coverage is available; aircraft and cruise ship data usage is not included. To see supported countries, go to www.verizonwireless.com/international. *Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices. International travel voice minutes and international travel data allowances do not share.

†Prevailing rates apply to all other messaging types. Verizon Wireless reserves the right to terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days’ notice to the customer.

Data Sharing (Domestic Only) Profile Share: Lines on the same profile can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs.

Mobile Broadband Plans

Business Unlimited Plus Data Device Plan

Government Subscribers Only	
This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee*	\$45.00 (53537)
4G and 5G Ultra Wideband Data Allowance including Mobile Hotspot^{1, 2}	Unlimited
<p>Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network, 5G Ultra Wideband network, and 4G LTE network. For avoidance of doubt, Verizon's 5G Nationwide[®] network is a separate network from Verizon's 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G mobile broadband data device, including jetpacks, USBs/air cards, netbooks, and notebooks. A 5G device is required to receive 5G Ultra Wideband (UWB) service.</p> <p>*Corporate Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.</p> <p>¹If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G or 5G Nationwide network area congestion and Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.</p> <p>²Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices.</p> <p>To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 720p while on the 4G and 5G Nationwide networks, and, will apply video streaming up to 4K when on the 5G UWB network.</p>	
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***Plan 53537 is eligible to use Travel Pass SPO 1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

Business Unlimited Tablet Pro Plan	
This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	\$40.00 (52599)
Data Allowance¹	Unlimited
5G Ultra Wideband Data Allowance	Unlimited
Mobile Hotspot²	Unlimited
<p>Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon 5G Nationwide[®] network, 5G Ultra Wideband</p>	

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network, and 4G LTE network. For avoidance of doubt, Verizon's 5G Nationwide[®] network is a separate network from Verizon's 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G HD tablet.

¹This plan includes the United States, Canada, and Mexico for voice, messaging, and data. After 35 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. A 5G device is required to receive 5G Ultra Wideband (UWB) service. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G and 5G Nationwide network areas, and, will apply video streaming up to 4K when in 5G UWB network service areas. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

²Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G Mobile Hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G and 5G Nationwide network areas, and, will apply up to 3 Mbps when in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.

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***Plan 52599 is eligible to use Travel Pass SPO 1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

4G Business TravelPass Feature¹

Government Subscribers Only
Rates are not eligible for discounts

Canada and Mexico Daily Rate ²	\$0.00 (SPO 1255)
Rest of World Daily Rate ^{2,3}	\$10.00
Non-Travel Pass Countries ⁴	Pay As You Go Rates

Notes: ¹This feature requires a 4G World Device or 5G World Device. ²The daily rate covers a 24-hour time period. ³For eligible countries, ⁴non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This is a generally available retail feature and is subject to change without notice. This feature can only be added to lines activated on the following plan(s) under this Agreement: PP 53537-Business Unlimited Plus Data Device Plan; PP 52599-Business Unlimited Tablet Pro Plan.

4G Mobile BroadbandAccess (Subsidized - Discounted)

The calling plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$39.99
Domestic Data Allowance	Unlimited*
Overage Rate Per GB	N/A

NOTE: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 4G mobile broadband devices. *Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.

Public Sector Mobile Broadband Share Plans [Subsidized – Discounted]

The data plans below reflect the monthly access charge discount.
No additional discounts apply.

Public Sector Mobile Broadband Share Plans	5 GB	10 GB	20 GB
Monthly Access Fee	\$39.99	\$59.99 (90240)	\$99.99 (90241)
Shared Domestic Data Allowance	5GB	10GB	20GB
Overage Per Gigabyte	\$8.00 Per Gigabyte		

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. Current Mobile Broadband coverage details can be found at www.verizonwireless.com. New activations on these service plans require 4G LTE devices. The 5GB, 10GB, and 20GB Public Sector Mobile Broadband Plans are able to share with each other on the same account.

Data Sharing (Domestic Only): Account Share. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector*

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$45.00
5G Ultra Wideband (C-Band) Speed Tier Limit (Up to) ¹	100 Mbps
5G Ultra Wideband (C-Band) Domestic Data Allowance	Unlimited
Service Rate Plan #	53974

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. These price plans are restricted to the Verizon Wireless 5G Ultra Wideband[®] network and 4G network (domestic and international roaming are not available). Service may fall back to the 4G LTE network if the Verizon Wireless 5G Ultra Wideband network becomes temporarily

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unavailable. Verizon's 4G LTE network is a separate network from Verizon's 5G Ultra Wideband network. *This plan is for mobile broadband service and can only be activated on select compatible Customer-provided data routers that enable 5G Ultra Wideband (specifically C-Band) service. Customer will be required to purchase or provide a Verizon approved, compatible 5G-enabled C-Band receiver/router, and any necessary installation or connection to the Verizon Wireless network. Customer should contact Customer's account representative to determine if a Customer-provided router is compatible. ¹Speeds represent the maximum download speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds.

This plan is a fixed location plan, and 5G Ultra Wideband service is being provided at the qualified service address that Verizon Wireless approved at the time the Service was activated. Where Customer chooses to use the Service in a mobile environment, Customer acknowledges and agrees that Service may fall back to Verizon's 4G LTE network where Verizon Wireless 5G Ultra Wideband service is not available. In order to protect its network, operations, and other customers, Verizon Wireless may suspend or terminate service to affected lines with prior written notice, deny activation of new lines or, upon Legal Notice, may terminate the Service, if Customer uses the Wireless Service or Devices (a) in an illegal or improper manner (including "spamming" or other abusive messaging or calling); (b) in a manner prohibited by these terms; or (c) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations or customers.

LTE Business Internet 10 Mbps Speed Tier Mobile Broadband Plans*

These plans are eligible for monthly access fee discounts.

Monthly Access Fee ¹	\$70.00	\$90.00	\$140.00	\$190.00
Speed Tier Limit (Up to) ²	10 Mbps	10 Mbps	10 Mbps	10 Mbps
Data Deprioritization Threshold ³	25 GB	50 GB	100 GB	150 GB
Data Throughput Limit Threshold ⁴	50 GB	100 GB	200 GB	300 GB
Throttled Speed (Up to)	600 Kbps	600 Kbps	600 Kbps	600 Kbps

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. These plans are restricted to the Verizon Wireless 5G Nationwide[®] network and 4G network (domestic and international roaming are not available). For avoidance of doubt, Verizon's 5G Nationwide[®] network is a separate network from Verizon's 5G Ultra Wideband network. *These

plans are for mobile broadband service, and only available to select Customer-provided data routers. The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle. Speeds represent the maximum speed but may be lower in the event of network congestion. After the data deprioritization threshold is met on a line during any billing cycle, usage on that line may be prioritized behind other customers in the event of network congestion for the remainder of the then-current billing cycle. These plans cannot be backdated.

¹The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle.

²Speeds represent the maximum speed but may be lower in the event of network congestion.

³After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion.

⁴If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed.

Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a \$0.20 per message charge for messages sent or received.

These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon Wireless.

71318

LTE Business Internet 50 Mbps Speed Tier Mobile Broadband Plans*

These plans are eligible for monthly access fee discounts.

Monthly Access Fee ¹	\$80.00	\$100.00	\$150.00	\$200.00
Speed Tier Limit (Up to) ²	50 Mbps	50 Mbps	50 Mbps	50 Mbps
Data Deprioritization Threshold ³	25 GB	50 GB	100 GB	150 GB
Data Throughput Limit Threshold ⁴	50 GB	100 GB	200 GB	300 GB
Throttled Speed (Up to)	600 Kbps	600 Kbps	600 Kbps	600 Kbps

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com.

These plans are restricted to the Verizon Wireless 5G Nationwide® network and 4G network (domestic and international roaming are not available). For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. *These plans are for mobile broadband service, and only available to select Customer-provided data routers. The monthly

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access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle. Speeds represent the maximum speed but may be lower in the event of network congestion. After the data deprioritization threshold is met on a line during any billing cycle, usage on that line may be prioritized behind other customers in the event of network congestion for the remainder of the then-current billing cycle. These plans cannot be backdated.

¹The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle.

²Speeds represent the maximum speed but may be lower in the event of network congestion.

³After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion.

⁴If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed.

Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a \$0.20 per message charge for messages sent or received.

These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon Wireless.

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Machine-to-Machine

4G Machine-to-Machine (M2M) Wireless Backup Router Plan

Government Subscribers Only

The plan below reflects the monthly access fee discount. No additional discounts apply.

Monthly Access Fee	\$10.00 (28075)
Monthly Data Allowance	25 MB
Data Overage Rate	\$10.00 per GB

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network, and 4G LTE network (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

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During an outage of the primary connection, all usage within the billing cycle in excess of the 25 MB allowance will be charged at the overage rate of \$10.00 per GB. Text messaging feature packages may be added to this plan. The Wireless Router Plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. Verizon Wireless reserves the right to move Customer to the standard commercial 5 GB M2M price plan should usage on the lines provisioned on the M2M Wireless Backup Router Plan exceed 1 GB for three (3) consecutive months.

Public Sector Machine to Machine (M2M) Share Plans [Unsubsidized]

The data plans below reflect the monthly access charge discount.
No additional discounts apply.

Monthly Access Fee	\$39.99 (90231)	\$59.99 (90234)	\$99.99 (90235)
Domestic Data Allowance (Shared)	5GB	10GB	20GB
Domestic Overage Per Gigabyte	\$8.00 Per Gigabyte		

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. New activations on these service plans require 4G LTE devices. Netbook, Smartphone, and Tablet devices are not eligible for M2M pricing. Customer must provide its own authenticated equipment approved for use on the Verizon Wireless network. Equipment purchased from Verizon Wireless must be purchased at full retail. The 5GB, 10GB, and 20GB Public Sector Machine to Machine Plans are able to share with each other on the same account.

Data Sharing (Domestic Only): Account Share. Sharing among M2M Lines is available only among M2M Lines active on this plan. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need.

Custom Machine-to-Machine Share Plans: Low Usage Group¹

The plans below reflect the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$5.00 (ASH-87640) (PSH-87660)	\$7.00 (ASH-87641) (PSH-87661)	\$10.00 (ASH-87642) (PSH-87662)	\$15.00 (ASH-87643) (PSH-87663)	\$18.00 (ASH-87644) (PSH-87664)
Data Allowance - Shared	1 MB	5 MB	25 MB	50 MB	150 MB
Data Overage Rate Per MB	\$1.00 per MB				

Custom Machine-to-Machine Share Plans: High Usage Group²

Plans with a monthly access charge of \$34.99 or higher are eligible to receive a monthly access charge discount.

Monthly Access Fee (pre-discount)	\$20.00 (ASH-87645) (PSH-87665)	\$25.00 (ASH-87646) (PSH-87668)	\$50.00 (ASH-87647) (PSH-87671)	\$80.00 (ASH-87648) (PSH-87673)
Monthly Access Fee (17% discount applied)	N/A	N/A	\$41.50	\$74.40
Data Allowance - Shared	250 MB	1 GB	5 GB	10 GB
Data Overage Rate Per MB	\$0.015 per MB			

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G machine-to-machine devices. Government subscribers may supply their own authenticated Equipment (CPE) approved by Verizon Wireless to be activated on these plans. Netbook, Smartphone, and Tablet devices are not eligible for Machine-to-Machine pricing.

¹The Low Usage Group plans can share data with each other. They do not share with the High Usage Group plans. Profile Sharing will require separate profiles.

²The High Usage Group plans can share data with each other. They do not share with the Low Usage Group plans. Profile Sharing will require separate profiles.

Account Share Data Sharing: Sharing among M2M lines is available only among M2M lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of other lines on the same account, beginning with the line with the lowest overage.

Profile Share Data Sharing: Sharing among M2M lines on the same profile/Company ID is available only among M2M lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to all lines with an overage. Any remaining overage will be billed in KBs.

4G FWA Backup Mobile Broadband Share Plan

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$20.00
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Domestic Data Allowance	2GB
Domestic Data Allowance Overage	\$10.00 per GB
Rate Plan #	52913

Note: This plan is intended for business use only. Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Nationwide® network and 4G LTE network (domestic and international roaming are not available). For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only Customer-provided, 5G Nationwide or 4G LTE router devices may be activated on this plan.

During an outage of the primary connection, all usage within the billing cycle in excess of the domestic data allowance will be charged at the overage rate of \$10.00 per GB.

Data Sharing: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

This plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. This plan may be used with a private network. Router devices must be approved for use on the Verizon Wireless network; no other device types may be activated on this plan. Lines on this plan cannot place or receive voice calls or send/receive text, picture or multimedia messages.

Other Voice Plans

Custom 4G Wireless Home Phone for Government Voice Plan¹
 Government Subscribers Only
 This plan is NOT eligible for monthly access fee discounts

Monthly Access Fee	\$20.00 (93792)
Monthly Anytime Minutes	Unlimited

Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Activation on this plan requires a separate billing account. Activations on the plan are limited to no more than 9 lines per account. This is not a Home Phone service. This service is generally utilized to replace POTS lines.

¹Lines activated on this plan must be on a 4G Wireless Home Phone approved voice-only device. Lines activated on this plan cannot be used outside the United States. Data usage is not available with devices on this plan.

**Single Basic Phone Unlimited Talk Plus 500MB Plan
 (Business Phone Connect)**
 Government Subscribers Only
 No Domestic Roaming or Long Distance Charges
 This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	\$30.00 (36677)
Monthly Anytime Minutes	Unlimited
BPC Data Rate 500 MB	\$10.00 per GB overage rate

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. *May only be activated on a Verizon Wireless Business Phone Connect Approved Device. This is not a Home Phone Service. This service is generally utilized to replace POTS lines.

International**4G Global Data Package Features**

These Features are not eligible for discounts.

Monthly Line Access	Data Allowance (non-share)	Data Overage for	Data Overage for
		Included Countries	Rest of World
\$45.00 per device	1 Gigabyte	\$0.25 per MB	\$2.05 per MB

Notes: This feature requires a 4G LTE GSM/UMTS global-capable MiFi, USB, tablets, and embedded laptop devices and may only be added to Mobile Broadband Plans with a monthly access of \$34.99 or greater. Cannot be combined with any unlimited MBB Plans.

**4G Global Data Package Features Country List
(for Data Allowance)**

Aland Islands	Albania	Andorra	Anguilla
Antigua	Argentina	Armenia	Aruba
Australia	Austria	Azerbaijan	Bahamas
Barbados	Barbuda	Belarus	Belgium
Bermuda	Bolivia	Bonaire	Bosnia and Herzegovina
Brazil	Bulgaria	Canada	Cayman Islands
Chatham Island	Chile	China	Christmas Island
Colombia	Croatia	Curaçao	Cyprus
Czech Republic	Denmark	Dominica	Dominican Republic
Ecuador	Egypt	England	Estonia
Faroe Islands	Finland	France	French Guiana
Georgia	Germany	Gibraltar	Grand Bahamas
Greece	Greenland	Grenada	Guadeloupe
Guam	Guernsey	Guyana	Haiti
Hong Kong	Hungary	Iceland	India
Ireland	Ireland, Northern	Isle of Man	Israel
Italy	Jamaica	Japan	Jersey
Kazakhstan	Korea, South	Latvia	Liechtenstein
Lithuania	Luxembourg	Macao	Macedonia
Malta	Martinique	Mayotte Island	Mexico
Moldova	Monaco	Montenegro	Montserrat

Netherlands	Netherlands Antilles	New Providence (Nassau)	New Zealand
Northern Mariano Islands	Norway	Palestinian Authority	Paradise Island
Paraguay	Peru	Philippines	Poland
Portugal	Reunion	Romania	Russia
Saba	Saipan	Samoa	San Marino
Scotland	Serbia	Singapore	Slovakia
Slovenia	South Africa	Spain	St. Barthelemy
St. Eustatius	St. Kitts and Nevis	St. Lucia	St. Maarten
St. Martin	St. Vincent & Grenadines	Svalbard	Sweden
Switzerland	Taiwan	Thailand	Tortola
Trinidad & Tobago	Turkey	Turks and Caicos Islands	Ukraine
United Kingdom	Uruguay	Uzbekistan	Vatican City
Venezuela	Vietnam	Virgin Gorda	Virgin Islands, British
Wales			

Additional Wireless Options

4G Smartwatch with NumberShare¹ Unlimited Plan - Government

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$10.00 (13413)
Domestic Anytime Minutes	Unlimited
Domestic Data Allowance ²	Unlimited
Domestic and International Messaging Allowance ³	Unlimited

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin)), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices.

1. Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data.
2. Usage may be prioritized behind other customers in the event of network congestion.
3. Unlimited messaging from within the United States to anywhere in the world where messaging services are available.

4G Business Unlimited Smartwatch Plan (Standalone)

Government Subscribers

This plan is Not eligible for monthly access fee discounts.

Monthly Access Fee	\$20.00 (32836)
Voice Minutes Allowance	Unlimited
Domestic Data Allowance ¹	Unlimited
Unlimited Domestic Text Messages	Included
International Text Messages while in the U.S.	Included

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only select smartwatch devices can be activated on this plan.

¹After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. If 10 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p.

²Data usage generated in Canada and Mexico will be billed at the rates in the table above and will be aggregated to determine the applicable data usage tier for that month. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

This is a current retail plan and is subject to change or be discontinued without notice to the customer. This Business Unlimited Plan is not compatible with Private Network Traffic Management (PNTM) or Private Network.

BALANCE OF PRODUCT LINE

Business Solution Store (BuSS) Products

One Talk Solution: Government Subscribers Only The plans/features below reflect any applicable discount. No additional discounts apply.		
One Talk is a mobile first business telephone system that combines Smartphones and Desk phones (standard and 4G) capabilities into a fully integrated office solution providing a single telephone number ("Mobile Data Number/MDN") with the same type of advanced calling and messaging features.		
Desk Phone/Mobile Client (App)		
Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk Price Plan (100 MB Data)	\$10.00 (99116)	\$0.00 (the new Verizon Plans)
One Talk Feature	\$15.00	\$15.00
One Talk Line Access Charge	N/A	\$10.00
Auto Receptionist (AR) and Hunt Group (HG)		
Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk AR Price Plan (100 MB Data)	\$10.00 (99117)	\$0.00
One Talk AR Feature		\$10.00
One Talk AR Line Access Charge	N/A	
One Talk HG Price Plan (100 MB Data)	\$0.00 (16450)	\$0.00
One Talk HG Feature		
One Talk HG Line Access Charge	N/A	
One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only ³ Business App Integrations		
One Talk Basic Integrations ³ provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations		
One Talk Basic Integrations		\$0.00 (SPO 1922) _{OS}

Optional Features	
One Talk Premium Visual Voicemail for Android Smartphone	\$2.99
One Talk Premium Visual Voicemail for Desk Phone & Mobile App	
One Talk Voicemail To Text for iOS Smartphones	
One Talk Caller Name ID	

Additional Devices per MDN ¹		
Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile App, a maximum of up to eight (8) additional devices can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile Apps.		
Additional Device Pricing		
Smartphone Device	One Talk Standard Desk Phone	Mobile Client (App) ² (Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)

4G Business Unlimited One Talk Plans	
Government Subscribers Only	
These plans are NOT eligible for monthly access fee discounts.	
Auto Receptionist	
Monthly Access Fee	\$10.00 (99319)
Voice Minutes Allowance	Unlimited
Data Allowance ¹	Unlimited
Mobile Client (App)/Standard One Talk Desk Phone	
Monthly Access Fee	\$10.00 (99320)
Voice Minutes Allowance	Unlimited
Data Allowance ¹	Unlimited
SMS (Text) Domestic Messaging	Unlimited (73503)
One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only ²	
Business App Integrations	
One Talk Basic Integrations ³ provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations	
One Talk Basic Integrations	\$0.00 (SPO 1922)
Additional Devices per MDN ¹	
Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile Client, a maximum of up to eight (8) additional devices can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile clients.	
One Talk Connected 4G Desk Phones: For MDN's activated on a One Talk Connected desk phone, a maximum of up to seven (7) additional devices can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) mobile clients	
Additional Device Pricing	

Smartphone Device	One Talk Standard Desk Phone	Mobile Client (App) ⁴ (Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network.</p> <p>One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.</p> <p>For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ³Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. ⁴The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. ⁵All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.</p> <p>The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.</p> <p>¹After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global- capable device.</p> <p>For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/</p> <p>This is a current retail plan and is subject to change or be discontinued without notice to the customer. Business Unlimited One Talk Plans is not compatible with Private Network Traffic Management (PNTM) or Private Network.</p>		

One Talk Call Queue		
Government Subscribers Only		
No Domestic Roaming or Long Distance Charges		
This plan is NOT eligible for monthly access fee discounts.		
Monthly Access Fee	\$25.00	\$45.00
Calls in Queue	10 calls held in queue	25 calls held in queue
Monthly Call Queue Agent-Feature	\$1.00 per line/per month ¹	
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. ¹One (1) additional Desk Phone can be added as an additional device per MDN. ²Mobile Client (App) eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers), wireless and WiFi tablets; limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.</p>		
<ol style="list-style-type: none"> 1. Call queue has a maximum limit of 40 agents per call queue setup. 2. Dial MDN direct or be routed through Auto Receptionist 		
For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/		

One Talk Messaging for Hunt Group	
This feature is not eligible for further discounts	
Monthly Access Fee	\$9.99 (88212)
Hunt Group Recipients	Up to 20 maximum per line
SMS/MMS Unlimited ¹	Included
<p>Note: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon MDN and Hunt Group delivers one or more One Talk phone numbers to provide specialized support to customers. Mobile devices associated with the One Talk App can send and receive text messages to Hunt Groups.</p>	
<p>¹One Talk SMS is only available on the Mobile Client (App).</p>	
<p>*Messaging for Hunt Groups can support having simultaneous call sequence – once a customer sends out an SMS it will be sent to all the Messaging for Hunt Group members*</p>	
For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/	

One Talk Connected 4G Desk Phone Plans

Government/Corporate Subscribers Only

These plans are NOT eligible for monthly access fee discounts.

Plan	Monthly Access	Voice Minutes Allowance	Data Allowance	Data Overage
47598 – Flexible Business LTE Desk Phone Unlimited Talk and Text	\$10.00	Unlimited	500 MB (Share)	\$10.00/GB
48043 – Nationwide for Business LTE Desk Phone Unlimited Talk and Text			500 MB	
48083 - One Talk LTE Desk Phone Unlimited Talk and Text			500 MB	
48084 - Business Unlimited LTE Desk Phone	\$10.00	Unlimited	Unlimited ¹	

Auto Receptionist (AR) and Hunt Group (HG)

One Talk Primary MDN	Monthly Access	
	Line Level Plans	Account Level Plans
One Talk Auto Receptionist Feature	\$10.00	\$0.00
One Talk Auto Receptionist Line Access Charge	N/A	
One Talk Hunt Group Feature	\$0.00	
One Talk Hunt Group Line Access Charge	N/A	

Optional Features

One Talk Premium Visual Voicemail for Android Smartphone	\$2.99
One Talk Premium Visual Voicemail for Desk Phone & Mobile Client (App)	
One Talk Voicemail To Text for iOS Smartphones	
One Talk Caller Name ID	

Additional Devices per MDN¹

For MDN's activated on a One Talk Connected desk phone, a maximum of up to seven (7) additional devices can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) Mobile Clients (Apps).
 *Current One Talk customers adding a One Talk Connected desk phone must change to this configuration.

One Talk Standard Desk Phone	Mobile Client (App) ² (Includes Smartphones and Tablets)
\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. **Only One Talk Connected desk phone devices can be activated on this plan.**

One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected 4G desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ¹Each One Talk phone number can be shared between devices with the following limits: ¹Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. ²The Mobile App can be used in eligible devices (includes devices from other carriers);

Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.

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Date 4/17/2023 18:30 AM

The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

¹After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device


This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.

For additional information regarding One Talk please visit: <https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/>

Call Filter	
This feature is NOT eligible for monthly access fee discounts.	
Monthly Access Fee¹	\$0.00
<p>Notes: Additional feature information can be found at www.verizonwireless.com. ¹This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call Filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. ** 4G LTE GSM/UMTS capable devices, require VoLTE/HD Voice.</p> <p>Call Filter features are billed separately; however, all supported options will appear and cannot be blocked.</p>	

Call Filter Plus	
This feature is NOT eligible for monthly access fee discounts.	
Monthly Access Fee¹	\$0.75 (87867)
<p>Notes: Additional feature information can be found at www.verizonwireless.com. ¹This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. Call filter features are billed separately; however, all supported options will appear and cannot be blocked.</p>	

Name ID Features	
The features below reflect the monthly access charge discount. No additional discounts apply	
Feature	Monthly Access
Share Name ID	\$0.00
Company Name ID	\$1.99 per line
<p>Note: Depending upon the service provider and/or carrier to which the called party is subscribed, the called party (terminating device) may or may not be able to view the caller's name. The Call Filter Plus feature is purchased separately.</p> <p>Company Name ID</p> <ul style="list-style-type: none"> Allows Government customers to display their agency name, number and logo on outbound calls on a line-by-line basis to Verizon Call Filter Plus subscribers. It may also display on other carrier devices. The <u>Logo display service</u> is compatible only with Android Devices. Users must be subscribed to the My Business portal to use this feature. <p>Share Name ID</p> <ul style="list-style-type: none"> A free service that allows Government customers to personalize their name (as per Account Owner's Billing Name) on outbound calls to Verizon Call Filter Plus subscribers. It may also display on other carrier devices. Users must be subscribed to the My Business portal to use this feature. 	

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Date 4/17/2023 | 8:30 AM M

Private Network/Dynamic Mobile Network Routing (DMNR)/Service Based Access (SBA) Static IP – Isolated Pool w/Fixed End System (FES) [Internet Restricted]				
The Account Set-Up Fees below reflect any applicable discount. No additional discounts apply.				
Mobile Broadband and metered data plans or features only				
Configuration	Cost			
Per Account FES Connect Set-Up (One time fee)	\$1500.00			
	Private Network Only	Private Network with DMNR	Private Network with SBA	Static IP Only
Per Account Level Set-Up (One time fee)	Waived for SONH subscribers	\$250.00	\$250.00	Waived for SONH subscribers
DMNR or SBA (Per build)	\$250.00 (Adding to existing Private Network Only)			
Public Safety Subscribers Account Set-Up: Verizon Wireless will waive all account set-up fees including the \$1500.00 connection fee, \$500.00 Account Set-up Fee and the DMNR/SBA for new Public Safety builds classified with the following NAICS (formerly SIC) Codes only				
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems			
<p>Note: Set-Up fees apply to new Private Network/DMNR/SBA builds (Verizon Home Agent Portal (VHAP)). This applies to New Private Networks built as Standard, Parent or Child. Subscribers that are placed into this pool will be limited to utilizing the Verizon Wireless Network for transport to and from their FES connections to the Verizon Wireless Network. Static IP addresses will be available on remote access, Mobile Broadband and Unlimited metered data plans or features only. Fees may not apply in certain VPN environments. Fees are per account level (regardless of the number of IPs ordered) selecting Static IP, and may apply in addition to \$1500.00 Connect Fee in certain configurations. Does not include MPLS.</p> <p>Static IP: Fees are per account level (regardless of the number of IPs ordered). Static IP addresses will be available on remote access, Mobile Broadband and metered data plans or features only. Static IP addresses may be reserved and should be assigned to the mobile numbers within 90 days. De-activated Static IP addresses will go into an "ageing pool" for 24 hours. After 24 hours, these Static IP addresses will be returned to reserved status for the account. Reserved Static IP addresses will be shown at the account level and can be viewed from the billing system. Feature activations will be stored in the "data warehouse" database along with the Static IP Address for reporting. A Static IP address is associated with the device's MDN (Mobile Dialing Number). Each time the subscriber initiates a data session the Static IP address that is associated with their MDN is assigned to their device for each session. Subscribers completing an ESN (Electronic Serial Number) change will retain their Static IP address.</p> <p>Eligible 3G/4G data service: Mobile Broadband, Mobile Broadband Wireless Router, Telemetry (M2M), Wireless Email, or usage-based Megabyte pricing. DMNR and SBA are optional features that can co-exist on a Customer's Private Network profile</p>				

4G LTE Private Network Traffic Management (PNTM) Private IP Only (fixed WAN) Government Subscribers Only

Metered Data Pricing only. Not compatible with Unlimited Data Plans

The plans below reflect any applicable discount. No additional discounts apply.

Class of service ("CoS")	Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected.
Mission Critical CoS Applications	Recommended for video, Voice over IP, interactive services, and other mission critical applications.
Best Effort CoS Applications	Suitable for best effort applications (e.g. email, web browsing)

PNTM Service Options:	Enhanced (Entry Level)	Premium (Mid Level)	Public Safety (Highest Level) (Qualifying Public Safety NAICS Only)
Monthly Access Fee (per line)	Waived - \$0.00	Waived - \$0.00	Waived - \$0.00
Mission Critical CoS Speeds	Mapped Up to 0.5 Mbps	Mapped Up to 2 Mbps	Mapped Up to 2 Mbps
Best Effort CoS Applications Speeds	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth
RF Priority on access network	N/A	N/A	During heavy network usage periods

Qualifying Public Safety NAICS: Public Safety Subscribers classified with the following NAICS codes, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.

485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private)	922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices
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Notes. 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)

Push to Talk Plus (PTT+): Government Subscribers Only

Push to Talk+ is not eligible for any further discounts.

Product	Monthly Access
Tablet	\$3.75 (590919)
Inter-carrier (only any device)	\$3.75 (594853)
3rd Party Web (HTML) API Client	\$3.75 (594854)
Dispatch (License) Windows PC with PTT and mapping	\$22.50 (590918)

Notes: Current coverage details can be found at www.verizonwireless.com. See attached Calling Plan and Feature Details for important information about calling plans, features and options. Push to Talk license only. Push to Talk Plus requires PTT+ capable device.

Land Mobile Radio (LMR) for PTT+ :
Government Subscribers Only
Push to Talk Plus service is required.

LMR is not eligible for any further discounts.

Product	Monthly Access
LMR Channel per account	\$0.00 (590921)

Notes: Customer may have multiple channels.

LMR FEATURE Only
(When added to a Basic/Smartphone Device with PTT+)

Basic/Smartphone Devices (FEATURE)	\$4.50 (85280)
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Notes: LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.

LMR with PTT+

Tablet	\$8.25 (600952)
Inter-carrier (any device)	\$8.25 (600954)
3rd Party Web (HTML) API Client	\$8.25 (600953)
LMR with Dispatch (for Windows PC with PTT+ and mapping)	\$27.00 (615952)

Notes: Current coverage details can be found at www.verizonwireless.com. See attached Calling Plan and Feature Details for important information about calling plans, features and options. Land Mobile Radio (LMR) interoperability works with all PTT+ capable devices. To use PTT+, Customer needs a PTT+ feature (or a software license for tablets and dispatch) and a PTT+ compatible device. An Internet Protocol (IP) link is required to connect Verizon's PTT+ service with the customer's LMR network through the "IP Gateway". By purchasing the Land Mobile Radio for PTT+ Customer consents to the tracking of Land Mobile Radio for PTT+ equipment and must obtain authorized consent to tracking from all users and affected persons. No guarantee of accuracy of information transmitted, disclosed, displayed or otherwise conveyed or used. Service could be interrupted or disrupted due to atmospheric conditions, inaccurate ephemeris data and other factors associated with use of satellites and satellite data.

Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment							
Additional Discounts Not to Apply for Virtual Deployments.							
*Virtual Deployment Type	Price	Provided Via Email	Provided Via Phone	Project Management	Configuration of Equipment	Testing of Equipment	Up to 4 Talk Groups
	Software Plan Id and Description						
Onetime Fee							
ROIP Assisted Virtual Deployment	\$2,500	Included	Not Included	Not Included	Not Included	Not Included	Not Included
	623458: PTT+/LMR Assisted Install: ONE TIME						
Onetime Fee							
ROIP Managed Virtual Deployment	\$8,000	Included	Included	Included	Included	Included	Included
	623459: PTT+/LMR Managed Remote: ONE TIME						
Onetime Fee							
ISSI Managed Virtual Deployment	\$25,000	Included	Included	Included	Included	Included	Included
	623461: PTT+/LMR Managed Plus P25: ONE TIME						

Note: *Customer must select a type of Virtual Deployment; selection cannot be mixed and/or matched. Customer must also purchase separately a ROIP gateway and cables. Customer must physically install the gateway and provide Virtual Private Network ("VPN") connectivity to the gateway. In addition, Customer must purchase an associated Land Mobile Radio ("LMR") feature and associated authorizations.

Virtual Deployments include on-boarding one single facility, accessible by Customer site to site VPN (Verizon Wireless will not go on-site for any Virtual Deployment). Warranty: Verizon Wireless makes no warranties, express or implied, with respect to ROIP or ISSI Virtual Deployment which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of ROIP or ISSI Virtual Deployment cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY.

ROIP Assisted Virtual Deployment

Customer Requirements:

Physical Installation and configuration.	Access to add network elements to Customer's network (IT administration).
VPN turn up capability (IP Network expertise).	Purchase and configure ROIP Gateway(s) and cables for connected LMR.
Assign a single point of contact.	Provide mobile radio for connectivity to each channel connected to ROIP Gateway(s).
Assign individual to receive and program ROIP Gateway(s) (The customer must have an acute knowledge on how to program land mobile radio equipment).	Provide VPN peer details.

Virtual Deployment provided: ROIP Assisted Virtual Deployment is only provided via email. Requests for deployment assistance can be reached at KODVZLMRSupport@motorolasolutions.com.

RoIP Assisted Virtual Deployment ends once a successful configuration and functional test occur:

A successful configuration for RoIP and ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group Mobile Directory Number's (MDN) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon Push to Talk (PTT) Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon Push to Talk Plus Service handsets when LMR User is speaking

RoIP Managed Virtual Deployment and ISSI Managed Virtual Deployment

Virtual Deployment Includes:

Working with Customer to engineer network segments for RoIP	Engage with Customer on VPN solution completion
Develop milestones	Verify Customer is configured in PTT Plus Service
Project manage critical milestones	Finalize RoIP Gateway tuning settings including latency and call setup timers based on Customer's network.
Present final design	Validate all configuration steps of the IP Gateway
Define technical parameters for VPN	Configure RoIP Gateway(s)

Requests for managed deployment assistance can be reached at:

Phone Requests: (469) 476-0820

Email Requests: KODVZLMRSupport@motorolasolutions.com.

Customer Requirements: Customer shall be required to do the following:

Assign a project Single Point of Contact.	Provide mobile / portable radio for connectivity to each channel connected to RoIP Gateway(s).
Backhaul Technology Selection.	Manage schedule and report availability for turn up.
Provide VPN Peer Details.	Approve necessary authorizations to be billed to the account.
Order IP Gateway.	Review designs.
Complete Site Survey Web Form.	Provide resulting LMR Group MDN authorization numbers assigned in Enterprise Contact Management (ECM) Tool to Verizon.
Physical Installation.	Approve the one-time Virtual Deployment charges for managed install.
Build Talk Groups in PTT+ online portal Enterprise Contact Management (ECM), including RoIP Gateway authorization.	Configure VPN on local network to data center.
Assign single point of contact for VPN configuration.	Customer to confirm the required networking elements completed.
Assign individual to receive RoIP Gateway(s).	Configure network elements as needed (if sourced as a part of project).

Contractor Initials

Date 4/17/2023 | 8:30 AM

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Access to add network elements to Customer's network.	Test and successfully complete calls between Push to Talk Plus Service and the LMR network.
Purchase separately ROIP Gateway(s) and cables for connected LMR.	

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment end once a successful configuration and functional test occur:

A successful configuration for ROIP or ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group MDN(s) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon PTT Plus Service handsets when LMR User is speaking

Group First Response provides the next tier, in terms of Push To Talk features. Specifically it allows fast setup time, ability to handle very large groups, and a strong security and priority handling. Group First Response is based on international 3GPP standards (Mission Critical Push To Talk (MCPTT)) that ensures that the user gets "LMR like" features.

**Group First Response for
National Security, Public Safety, and First Responders**
Government Subscribers Only

Features are NOT eligible for monthly access discounts.		
Description	Feature Code	Monthly Access Fee
^Group First Response ¹	87781	\$23.75
Push to Talk Plus Video ^{1, 2}	87787	\$20.00
<p>Note: Group First Response features work with 5G Nationwide® network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra-Wideband network.</p> <p>¹Group First Response is a Push to Talk Plus bolt-on feature. All lines must have a Push to Talk Plus feature to be eligible to purchase Group First Response.</p> <p>²Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.</p> <p>^As a condition for accessing and using Group First Response, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.</p> <p>Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.</p> <p>****Disclaimer: These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.</p> <p>These features are available to National Security, Public Safety, and First Responder customers only as defined by the below NAICS (formerly SIC) codes.</p>		
<p>National Security/ First Responders / Public Safety</p> <ul style="list-style-type: none"> • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems • 621910 Ambulance Services • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices • 922160 Fire Protection (except private) • 922190 Other Justice, Public Order, and Safety Activities • 923120 Administration of Public Health Programs 	<ul style="list-style-type: none"> • 928110 National Security • 926120 Regulation and Administration of Transportation Programs • 926150 Regulation, Licensing, and Inspection of Commercial Sectors • 926130 Regulation and Administration of Comms, Electric, Gas, Utilities • 921150 American Indian and Alaska Native Tribal Governments • 921190 Other General Government Support • 921110 Executive Offices 	

Group First Response for Non-Public Safety Customers Features are NOT eligible for monthly access discounts.		
Description	Feature Code	Monthly Access Fee
^Group First Response ¹	89355	\$30.00
Push to Talk Plus Video ^{1, 2}	87787	\$20.00
<p>Note: Group First Response features work with 5G Nationwide® network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra-Wideband network.</p> <p>¹Group First Response is a Push to Talk Plus bolt-on feature. All lines must have an active Push to Talk Plus feature to be eligible to purchase Group First Response.</p>		

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²Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plush Video bolt-on feature.

^Group First Response requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature.

Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.

******Disclaimer:** These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.

These features are available to the below NAICS codes.

<p>Water</p> <p>924110 Water Infrastructure</p> <p>221320 Sewage Treatment Facilities</p> <p>221310 Water Supply and Irrigation Systems</p> <p>Transportation</p> <p>482111 Railway Transportation</p> <p>481111 Passenger Air Transportation</p> <p>481112 Freight Air Transportation</p> <p>483111 Shipping Transportation</p> <p>491110 Postal Service</p> <p>Information Technology</p> <p>541512 Computer Integration</p> <p>541519 Computer Disaster Recovery</p> <p>Chemical</p> <p>561612 Protective Services</p> <p>541330, 541690 Chemical Engineering and</p> <p>Consulting</p> <p>239210 Pharmaceutical</p> <p>Communications</p> <p>517110 Telecommunications; Wired</p> <p>517212 Cellular and other Wireless</p>	<p>Telecommunications</p> <p>238210, 334290 and 561620 Alarm Systems</p> <p>Critical Manufacturing</p> <p>237310 Highway, Street and Bridge Construction</p> <p>811310 Industry Equipment Repair</p> <p>236210 Industrial Building Construction</p> <p>211113 Extraction;</p> <p>236220 Construction Management</p> <p>Energy</p> <p>333611 Wind Turbine</p> <p>221111 Hydroelectric Power Generation</p> <p>221122 Electric Power Distribution</p> <p>221118 Other Electric Power Generation</p> <p>221210 Natural Gas Distribution</p> <p>221113 Nuclear Electric Power Generation</p> <p>562211 Hazardous Waste Treatment and Disposal</p> <p>Healthcare and Public Health</p> <p>621112 Health Care Practitioners</p> <p>923120 Public Health Programs</p>
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Group First Response Dispatch and Video Bundles

Government Subscribers Only

License bundles are NOT eligible for a monthly access discount

Description	License Bundles	Frequency	Price
Dispatch Group Command With Video	DIS_PTT_GROUP_CMD_VIDEO	Monthly	\$300.00
Dispatch Group Advance with LMR and Video	DIS_PTT_GROUP_ADV_LMR_VIDEO	Monthly	\$281.00

Dispatch Group Command with LMR and Video	DIS_PTT_GROUP_CMD_LMR_VIDEO	Monthly	\$306.00
Dispatch PTT+ with LMR and Video	DIS_PTT_LMR_VIDEO	Monthly	\$236.00
Dispatch Group Advance with Video	DIS_PTT_GROUP_ADV_VIDEO	Monthly	\$275.00
Dispatch PTT+ with Video	DIS_PTT_VIDEO	Monthly	\$230.00
PTT Cross Carrier Group Advance LMR Video	PTT_CC_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Cross Carrier Group Advance Video	PTT_CC_GROUP_ADV_VIDEO	Monthly	\$29
PTT Cross Carrier Group Command LMR Video	PTT_CC_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Cross Carrier Group Command Video	PTT_CC_GROUP_CMD_VIDEO	Monthly	\$35
PTT Cross Carrier LMR Video	PTT_CROSS_CARRIER_LMR_VIDEO	Monthly	\$31
PTT Cross Carrier Video	PTT_CROSS_CARRIER_VIDEO	Monthly	\$25
PTT Tablet Group Advance LMR Video	PTT_TABLET_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Tablet Group Advance Video	PTT_TABLET_GROUP_ADV_VIDEO	Monthly	\$29
PTT Tablet Group Command LMR Video	PTT_TABLET_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Tablet Group Command Video	PTT_TABLET_GROUP_CMD_VIDEO	Monthly	\$35
PTT Tablet LMR Video	PTT_TABLET_LMR_VIDEO	Monthly	\$31
PTT Tablet Video	PTT_TABLET_VIDEO	Monthly	\$25
Note: All Licenses must have a Group First Response compatible device with an active Push to Talk Plus and MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.			

Description	License Bundles	Frequency	Price
PTT Dispatch Group First Response	DISP_PTT_GFR	Monthly	\$300
PTT Dispatch LMR Group First Response	DISP_PTT_LMR_GFR	Monthly	\$306
PTT Dispatch Video LMR Group First Response	DISP_PTT_LMR_VIDEO_GFR	Monthly	\$506

PTT Dispatch Video Group First Response	DISP_PTT_VIDEO_GFR	Monthly	\$500
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Note: All Licenses must have a Group First Response compatible device with an active MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.

Push to Talk Plus Group Advanced Feature Only
(when added to a Basic/Smartphone Device with PTT+)
No additional discounts apply.

Basic/Smartphone Device Feature (87381)	\$3.00
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Note: Group Advanced cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Command and Group Advanced on the same device.

The new Group Advanced features include:

- Large Groups. Increased group sizes up to 3000 members.
- Urgent Calling. Urgent calling can be initiated by a user or remotely by an authorized user. This call provides a distinct tone and is the highest priority call within the PTT+ application.
 - If a Dispatch license is the "Authorized User," the location of the Urgent Caller displays on the map. ○ Either the Initiator of the call or the Authorized User can end the "urgent call".
 - The "destination" of Urgent call must be on PTT+ client version R9.0 or later.
- Location-Based Temporary Groups. These are dispatcher-managed geographic groups. Members inside the geographic area can be added to Dispatch selected contacts or pre-defined groups.
 - Requires new PTT+ Group Advanced Dispatch software license.

Note: Push to Talk Group Advanced requires Push to Talk Plus (PTT+).

Group Advanced Feature Requirements

- PTT+ Group Advanced feature requires the Push to Talk Plus (PTT+) feature.
- At launch (3/28/19), this bundle only works on smartphones. Select basic devices are supported, beginning in 2Q2019.
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/19) for the functionality to show on devices as well as the PTT+ management portal (ECM).
- PTT+ Group Advanced works with the optional LMR feature/functionality. PTT+ Portal Information
- Large Groups
 - Within the PTT+ portal (ECM), there is a new group type "Large Group" under the Create Groups tab. When the group is created, only those contacts with the new PTT+ Group Advanced feature / SKU can be added to the group.
- Urgent Calling
 - The company POC is able to set the "Authorized User" as well as the primary and secondary contacts that are recipients when the Urgent Call is initiated. "Authorized users" also have to have the PTT+ Group Advanced feature / SKU.
- Location-Based Temporary Groups
 - No impact on the PTT+ management portal (ECM).

Push to Talk Plus Group Command Feature Only
 (when added to a Basic/Smartphone Device with PTT+)
 No additional discounts apply.

Basic/Smartphone Device Feature (87382)	\$7.50
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Note: Group Command cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Advanced and Group Command on the same device.

The new features, effective 5/2/19, include:

- Discreet listening. Enables an authorized user or dispatcher to remotely listen to a user's PTT+ voice communication.
- User Check. Allows an authorized PTT+ user or dispatcher to obtain user information from another Group Command user, such as:
 - Presence and location
 - Device signal strength (Wi-Fi and cellular)
 - Device battery level
- Enable/Disable Radio
 - The ability to temporarily remove a device from a group conversation
- Includes Group Advanced functionality (large groups and urgent calling)

Group Command Feature Requirements

- PTT+ Group Command feature requires Push to Talk Plus (PTT+) feature
- This bundle works on Smartphones, Tablets and basic phones
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/2019) for the functionality to show on both the device as well as the PTT+ management portal (ECM).
- End users MUST enable RADIO MODE for the PTT+ Group Command features to work
- PTT+ Group Command SFO works with the optional LMR feature / functionality
- PTT+ Group Advanced and PTT+ Group Command features are mutually exclusive

Push to Connect – (PTT+)

Customers who use Smartphones, Tablets and basic phones are able to leverage Push to Connect to:

- Share pictures and videos from Gallery, as well as use native device camera
- Share location (current location or meeting location)
- Group Supervisor can set a Geofence, and receive messages when members come or leave area
- Leave a voice message, or create a voice message, and send to an individual or a group
- Send a PDF file to a contact or group

For customers who are familiar with PTT+ LMR Interoperability, PTT+ now has an optional "LMR Client" look, which provides a streamlined interface which simplifies the user experience to 1 screen.

Customers can now leverage Web Browsers to access the PTT+ Dispatch solution, rather than downloading software.

Verizon also has a developer portal for any third-party companies that are interested in integrating the PTT+ voice functionality (developer.pushtotalkplus.com)

PTT+ also has an option to preset the PTT+ button (Programmable key) to a contact or group and works, even when the security screen is enabled.

Verizon offers different levels of Professional Services to facilitate the installation/integration of this functionality. See LMR Interop Professional Services in Detail.

Group Command Software Sku's

No additional discounts apply.

SKU Name	SKU Description	Term	Cost
PTT+ Group Command for Dispatch	PTT+ Group Command for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Command features (large group and urgent calling).	Monthly (658952)	\$100.00
PTT+ Group Command for Dispatch-LMR	PTT+ Group Command for Dispatch-LMR includes support for PTT+ Group Command features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (658953)	\$106.00
PTT+ Group Command for Cross-Carrier	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658954)	\$11.25
PTT+ Group Command for Cross Carrier-LMR	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658955)	\$15.75
PTT+ Group Command for Tablet	PTT+ Group Command for Tablet supports the PTT+ Group Command functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658956)	\$11.25
PTT+ Group Command for Tablet-LMR	PTT+ Group Command for Tablet-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658957)	\$15.75

Group Advanced Software Sku's

No additional discounts apply.

PTT+ Group Advanced for Dispatch	PTT+ Group Advanced for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	Monthly (657452)	\$75.00
PTT+ Group Advanced for Dispatch LMR includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	PTT+ Group Advanced for Dispatch-LMR includes support for PTT+ Group Advanced features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (657453)	\$81.00
PTT+ Group Advanced for Cross-Carrier	PTT+ Group Advanced for Cross Carrier supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657454)	\$6.75
PTT+ Group Advanced for Cross Carrier-LMR	PTT+ Group Advanced for Cross Carrier-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657455)	\$11.25
PTT+ Group Advanced for Tablet	PTT+ Group Advanced for Tablet supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657456)	\$6.75
PTT+ Group Advanced for Tablet-LMR	PTT+ Group Advanced for Tablet-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657457)	\$11.25
<p>Note: Sku's are not interchangeable. Group advance Sku's must be used with the group advanced feature code and Group command Sku's must be used with the group command feature code.</p>			

SIM SECURE SERVICE OVERVIEW. SIM-Secure ensures a SIM will only function when it is used in conjunction with the device with which the customer intends it to work. If a SIM is removed from the authorized device and placed in an unauthorized device, SIM-Secure will prevent the device from successfully authenticating to the Verizon network. If the SIM is placed back in the authorized device, the SIM will successfully authenticate to the network.

SIM-SECURE SERVICE					
Description	SKU	Billing Frequency	Price Per Unit	QTY	
IoT devices - monthly	SIM-Secure Monthly Non-IoT License	SIMSec-NonIoT	Monthly	\$0.69	1
IoT devices - lifetime	SIM-Secure Lifetime Non-IoT License	SIMSec-NonIoT-Lt	Once	\$10.00	1

Verizon Wireless grants Customer a limited, nonexclusive, revocable, non-transferable license (without the right to sublicense) to use SIM-Secure for its own internal business purposes and only for lawful purposes. Customer shall not have the right to, and shall not permit any third party to, resell, sublicense, rent, lease, time-share, copy, modify, create derivative works of, translate, reverse engineer, decompile or disassemble the Services or otherwise attempt to derive the source code, access the Service in order to build a competitive product or service or to copy any ideas, features or functions of SIM-Secure or use SIM-Secure. Customer does not acquire any other rights, express or implied, in SIM-Secure. VERIZON WIRELESS RESERVES ALL RIGHTS NOT EXPRESSLY GRANTED HEREUNDER. Verizon Wireless and its suppliers own and retain all right, title and interest in and to SIM-Secure, all intellectual property rights in or associated with SIM-Secure, and any derivative works thereof. SIM-SECURE IS PROVIDED "AS IS" AND VERIZON WIRELESS MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO USEFULNESS, FUNCTIONALITY, OPERABILITY, TIMELINESS AND NON-INFRINGEMENT. VERIZON WIRELESS HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL OR PUNITIVE DAMAGES OR FOR LOSS OF USE OR LOST BUSINESS, REVENUE, PROFITS, SAVINGS, OR GOODWILL, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, SIM-SECURE, OR DOCUMENTATION, HOWEVER CAUSED, WHICH ARE INCURRED BY THE OTHER PARTY AND WHICH ARISE OUT OF ANY ACT OR FAILURE TO ACT RELATING TO THIS SS SERVICE ATTACHMENT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE CLAIM OR POTENTIAL CLAIM OR OF THE POSSIBILITY OF SUCH DAMAGES.

VZ IoT Managed Services			
This service does not qualify for additional discounts			
Private Network Professional Services is a white-glove service for Verizon Wireless Private Network customers which provides remote configuration support for customer premise equipment (CPE) to ensure successful turn-up.			
SKU#	Description	Time	Cost
690957: VZ-CoE-MPN-ENGG-SPRT: ONE TIME	Professional Services	Up to 2 hours	\$500.00
Notes: This service is for Verizon Wireless Private Network Customers and any customers who are interested in general configuration expertise on any of the products specified routers. Customers may purchase additional hours of engineering services in 2 hour blocks for \$500.			

Enterprise Messaging (Open Market)

These plans are being offered as Open Market.

Contingent upon execution of a Blanket Purchase Agreement between the parties

Enterprise Gateway for Public Safety Enterprise Messaging for Public Safety is NOT eligible for monthly access fee discounts		
# Messages Included	Monthly Access	Per Message Rate After Allowance
Public Safety Unlimited* (83431)	\$0.00 (For Public Safety/First Responders only as defined below*)	N/A
Note: This plan is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.		

Enhanced Messaging Features SMS Only for EMAG Enhanced Features The monthly access fee discounts are reflected in the pricing below. NO Further discounts apply.		
# Messages Included	Monthly Access	Per Message Rate After Allowance
1,000,000* (22119)	\$0.00	\$0.013
Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.		

*The \$0.00 Monthly Access Unlimited plan and the \$0 Enhanced Messaging Plans above are only available to Public Safety/First Responders classified with the following NAICS Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

The monthly access fee discounts are reflected in the pricing below. NO further discounts apply.		
# Messages Included	Monthly Access	Per Message Rate After Allowance
Text Only (SMS)		

Contractor Initials

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15,000 (98209)	\$37.50	\$0.01
100,000 (98212)	\$150	\$0.01
500,000 (98213)	\$731.25	\$0.01
1,000,000 (98215)	\$1,387.50	\$0.01
5,000,000 (98233)	\$6,750	\$0.005
Note: This feature is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.		
Text & Multimedia (SMS/MMS):		
# Messages Included	Monthly Access	Per Message Rate After Allowance
15,000 (98234)	\$75	\$0.02
100,000 (98235)	\$300	\$0.02
500,000 (98236)	\$1,462.50	\$0.02
1,000,000 (98238)	\$2,775	\$0.02
5,000,000 (98239)	\$13,500	\$0.01

Enhanced Messaging Features SMS Only for EMAG Enhanced Features		
The monthly access fee discounts are reflected in the pricing below. NO Further discounts apply.		
Enhanced Messaging Features (SMS Only)		
# Messages Included	Monthly Access	Per Message Rate After Allowance
15,000 (22041)	\$75	\$0.02
100,000 (22054)	\$468.75	\$0.02
500,000 (22088)	\$2,250	\$0.015
1,000,000 (22119)	\$4,200	\$0.013
5,000,000 (22127)	\$20,250	\$0.008
Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.		

Verizon Mobile Device Management (MDM): Government Subscribers	
These calling features reflect the monthly access charge discount. No additional discounts apply.	

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Verizon MDM Feature	Access Fee
Broadband Hotspot Management ¹	\$1.49/device per month or \$15/device per year
Unified Endpoint Management ²	\$1.00/device per month or \$10/device per year
<p>Note: See attached Calling Plan and Feature Details for important information about calling plans, features and options. VzMDM supports select devices and operating systems and may require installation of a software agent. VzMDM features are ordered and billed separately; however, all supported options will appear and cannot be blocked. The Verizon MDM portal is a <u>CLOUD BASED SYSTEM</u> and accessed via an Internet Browser.</p> <ul style="list-style-type: none"> > ¹ Broadband Hotspot Management (BBHS) currently supports the 5G M1000, MiFi 8800L, MiFi 7730L, AC791L, Jetpack 6620L, MHS 900L/LS, Orbic Speed RC 400L, BPC-100 (Business Phone Connect), and USB730L. <ul style="list-style-type: none"> o Requires iOS 10 or Higher o iPad OS 13 and higher > ² Unified Endpoint Management (UEM) requires smartphones and Tablets to be under supervision with their respective device enrollment programs, prior to managing device configurations from the VzMDM's customers' instance. <ul style="list-style-type: none"> o All services are billed at the account level > Verizon customers, who want to assess new firmware or need more time for custom/corporate applications, are guided towards the Vienna Channel program <p>**Due to a number of features that require HTML 5, Verizon MDM requires the latest generation browsers (Google Chrome and Microsoft Edge) or two generations earlier.</p>	

VZ MDM Implementation Services

This service does not qualify for additional discounts

A certified VZ Solutions Engineer ("SE") will be assigned to provide a full and complete virtual implementation of the VZ MDM solution, including:

- Facilitate customer through onboarding of mobile devices in the Verizon Mobile Device Enrollment Program (DEP);
- Creation and assignment of policies and groups, ensuring group and policy orientation meets customer's project needs
- Provide portal training;
- Oversee a testing phase with a control group;
- Oversee initial production rollout

SKU#	Description	Term	Cost
VZ_IOT_VZMDM_1-10	License Quantity 1-10	One time fee	\$99.00
VZ_IOT_VZMDM_11-499	License Quantity 11-499	One time fee	\$350.00
VZ_IOT_VZMDM_500-999	License Quantity 500-999	One time fee	\$650.00
VZ_IOT_VZMDM_1000_PLUS	License Quantity 1000+	One time fee	\$0.70/ license

Notes: This service can be found under the VZ MDM category in BuSS. Multiple tiers cannot be combined during purchase. Separate configurations may use separate tiers.

This service is to be used in conjunction with one of the following VZ MDM Services:

1. Broadband Management
2. Unified Endpoint Management

Directory Assistance: 411 SearchSM

Our wireless 411 SearchSM is an enhanced directory assistance service with automatic connection. 411 Search offers phone numbers, addresses and information providing quick, safe and convenient service with up to three listings and one call connection per call or text.

Voice call	\$1.99 (subject to change) per call plus applicable airtime, toll, wireless long distance and landline charges
Message Sent via text	With messaging bundle: \$1.99 plus airtime for the call, and the, message will be subtracted from the monthly allowance
	Per text message: \$1.99 plus airtime for the call and \$0.20 for the text message

Non-recurring Verizon Wireless Fees

Insufficient Funds Check	\$25.00
Although fees may be charged, in most cases they will be waived.	
Bill Reprint	\$5.00
Late Fee	Waived
Record Change/Upgrade Fee	Waived
Fulfillment/Shipping	
Standard: 2-day (orders received before 4PM)	Waived
Next Day (by 8pm)	\$12.99
Urgent/Priority Overnight (by 12pm)	\$14.99
Saturday: (by 12pm)	\$19.99

Absolute NetMotion

These products Do Not qualify for additional discounts

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Absolute NetMotion is a Mobile Performance Management (MPM) - Software that accelerates, optimizes and secures all traffic with mobile devices across any network, application or operating system. It provides adaptive policies so that IT can specify parameters to fine tune the mobile user experience by prioritizing applications and network access. Absolute NetMotion provides insight into both user behavior and network activity enabling diagnostics to pinpoint and resolve issues. It has highly optimized connectivity even across coverage gaps or when switching networks. Absolute NetMotion prevents data from being lost, applications from crashing and users from having to repeat logins. Absolute NetMotion provides faster throughput with optimized data delivery across even the most bandwidth constrained network.

SKU	Description	Function	Term	Price
NMSVZW-GOV-SILVER	Mobility VPN - Mobility Only	"Mobility VPN" (Virtual Private Network for wireless connections) - An encrypted, secure tunnel for mobile devices	Monthly	\$4.33
			Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
NMSVZW-GOV-GOLD	Mobility VPN + Modules	"Mobility VPN" + "Modules" (Policy, Network Access Control, Mobile Analysis)	Monthly	\$6.93
			Annual	\$83.20
			2 Year	\$166.40
			3 Year	\$249.60
NMSVZW-GOV-DIAMOND	MIQ - Operational Intelligence	Mobility VPN + "Modules" + "Diagnostics" + "Mobile IQ" which includes performance assessment, threat defense, cost control, location intelligence and inventory, troubleshooting and system-wide status	Monthly	\$8.67
			Annual	\$104.00
			2 Year	\$208.00
			3 Year	\$312.00
NMSVZW-GOV-DIAGS	Diagnostics (add-on)	Comprehensive data collection and root cause	Monthly	\$4.33

		detection software (add-on feature)	Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
NMSVZW-GOV-MIQ	MobileIQ (add-on)	Visual troubleshooting, analytics and alerting dashboards (add-on feature)	Monthly	\$4.33
			Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
ABSA-EdgeC	Absolute Secure Access Edge Cloud	Hosted access to Absolute Secure Access Edge, a secure remote access platform including SDP/ZTNA, enterprise VPN and experience monitoring features. Secure Access Edge for Cloud is a cost-effective, hardware-free deployment option, optimized for Azure. This hosted offering includes 10GB per device, per month. Minimum 100 License deployment requirement.	Monthly	\$20.00
			Annual	\$240.00
'11NMPS-GOV-8HR-S	Prof. Services - Up to 8 Hours	Professional Services - Up to 8 Hours	One time Charge	\$2,000.00
11NMPS-GOV-4HR-S	Prof. Services - Up to 4 Hours	Professional Services - Up to 4 Hours	One time Charge	\$1,000.00

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11NMTR-GOV-C	Mobility Cert. Training	Mobility Certification Training	One time Charge	\$2,295.00
11NMETS-GOV	Elite Tech Svc. 0 - 4999 lic's	Elite Technical Service (0 - 4,999 licenses)	One time Charge	\$30,000.00
11NMETS5K-GOV	Elite Tech Svc. 5000+ lic's	Elite Technical Service (5,000+ licenses)	One time Charge	\$50,000.00
11NMPS-GOV-TAM	Dedicated Tech Acc't Mgr--1 yr	Dedicated Technical Account Manager (1 year)	One time Charge	\$40,000.00

Note: Customer may purchase Absolute NetMotion Software, Inc. ("Absolute NetMotion") licenses and services ("Absolute NetMotion Services") at the prices listed above. Absolute NetMotion Services listed in the pricing sheet marked with an asterisks *** cannot be mixed or matched with other Absolute NetMotion Licenses or Services. Verizon Wireless is not the licensor of the Absolute NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Absolute NetMotion Services are manufactured by Absolute NetMotion. Absolute NetMotion Software is subject to a separate End User License Agreement (EULA) with Absolute NetMotion, found at <https://www.AbsoluteNetMotionsoftware.com/legal-and-copyright>. Use of the Absolute NetMotion licenses or Absolute NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.

Any additional Absolute NetMotion Services must be obtained directly from Absolute NetMotion either upon purchase or installation of the Absolute NetMotion Services. Absolute NetMotion Services are subject to Absolute NetMotion's terms and conditions and can be viewed here: <https://www.AbsoluteNetMotionsoftware.com/legal-and-copyright>.

Verizon Wireless will direct Absolute NetMotion to fulfill Customer's Absolute NetMotion Services order. Basic functionality questions and other general customer support can be obtained by calling Verizon Wireless Customer Support. All other customer support questions and issues for Absolute NetMotion Services must be obtained directly from Absolute NetMotion Software, Inc. If Verizon Wireless, in its sole discretion, determines that an inquiry from a subscriber is related to Absolute NetMotion Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Absolute NetMotion representatives.

Intrepid Networks®: Government Subscribers

Discount reflected below. No additional discounts apply.

Intrepid Networks provides a real-time situational awareness solution for both public and private organizations. Intrepid Networks solution suite is suited for emergency response agencies within the public sector, as well as any private sector companies that require day-to-day operational efficiencies and tracking needs. The solution provides critical end-user-level situational awareness which substantially improves operational efficiency and reduces the communication loop.

Product Description	Product/Service Part Number	Price
INTREPID RESPONSE: LOCATE MODULE ANNUAL SUBSCRIPTION	INT_RESPONSE_LOCATE	\$60.75
INTREPID RESPONSE: CONNECT MODULE ANNUAL SUBSCRIPTION	INT_RESPONSE_CONNECT	\$60.75
INTREPID RESPONSE: ACTIVATE MODULE ANNUAL SUBSCRIPTION	INT_RESPONSE_ACTIVATE	\$27.00
One year subscription for an Intrepid Response: Locate+ Module user license, which enables secure user access to the Intrepid Response	INT_RESPONSE_LOCATE+	\$135.00
EXTERNAL GPS ASSET ANNUAL SUBSCRIPTION INTEGRATED INTO RESPONSE	INT_EXT_GPS	\$45.00
INTREPID RESPONSE: LOCATE MODULE 30 DAY FREE TRIAL	INT_RESPONSE_LOCATE_TRIAL	\$0.00
INTREPID RESPONSE: CONNECT MODULE 30 DAY FREE TRIAL	INT_RESPONSE_CONNECT_TRIAL	\$0.00
INTREPID RESPONSE: ACTIVATE MODULE 30 DAY FREE TRIAL	INT_RESPONSE_ACTIVATE_TRIAL	\$0.00
INTREPID RESPONSE: LOCATE+ MODULE 30 DAY FREE TRIAL	INT_RESPONSE_LOCATE+_TRIAL	\$0.00
TRAINING_AT_CUST	TRAINING_AT_CUST	\$1,875.00
TRAINING_AT_INTREPID	TRAINING_AT_INTREPID	\$750.00
INTREPID GHOST ANNUAL SUBSCRIPTION	INT_GHOST_PKG	\$540.00
INTREPID GHOST+ 30 DAY FREE TRIAL	INT_GHOST_TRIAL	\$0.00
INTREPID ECHO ANNUAL SUBSCRIPTION	INT_ECHO_PKG	\$270.00
INTREPID ECHO 30 DAY FREE TRIAL	INT_ECHO_TRIAL	\$0.00
APPROVED LAW ENFORCEMENT ONLY: 3 YEAR INTREPID THROW_PHONE SW PACKAGE	INT_THROWPHONE_ADDTHROWPHONE_SW	\$6,200.00
APPROVED LAW ENFORCEMENT ONLY: 1 YEAR INTREPID THROW_PHONE SW PACKAGE	INT_THROWPHONE_TPNLYRENEWAL	\$2,000.00
APPROVED LAW ENFORCEMENT ONLY: 3 YEAR INTREPID Negotiator SW PACKAGE	INT_THROWPHONE_ADDNEGPHONE_SW	\$2,200.00
APPROVED LAW ENFORCEMENT ONLY: 1 YEAR INTREPID Negotiator SW PACKAGE	INT_THROWPHONE_NEGONLYRENEWAL	\$700.00
APPROVED LAW ENFORCEMENT ONLY: Intrepid Basic Throw Phone kit. APPLICATIONS TO MONITOR THROW_PHONE. The basic hardware kit includes ruggedized-	INT_THROW_HWKITBAS	\$6,325.00

Contractor Initials

Date 4/17/2023 | 8:30 AM MDT

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weatherproof charging/holding case, 4 ruggedized smartphones and 3 throw phone Kydex covers.		
APPROVED LAW ENFORCEMENT ONLY: Intrepid Advanced Throw Phone kit. The advanced hardware kit includes ruggedized-weatherproof charging/holding case, tablet, headphones, car charger, 4 ruggedized smartphones and 3 throw phone Kydex covers.	INT_THROW_HWKITADV	\$10,500.00

Package Name	Description	Cost	Conditions
<p>Customer may purchase Intrepid Networks licenses and services ("Intrepid Networks Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Intrepid Networks Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Intrepid Networks Services are manufactured by Intrepid Networks®. Any license for Intrepid Networks Services must be obtained directly from Intrepid Networks either upon purchase or installation of the Intrepid Networks Services. Intrepid Networks Services are subject to Intrepid Networks' terms and conditions and can be viewed here: https://documents.intrepid-networks.com/Intrepid+Networks+Standard+Services+Agreement+Feb2017+Click+Through+Version.pdf Verizon Wireless will direct Intrepid Networks to fulfill Customer's Intrepid Networks Services order. Customer support for Intrepid Networks Services must be obtained directly from Intrepid Networks®. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Intrepid Networks Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Intrepid Networks representatives.</p>			

Asavie Moda is a network-based "all-in-one" web portal security and data management solution that enables organizations to easily and effectively manage security and productivity, along with rich reporting insights on all their mobile devices.

The Asavie Moda solution extends the security provided by the customer's Mobile Device Management platform into the network by delivering real-time visibility, control and security of the data in transit for any mobile device.

Asavie Moda					
Government Customers Only					
The price below reflects the monthly access discounts. No additional discounts apply.					
Description	SKU Name	Plan ID	Quantity	Annual	Monthly
¹ Asavie Moda for MPN Gov Customers	ModaMPNG	677970 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677971 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75
² Asavie Moda Global (OTT) Gov Customers	ModaGLOBAL	677969 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677968 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

¹Asavie Moda for MPN Gov Customers – **Does** require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

²Asavie Moda Global (OTT) Gov Customers – **Does not** require Private Network.

Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <https://support.moda.us.asavie.com/About/eulagreement-government.htm>. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.


Asavie IoT Connect® provides Private Network connectivity on demand for remote sites and IoT devices. Provides direct, enterprise-grade connection that bypasses the public Internet, helping to reduce exposure to possible cyber threats.

Asavie IoT Connect®
Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

Name	SKU Name	Plan ID	Quantity	Annual	Monthly
IoT MPN 25 MB	IOTCMPN25MBG	677959 (Annual)	1-199	\$24.22	\$2.24
			200-499	\$20.59	\$1.91
			500-999	\$18.16	\$1.68
		677958 (Monthly)	1000-2499	\$15.74	\$1.46
			2500-9999	\$14.53	\$1.35
			10000+	\$12.11	\$1.12

Notes. Asavie IoT Connect runs over Verizon's secure Private Network.
 1 Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.
 Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <https://support.moda.us.asavie.com/About/eulagreement-government.htm>. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.


 Contractor Initials _____
 Date 4/17/2023 | 8:30 AM MI

**Asavie IoT Connect® with Cloud Connect
Government Customers Only**

The price below reflects the monthly access discounts. No additional discounts apply.

IoT MPN 25 MB CC	IOTCMPN25MBCCG	677953 (Annual)	1-199	31.46	2.99
			200-499	26.74	2.54
			500-999	23.59	2.24
		677952 (Monthly)	1000-2499	20.45	1.95
			2500-9999	18.87	1.80
			10000+	15.73	1.5
IoT MPN 150 MB	IOTCMPN150MBG	677957 (Annual)	1-199	\$40.42	\$3.74
			200-499	\$34.36	\$3.18
			500-999	\$30.31	\$2.81
		677956 (Monthly)	1000-2499	\$26.27	\$2.43
			2500-9999	\$24.25	\$2.25
			10000+	\$20.21	\$1.87
IoT MPN 150+ MB	IOTCMPN150MBPLUSG	677955 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.78	\$6.37
			500-999	\$60.69	\$5.62
		677954 (Monthly)	1000-2499	\$52.60	\$4.87
			2500-9999	\$48.55	\$4.50
			10000+	\$40.46	\$3.75

Notes. Asavie IoT Connect runs over Verizon's secure Private Network. ¹ Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows. Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <https://support.moda.us.asavie.com/About/eulagreement-government.htm>. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

Zero Trust Dynamic Access

Powered by iboss

These licenses are not eligible for monthly access discounts.

Zero Trust Dynamic Access can help to prevent breaches by helping to make applications, data and services inaccessible to attackers while allowing trusted users to securely and directly connect to protected resources from almost anywhere. Zero Trust Dynamic Access provides a zero-trust cloud security solution for secure access to the open internet, cloud applications, private applications and data, and public cloud services helping to ensure security, conformance to NIST 800-207 guidelines, and provides reporting and analytics in a web-based portal.

SKU	Description	PPID	Billing	Price
CF-WIRELESS-NNI-SLED	Zero Trust Dynamic Access Core Package from Verizon Wireless	697955	Monthly	\$2.72
MDF-WIRELESS-NNI-SLED	Zero Trust Dynamic Access Advanced Package from Verizon Wireless	699514	Monthly	\$4.17

Note: Zero Trust Dynamic Access powered by iboss solution may require a Mobile Private Network Tiered Hierarchy design where iboss operates the parent private network and each mutual customer of iboss and Verizon Wireless must have a private network built as a child of the iboss parent.

- A minimum quantity of 50 user licenses per order is required.
- For monthly, subscription is paid monthly up front and is a month-to-month term, no proration

*Devices that are certified for private network include:

- Verizon Jetpacks
- LTE and 5G Enabled routers – [Consult with sales and product manager for the number of licenses associated with multi user devices.]
- LTE and 5G enabled tablets, phones and laptops

†These SKUs are mutually exclusive and cannot be combined.

Verizon Zero Trust Dynamic Access Professional Services

Powered by iboss

These licenses are not eligible for monthly access discounts

The below packages are the implementation services and professional services for Zero Trust Dynamic Access.

SKU ID	Description	Maximum # of Hours	PPID	Price
IBOSS-IMPLE-PKG-1	Implementation Package 1 - up to 1,000 users. 4 implementation service hours included	4	705454	\$ 1,814.00
IBOSS-IMPLE-PKG-2	Implementation Package 2 - up to 5,000 users. 20 implementation service hours included	20	705455	\$ 9,070.00
IBOSS-IMPLE-PKG-3	Implementation Package 3 - up to 10,000 users. 40 implementation service hours included	40	705558	\$ 18,140.00
IBOSS-IMPLE-PKG-4	Implementation Package 4 - up to 20,000 users. 60 implementation service hours included	60	705510	\$ 27,211.00
IBOSS-IMPLE-PKG-5	Implementation Package 5 - up to 100,000 users. 120 implementation service hours included	120	705511	\$ 54,422.00
IBOSS-IMPLE-PKG-6	Implementation Package 6 - up to 200,000 users. 200 implementation service hours included	200	705608	\$ 90,704.00

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 Date 4/17/2023 11:30 AM MI

IBOSS-PS*	iboss Professional Services - provides additional implementation support. Requires 2 hours minimum.		736452	\$ 380.00
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Notes: Implementation services are subject to the maximum service hours allotted for each implementation package SKU (the "Maximum Package Hours"). If implementation cannot be completed within the Maximum Package Hours, then additional Implementation Services packages may be purchased.

- If support is unable to complete the implementation within the maximum package hours purchased for onboarding, then additional implementation packages may be purchased.
- ***IBOSS –PS SKU needs to have a scope of work definition to be sold. This Sku cannot be combined with any implementation packages.**

doForms

A discount has been applied. doForms Licenses and Professional services are not eligible for any further discounts

Core Subscription Costs

Sku Name	Sku	Per User	Pricing Frequency	Cost	
				Monthly	Annual
30 Day Free Trial ¹	GDFTR30	Per User	30 days	\$0.00	
Standard	GDFSTD	Per User	Monthly or 1 yr.	\$9.95	\$99.95 (675956)
Advanced	GDFADV	Per User	Monthly or 1 yr.	\$14.95	\$149.95 (675960)
Premium	GDFPRE	Per User	Monthly or 1 yr.	\$19.95	\$199.95 (675958)

Professional Services – One Time Charges

Sku Name	Sku	Pricing Frequency	Price
Professional Services	GDFPSV	One Time Charge per Hour	\$95.00 (675953)

One Time Charges³

The below credits do not expire

1000 Credits	GDFCR1	One Time Charge	\$250.00 (675952)
5000 Credits	GDFCR5	One Time Charge	\$1,000.00 (675954)

Note: Core subscription include access to the doForms web portal to build, manage, and view mobile forms. All Subscriptions are per user and can be accessed via web or mobile on iOS or Android devices. Products cannot be mixed. See attached calling plan and feature details for important information about calling plans, features, and product details options.

- 30 Day Free Trial. Limit 1 30-day trial at no cost per customer profile.
- Professional Services. Provides custom forms, custom reports, custom PDF templates, integration support, training, product enhancements, design consulting, custom development.
- Credit. Credits are required for forms completed or sent outside of the doForms mobile app. Credits are used to when forms are sent as links in emails or embedded in documents as hyperlinks for each form submitted. Website forms require a credit for each form submitted. Scheduled reports require a credit each time they are run (distribution is unlimited). Dispatched form links or Fill & Send forms require a credit when sent and submitted. C * doForms Credits do not expire as long as Customer's subscription remains active*

****Should a Business Associate Agreement (BAA) be required, the agreement would be between doForms and the Customer.****

Products shown or referenced are provided by doForms Inc. ("doForms"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. doForms can connect to several different systems including cloud based and server based applications. Customer may purchase doForms licenses and services ("doForm Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the doForm Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. doForm Services are manufactured by doForms, Inc. Any license for doForm Services must be obtained directly from doForms either upon purchase or installation of the doForms Services. doForms Services are subject to doForms' terms and conditions and can be viewed here: <https://www.doforms.com/terms-of-use/> Verizon Wireless will direct doForms to fulfill Customer's doForms Services order. Customer support for doForm Services must be obtained directly from doForms, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to doForms Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate doForms representatives.

doForms Service Feature Options

Features	Standard	Advanced	Premium
Web Portal / Web Browser Client	X	X	X
doForms Mobile App	X	X	X
Form Builder	X	X	X
Reporting	X	X	X
Dispatch Portal / Google Maps		X	X
Job Dispatch / Scheduling		X	X
Barcode Scanning / Labeling		X	X
NFC Tag Reading		X	X
Excel Plug-in		X	X
Secure Email / Scheduled Reporting & Dashboard / Editable Document Forwarding/Transport		X	X
Chain of Custody / Manifest Validation		X	X
Web Services			X
Integration			X
Description: Premium product includes all of the features of Advanced plus the doForms integration options such the Integration Gateway (aka Sync & Save), Web Services, Dispatch Integration, POD Manifest Integration, Included Interfaces (Database Pack, Microsoft Pack, Utility Pack, QuickBooks, Salesforce.com, Verizon Connect).			

LTE Vehicle Internet – CradlePoint Devices

These hardware Sku bundles are not eligible for further discounts.

The LTE Vehicle Internet solution supports in-Vehicle connectivity providing ruggedized routers and cloud-managed services. Services are designed to allow departments to deploy, configure, manage and scale quickly and in real time. Devices support dual carrier with SIM-based Auto-Carrier Selection, Public Safety and Data plans, and are available on many public-sector contract vehicles.

SKU#	Description	OEM P/N	Price
5642701	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA1-900F120B-XFA	\$1,097.10
5642703	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA5-900F120B-XFA	\$1,853.10
5642698	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA1-170F120B-XFA	\$1,574.10
5642700	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA5-170F120B-XFA	\$2,330.10
5642692	1-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA1-0900120B-NNA	\$899.10
5642694	5-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA5-0900120B-NNA	\$1,358.10
5584528	1-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA1-1700120B-NNA	\$1,448.10
5642691	5-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA5-1700120B-NNA	\$1,943.10
5691111	3-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB3-600C150M-NNN	\$458.10
5691112	5-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB5-600C150M-NNN	\$512.10
5642722	1-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA1-2200120B-NNN	\$1,412.10
5642723	3-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA3-2200120B-NNN	\$1,655.10
5642724	5-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA5-2200120B-NNN	\$1,916.10
5691113	3-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB3-020010M-VNN	\$278.10
5691114	5-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB5-020010M-VNN	\$332.10

5642707	LTE Advanced Pro (1200Mbps) modem upgrade for Mobile. Includes IBR1700 & COR Dock doors, no antennas	MA-MC400-1200M-B	\$539.99
5584526	3-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem), no AC power supply or antennas, North America	MA3-17001200-NNA	\$1,682.10
5642693	3-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem), no AC power supply or antennas, North America	MA3-09001200-NNA	\$1,123.20

Note: NetCloud functions vary for FIPS Hardware enabled devices. Consult the Cradlepoint website for specifics. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. These hardware bundles can be used with 4G Mobile Broadband, Machine to Machine, and Public Safety Mobile Broadband Price Plans. A data plan is required for each modem purchase. There are no returns or exchanges accept under the manufactures commercial warranty. There are no prorations for the net cloud services. <https://cradlepoint.com/about-us/terms-of-service/>

LTE Vehicle Internet			
These Accessories Sku's are not eligible for further discounts.			
SKU#	Description	OEM P/N	Price
4765224	COR IBR1700, IBR900 power supply North America	170716-000	\$22.49
3715571	Dual-band 2.4/5.0 GHz external WiFi antenna for AER3100, AER2100, IBR900, IBR1100 (1X)	170628-000	\$13.49
5427545	Black, Universal 600MHz-6GHz 3G/4G/LTE 2dBi/3dBi 6 in antenna with SMA connector (1x)	170760-000	\$13.49
3774498	Vehicle power adapter for COR	170635-000	\$22.49
5503087	3 meter power and GPIO cable (direct wire) for IBR1700, IBR9x0	170585-001	\$13.04
4381062	Serial DB9 to GPIO cable, 3 meters	170676-000	\$16.19
4979362	Panorama antenna 5IN1 Blk dome 2LTE 2WIFI 1GPS	LP-IN1958-B	\$283.78
4979363	Panorama antenna 5IN1 Wht dome 2LTE 2WIFI 1GPS	LP-IN1958-W	\$283.78
5166824	Panorama antenna 9IN1 Blk dome 4LTE 4WIFI 1GPS	LG-IN2293-B	\$461.83
5166826	Panorama antenna 9IN1 Wht dome 4LTE 4WIFI 1GPS	LG-IN2293-W	\$461.83
<p>Note: There are no returns or exchanges accept under the manufactures commercial warranty. Accessories can be purchased separately from hardware bundles. http://www.panorama-antennas.com/site/index.php?route=information/information&information_id=5</p>			

eFax Corporate

The pricing below reflects the monthly access fee discount. No further discounts apply.

eFax Corporate® is the world's leading cloud fax solution, providing state-of-the-art Digital Cloud Fax Technology (DCFT) to customers seeking an internet-based alternative to traditional paper-based fax machines.

SKU#	Description	Monthly Cost	Annual Cost
GOV_SELECT	Provides up to 2 fax numbers and up to 200 pages.	\$7.99 (730005)	\$86.29 (730004)
GOV_STANDARD	Up to 5 fax numbers and up to 500 pages.	\$17.99 (729957)	\$194.29 (729956)
GOV_PRO	Up to 10 fax numbers and up to 1000 pages per month	\$35.99 (729953)	\$388.29 (729952)
EFAQ_OVERAGE	Overage charges for exceeding fax sent/received page allowance per month	Overage (730053)	\$0.10 per page

Note: Customers must have an active email address to initiate service and receive eFax welcome email. eFax page allowance is per page (sent/received). Multiple licenses and stacking are permitted. eFax licenses on the same account will share page allowances. The eFax application may be used from any internet connection. eFax is compatible with One Talk service and connected multifunction printers with the eFax app installed. eFax licenses are for a 12 month term, no proration. Faxing to International phone numbers is not currently available. Government customers must use the eFax numbers provided by Verizon to receive onshore eFax support (833) 753-2563. Please also refer to the terms of service and privacy statement provided at the links below for additional governing terms.

Terms of Service

<https://enterprise.efax.com/company/customer-agreement>

Privacy Statement

<https://enterprise.efax.com/company/privacy-policy>

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 Date 4/17/2023 | 8:30 AM M

Samsung Knox for Government Samsung Knox Workspace

Samsung Knox licenses are not eligible for any further discounts.

Knox Workspace is an on-device container that isolates business applications and data from personal ones with government-grade security. Knox Workspace also provides enhanced granular controls over device features to agency IT administrators. Requires an additional MDM/EMM (like Knox Premium) to manage the container. Manage the container by integrating Knox IT policies with your existing MDM solution. Only available for Samsung Devices. <https://www.samsungknox.com/en/eula>

Subscription	Monthly (Month to Month)	1 – Year Term (Prepaid)	2 – Year Term (Paid in advance)
License Fee	\$2.70 (684455)	\$32.40 (684466)	\$64.80 (684464)
SKU#	MI-OSKPM01GUT2	MI-OSK101GUT2	MI-OSKP201GUT2

Samsung Knox Configure Customization

Knox Customization is a comprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transform Samsung devices into purpose-built solutions for any industry. *Requires upfront proof of device ownership. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OVKPS01G	Customization Setup	One Time Charge	\$1,499.00/ per license (684452)

Samsung Knox Configure (Samsung Devices Only)

Knox Configure is a cloud based management tool that allows organizations to remotely configure a large number of Samsung devices and tailor them to meet specific needs. Transform Samsung devices into purpose-built solutions for any industry. Upfront proof of device ownership is required, along with Samsung Knox Software v. 2.8+. There are 3 types of Knox Configure licenses: <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKCS11GUT2	KC Setup- 1 Year	1 year (Prepaid)	\$3.75 (684463)
MI-OSKCS21GUT2	KC Setup- 2 Year	2 year (Prepaid)	\$7.50 (684462)
MI-OSKCD11GUT2	KC Dynamic- 1 Year	1 year (Prepaid)	\$7.50 (684461)
MI-OSKCD21GUT2	KC Dynamic- 2 Year	2 year (Prepaid)	\$15.00 (684460)
MI-OSKCD12GUT2	KC-D (per seat) 1 years	1 year (Prepaid)	\$9.00 (684456)
MI-OSKCD22GUT2	KC-D (per seat) 2 years	2 year (Prepaid)	\$18.00 (686452)

Knox Manage EMM

Knox manage is a cloud-based cross-platform agency mobility management solution combined with an on-device secure container for Samsung devices. Manage devices in the cloud. Compatible with Samsung Android, Android, iOS and windows 10 devices. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKMM10GUT2	Manage Monthly	Month – to – Month	\$1.50 (684459)
MI-OSKM110GUT2	Manage- 1 Year	1 year (Prepaid)	\$18.00 (684458)
MI-OSKM210GUT2	Manage- 2 Year	2 year (Prepaid)	\$36.00 (684457)

Knox Quick Start

SKU#	Description	Term	Price
MI-OVCPK2G	Quickstart II	One Time Charge	\$499.00 (684454)
MI-OVCPK3G	Quickstart III	One Time Charge	\$1,599.00 (684453)

BlueJeans

These Software Sku's are not eligible for further discounts.

BlueJeans Meetings Enterprise is a simple, immersive, and fast one-touch meeting experience that connects people from anywhere on any device. It provides easy to use, enterprise-grade video meetings with crystal clear audio powered by Dolby Voice®. It brings unified video, audio and web conferencing together for a single, easy-to-use and quality experience.

- Up to 200 participants per conference
- Unlimited cloud recordings
- Dolby Voice wideband audio or Public Switched Telephone Network (PSTN) dial in
- Play video files during meetings
- In-meeting chat
- Desktop, Apple iOS, Android apps and native browser access on PCs
- Schedule meetings from Microsoft Outlook, Office 365 or Google Calendar
- Enterprise-grade Advanced Encryption Standard (AES) encryption
- Single sign-on (SSO, SAML)
- Desktop and application sharing
- Stream to Facebook Live or Workplace
- Control remote keyboard and mouse
- Smart Meetings
- Dynamic Command Center dashboard to measure meeting Return on Investment (ROI) and analyze data
- Historical meeting analytics
- Integration with Slack and Microsoft Teams
- Command Center live
- H.323 / Session Initiation Protocol (SIP) Interop included
- Brand customization
- Automated Closed Captioning and transcriptions included

Note: Requires a 10 license minimum purchase - Recurring Events are sold on a per license basis with Advanced Services.

******Disclaimer:** These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.

SKU#	Description	Term	Price
2C92A00771C95C1D0171D1B9FC057753	BlueJeans Meetings Enterprise Service Plan	Annual	\$48.00
		Monthly	\$19.00

BlueJeans Events enables Customers host live events with up to 50,000 attendees and 150 presenters worldwide. BlueJeans Events attendees watch and listen and cannot be seen or heard. Presenters provide content for the meeting and can be seen by the attendees. BlueJeans Events include moderators who control the event (muting presenters' cameras and microphones and handling attendees' requests to become presenters).

BlueJeans Events Standard Service Features

BlueJeans Events Facebook Streaming. BlueJeans Events can be streamed via (or in connection with) Facebook. Verizon does not control what the Customer posts to Facebook. Each BlueJeans Events Facebook Streaming may be limited in duration and/or by number of end points based on Facebook restrictions.

BlueJeans Events are available in both a recurring model and One Time Event Model.

Features include:

No download

Browser-based attendee experience
 Attendee engagement - Chat, Raise Hand, Q&A and Live Polling
 Comprehensive attendee registration workflow and reporting
 Complete corporate branding and customization options
 Moderator Dashboard delivers controls in a single pane
 Wide scale live streaming through Facebook Live
 Unlimited practice Webinars, plus email and chat support
 Additional restrictions are set forth in the Customer Responsibilities Section below.

BlueJeans Events Facebook Streaming. BlueJeans Events can be streamed via (or in connection with) Facebook. Verizon does not control what the Customer posts to Facebook. Each BlueJeans Events Facebook Streaming may be limited in duration and/or by number of end points based on Facebook restrictions. Additional restrictions are set forth in the Customer Responsibilities Section below.

BlueJeans Events with Advanced Services Advanced Services. If purchased, Customer will have access to a Verizon expert who may provide pre-event consultation, a technical rehearsal of the event, live event support and post event activities, including a debrief, participant reports and consultation on accessing, sharing and downloading the BlueJeans Event recording. Advanced services must be scheduled at least 7 days in advance.

SKU#	Description	Term	Price
2c92a00771c95c1d0171d1b9fd137760	Events Unlimited License - 100 Capacity	Annual	\$500.00
		Monthly	\$50.00
2c92a0ff72db6a570172de5e568a4a3b	Events Unlimited w Adv Services License - 100 Capacity	Annual	\$575.00
		Monthly	\$58.00
2c92a00771c95c1d0171d1b9fd257761	Events Unlimited License - 200 Capacity	Annual	\$600.00
		Monthly	\$60.00
2c92a01172db69f10172de5ed7246a81	Events Unlimited w Adv Services License - 200 Capacity	Annual	\$690.00
		Monthly	\$69.00
2c92a00771c95c1d0171d1b9fbd57751	Events Unlimited License - 500 Capacity	Annual	\$690.00
		Monthly	\$69.00
2c92a00872db69ea0172de5edd330963	Events Unlimited w Adv Services License - 500 Capacity	Annual	\$794.00
		Monthly	\$80.00
2c92a00771c95c1d0171d1b9fc677759	Events Unlimited License - 1000 Capacity	Annual	\$3,200.00
		Monthly	\$320.00
2c92a00872db69ea0172de5ee0cd0a42	Events Unlimited w Adv Services License - 1000 Capacity	Annual	\$3,680.00
		Monthly	\$368.00
VZW-EU-2500		Annual	\$9,000.00

Contractor Initials

Date 4/17/2023 8:30 AM A

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	Events Unlimited Licenses - 2500 Capacity	Monthly	\$900.00
VZW-EU-AS-2500	Events Unlimited Licenses w Adv Services - 2500 Capacity	Annual	\$10,350.00
		Monthly	\$1,035.00
VZW-EU-5000	Events Unlimited Licenses - 5000 Capacity	Annual	\$23,700.00
		Monthly	\$2,370.00
VZW-EU-AS-5000	Events Unlimited Licenses w Adv Services - 5000 Capacity	Annual	\$27,255.00
		Monthly	\$2,725.00
VZW-EU-10000	Events Unlimited Licenses - 10000 Capacity	Annual	\$59,000.00
		Monthly	\$5,900.00
VZW-EU-AS-10000	Events Unlimited Licenses w Adv Services - 10000 Capacity	Annual	\$67,850.00
		Monthly	\$6,785.00
VZW-EU-15000	Events Unlimited Licenses - 15000 Capacity	Annual	\$67,500.00
		Monthly	\$6,750.00
VZW-EU-AS-15000	Events Unlimited Licenses w Adv Services - 15000 Capacity	Annual	\$77,625.00
		Monthly	\$7,762.00
VZW-EU-20000	Events Unlimited Licenses - 20000 Capacity	Annual	\$90,000.00
		Monthly	\$9,000.00
VZW-EU-AS-20000	Events Unlimited w Adv Services Licenses - 20000 Capacity	Annual	\$103,500.00
		Monthly	\$10,350.00
VZW-EU-25000	Events Unlimited Licenses - 25000 Capacity	Annual	\$112,500.00
		Monthly	\$11,250.00
VZW-EU-AS-25000	Events Unlimited w Adv Services Licenses - 25000 Capacity	Annual	\$129,375.00
		Monthly	\$12,937.00
VZW-EU-AS-50000	Events Unlimited w Adv Services Licenses - 50000 Capacity	Annual	\$230,000.00
		Monthly	\$23,000.00

BlueJeans Gateway for Microsoft Teams allows Customer to connect existing room systems to Microsoft Teams meetings with cloud-native video interoperability. Microsoft Teams Gateway is a software-only solution that works with multiple vendors H.323 and SIP-based video conferencing room systems and provides one-touch join to Microsoft Teams meetings from these systems.
 Note. Customer may provision or assign a Gateway license to a specific Customer-owned Conference Room or meeting room or qualifying room system up to the number of Gateway Rooms licensed on its order. Gateway licenses may not be shared or used by conference rooms other than the individual conference room provisioned.

SKU#	Description	Term	Price
2c92a00771c95c1d0171d1b9fcac775d		Annual	\$468.00

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Date 4/17/2023 | 8:30 AM M

	BlueJeans Microsoft Teams Gateway	Monthly	\$45.00
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BlueJeans Rooms interoperates with more than 19,000 different conference room system configurations. BlueJeans' one-touch join, calendar integration, and MultiService capabilities provide a consistent, enterprise-grade video conferencing experience regardless of room hardware. Get the most out of your existing hardware investments, and make every meeting room a modern space to meet, create, and collaborate.

Note. Maximum of 99 licenses can be ordered per customer.

SKU#	Description	Term	Price
VZW-ROOM-CALENDAR	BlueJeans Room	Annual	\$468.00
		Monthly	\$45.00

Note: The BlueJeans Network is a 100% cloud-based architecture design to align with IT's strategies or policies around deployment, feature access, security and scale....all on a global level. Easy-to- use Administration features allows flexibility for how a small company or a large enterprise wants to rollout BlueJeans.

Additionally, BlueJeans' out-of-the box User Management tool (Command Center) lets IT monitor quality, usage and performance across their entire user population or down to an individual meeting level.

The BlueJeans Network was purpose-built with enterprise-grade security, performance, manageability and scalability that comes from a global multi-point of presence cloud provider. Each customer deployment includes Firewall/NAT transversal, SOC 2 and SOC 3 verification, encryption and IP VPN deployment options. We also meet privacy regulations with full CDPR compliance.

<https://www.bluejeans.com/legal/desktop-eula>

https://enterprise.verizon.com/content/dam/r3s0u4c3s/public-sector/eula/government_rider_05142020.pdf

MobileIron [Acquired by Ivanti] Secure Unified Endpoint Management (UEM) with Direct Support Bundles: Government Subscribers

The pricing below reflects the monthly access fee discount. No further discounts apply

MobileIron Secure UEM Bundle. Endpoint management for any device (iOS, android, macOS, Windows) Apps@Work, Help@Work, and Sentry.

Optional ADD-ON features: Mobile Threat Defense (MTD) or Mobile Threat Defense Premium (MTD Premium)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit/ Per Year
MI-UEM-D-1YMC-D	MobileIron Secure UEM	Per Device Cloud Subscription License for 1 Year with Direct Support.	\$3.00 (693472)	\$36.00 (693470)
MI-UEM-U-1YMC-D	MobileIron Secure UEM	Per User (5 Devices/User) Cloud Subscription License for 1 Year with Direct Support.	\$4.50 (693516)	\$54.00 (693517)
MI-UEM-D-1YS-D	MobileIron Secure UEM	Per Device Subscription (On-Premise) License for 1 Year with Direct Support.	\$3.00 (693618)	\$36.00 (693620)
MI-UEM-U-1YS-D	MobileIron Secure UEM	Per User (5 Devices/User) (On-Premise) Subscription License for 1 Year with Direct Support.	\$4.50 (693475)	\$54.00 (693476)

MobileIron Secure UEM Premium Bundle: for UEM, Tunnel, AppConnect, Apps, Conditional Access, ZSO One

The pricing below reflects the monthly access fee discount. No further discounts apply

Optional ADD-ON features: Mobile Threat Defense (MTD), Mobile Threat Defense Premium (MTD Premium), Zero Sign-on (ZSO)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit / Per Year
MI-UEMP-D-1YMC-D	MobileIron Secure UEM Premium	Per Device Cloud Subscription License for 1 Year with Direct Support.	\$5.63 (693563)	\$67.50 (693562)
MI-UEMP-U-1YMC-D	MobileIron Secure UEM Premium	Per User (5 Devices/User) Cloud Subscription License for 1 Year with Direct Support.	\$9.00 (693511)	\$108.00 (693512)
MI-UEMP-D-1YS-D	MobileIron Secure UEM Premium	Per Device Subscription (On-Premise) License for 1 Year with Direct Support.	\$5.63 (693614)	\$67.50 (693613)
MI-UEMP-U-1YS-D	MobileIron Secure UEM Premium	Per User (5 Devices/User) Subscription (On-Premise) License for 1 Year with Direct Support.	\$9.00 (693464)	\$108.00 (693465)

*Refer to the Additional Requirements below for important information

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Date 4/17/2023 8:30 AM ME

MobileIron Zero Sign-On (ZSO) Feature: Cloud				
Adaptive security and conditional access for any cloud service or in-house apps				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit / Per Year	Annual Cost Per Unit / Per Year
MI-ZSO-U-1YC-D	MobileIron Secure UEM	Per User (5 Devices/User) Subscription License for 1 Year with Direct Support.	\$2.25 (693523)	\$27.00 (693520)
NOTE: This feature is an add-on to Secure UEM Premium SKUs only				
*Refer to the Additional Requirements below for important information				

MobileIron Threat Defense Features: Cloud				
Compatible with both MobileIron Cloud and MI Core/On premise				
The pricing below reflects the monthly access fee discount. No further discounts apply				
MobileIron Threat Defense Feature: Intrusion prevention system integrated into the MobileIron Client to defend against Device, Network, and Application based cyber-attacks				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTD-D-1YS-D	MobileIron Threat Defense	Per Device Cloud Subscription for 1 year with Direct Support.	\$3.00 (658460)	\$36.00 (633460)
MI-MTD-U-1YS-D	MobileIron Threat Defense	Per User (5 devices/user) Cloud Subscription for 1 year with Direct Support.	\$4.50 (658463)	\$54.00 (633462)
MobileIron Threat Defense Premium Feature: Intrusion prevention system integrated into the MobileIron Client and Advanced App Analysis				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTDPLUS-D-1YS-D	MobileIron Threat Defense Premium	Per Device Cloud Subscription for 1 year with Direct Support.	\$4.50 (658462)	\$54.00 (633461)

MI-MTDPLUS-U-1YS-D	MobileIron Threat Defense Premium	Per User (5 devices/user) Cloud Subscription for 1 year with Direct Support.	\$6.75 (658464)	\$81.00 (633463)
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Notes: Includes zConsole (Cloud-based Command & Control Center) Zimperium's mobile threat management platform that monitors security incidents on zIPS-protected mobile devices and provides mobile forensic details (one per customer)

***Refer to the Additional Requirements below for important information**

Additional Requirements: MobileIron Secure UEM Bundles, MobileIron Secure UEM Premium Bundles, MobileIron Zero Sign-On (ZSO) Feature, MobileIron Threat Defense Features

Purchase Requirements:

- **MobileIron Cloud:** Minimum first time purchase of 25 licenses of Unified Endpoint Management Bundle required
- **MI Core/On premise:** Minimum 500+ Licenses Required for initial order/installation required
- **Deployment services** are required for all first time deployments.
- **Support levels** must match across all products purchased
- **Max of 5 devices/user** for Secure UEM and Secure UEM Premium bundles
- **Customers upgrading** from per Device to per User cannot downgrade
- **Enterprise Support** requires Direct Support

Customer may purchase MobileIron, Inc. [Acquired by Ivanti] ("MobileIron") licenses and services ("MobileIron Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the MobileIron Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. MobileIron Services are manufactured by MobileIron, Inc. Any license for MobileIron Services must be obtained directly from MobileIron either upon purchase or installation of the MobileIron Services. MobileIron Services are subject to MobileIron's terms and conditions and can be viewed here: <https://www.ivanti.com/company/legal?miredirect>. Verizon Wireless will direct MobileIron to fulfill Customer's MobileIron Services order. Customer support for MobileIron Services must be obtained directly from MobileIron, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to MobileIron Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate MobileIron representatives.

MobileIron incapptic Connect Feature: On-Premise
 Self-service portal for Customer's custom app development
 The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Price Plan ID	Annual Cost (Per 10 Apps)
MI-INCAPPTIC-BAS-D-1YS-D	MobileIron incapptic Connect	Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.	693468	\$15,000.00
MI-INCAPPTIC-APP-D-1YS-D	MobileIron incapptic Connect	Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.	693567	\$15,000.00

Note: Statement of Work required.

MobileIron Professional Services - Custom Scope SOW Required
 The pricing below reflects the monthly access fee. No discounts apply

SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-SOW-PUF	Professional Services - Custom defined scope (e.g. multi-site, certificate integration, health checks, follow-on services) provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour SOW required Billed Upfront	682954	\$250.00
MI-RESIDENT-ANY	Resident Services - Resource to assist with the management of MobileIron environment. SOW required.	Rate per hour. 3-month period minimum. SOW required	510404	\$130.00

Note: Statement of Work required.

MobileIron Professional Services - Open Scope
 The pricing below reflects the monthly access fee. No discounts apply

SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-HOURS-PUF	Professional Services -Custom undefined scope, services provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour	682955	\$250.00

Note: Statement of Work required.

Contractor Initials DS
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 Date 4/17/2023 | 8:30 AM

MobileIron Professional Services - Deployment/Implementation Packages				
The pricing below reflects the monthly access fee. No discounts apply				
MobileIron Professional Services: Deployment				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-SECURE-UEM-CORE	Core Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693623	\$6,250.00
MI-PS-SECURE-UEM-CLOUD	Cloud Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693525	\$3,750.00
MI-PS-SECURE-UEM-PREM-CORE	Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693569	\$15,000.00
MI-PS-SECURE-UEM-PREM-CLOUD	Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693477	\$12,500.00
MI-PS-SECURE-UEM-PREM-ADV-CORE	Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.	N/A	693524	\$18,750.00
MI-PS-SECURE-UEM-PREM-ADV-CLOUD	Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.	N/A	693478	\$16,250.00
MobileIron Professional Services: Implementation				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-PREMIUM-IMP	Premium Implementation Service - Combination of Advisory Services consultant to plan, oversee and provide best practices guidance along with an	Bundled Strategy, Advisory, and Implementation	510397	\$25,000.00

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Date 4/17/2023 11:30 AM M.

	Implementation Engineer for design, setup and validation of all technical components. Will also include basic strategic alignment sessions to ensure mobile strategy is being satisfied by the implementation results.	* On-Site Work is required and need a PO for Travel		
MI-PS-MTD-ENT	MTD Implementation (1000+ devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole, zConsole policy configuration, and OS and device vulnerability risk analysis.	Remote implementation Must be purchased with or added to MobileIron Core or Cloud implementation services	693570	\$5,000.00
MI-PS-MTD-SMB	MTD Implementation (up to 1,000 devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole and zConsole policy configuration.	Remote implementation Must be purchased with or added to MobileIron Core or Cloud implementation services	693622	\$2500.00
Note: Statement of Work required.				

MobileIron Professional Services –Other				
The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-EBF-MIGRATOR-DEVICE-LICENSE	Access to EBF Migrator per Device License(s) to support a migration to MobileIron Cloud or MobileIron Core.	50 minimum quantity purchase. Must be purchased with MobileIron Professional Services to assist with the migration (MI-PS-SOW, MI-PS-SOW-PUF, MI-PS-FIXED, MI-PS-HOURS-PUF, any of the MI-PS-C2C-MIGRATE-XXX SKUs).	682962	\$7.50
Note: Statement of Work required.				

MobileIron Professional Services –Enterprise Support				
The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Name	Product Description	Price Plan ID	Price per Unit
MI-PSENERPRISE	MobileIron Professional Services	Enterprise Support and Strategic Account Management (annual fee). Must also have MobileIron Annual Direct Maintenance and Support	682964	\$60,000.00
Note: Statement of Work required.				

MobileIron SKU Mapping for Legacy SKUs		
Current Product	New Product	Add-On
Silver	MobileIron Secure UEM	MTD or MTD Premium
Gold*	MobileIron Secure UEM OR MobileIron Secure UEM Premium	*Dependent upon MI Secure UEM product selected
Platinum	MobileIron Secure UEM Premium	MTD or MTD Premium, ZSO
*Note: Current MobileIron Gold subscriber mapping is dependent upon individual customer requirements. See your account representative for additional details.		

Wireless Network Performance Fees

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

Wireless Network Performance						
The licenses are not eligible for further monthly access discounts.						
Basic License						
Description	SKU Name	Perpetual Plan ID	Monthly Plan ID	Tiers	Monthly Cost	Annual Cost
WNP-BASIC-GOV	WNP-BASIC-GOV	709053	709052	1-499	\$ 7.70	\$ 88.55
				500 – 999	\$ 11.55	\$ 123.20
				1,000 – 4,999	\$ 19.25	\$ 207.90
				5,000 -9,999	\$ 38.50	\$ 415.80

				10,000 – 99,999	\$ 57.75	\$ 616.00
				100K -5M	\$ 77.00	\$ 770.00
Premium License						
WNP- PREMIUM- GOV	WNP- PREMIUM- GOV	709103	709102	1-499	\$ 77.00	\$ 770.00
				500 – 999	\$ 385.00	\$ 4,158.00
				1,000 – 4,999	\$ 770.00	\$ 8,316.00
				5,000 -9,999	\$ 1,925.00	\$20,790.00
				10,000 – 99,999	\$ 3,850.00	\$41,580.00
				100K -5M	\$ 7,700.00	\$80,850.00

Note: Verizon’s Wireless Network Performance (WNP) is a central portal that will provide two broadband capabilities that can be leveraged:

- Analytics
- Mapping

Customers will be able to access WNP through My Business after purchase and must be subscribed to the MyBiz portal to use these licenses. Customer’s Tier is determined by the number of active lines in service at the time of purchase. See your account representative for additional information.

Public Safety Plans

Custom 4G Unlimited Basic Phone Plan for National Security, Public Safety, and First Responders Government Subscribers Only	
The plan below reflects the monthly access charge discount. No additional discounts apply.	
Monthly Access Fee	\$22.99 (16810)
Domestic Monthly Voice Minutes	Unlimited
Domestic Roaming and Long Distance	Included
Domestic Messaging Allowance	Unlimited
Domestic Data Allowance	100MB
Domestic Data Overage	\$10.00 per GB
Optional Feature	
Domestic 4G Push To Talk Plus	\$2.00 additional per month (81174)
NOTES: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on 4G LTE basic phones. This plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:	

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

4G/5G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$39.99 (16807)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance ⁽¹⁾	Unlimited
Domestic Messaging Allowance	Unlimited
5G Ultra Wide Band	Included (device dependent)
Optional Service Features	
Domestic Mobile Hotspot (4G and 5G Nationwide)	\$5.00 additional per month (76440)
4G Push-to-Talk Plus	\$2.00 additional per month (81129/81174)

NOTE: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband network, 5G Nationwide[®] network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

¹Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

***Verizon Wireless will proactively contact Customer to facilitate the plan migration as a brief service outage and device reboot may be required in order for the new plan to take effect.**

This plan is available to National Security, Public Safety, and First Responders customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$37.99 (20312)
Domestic Data Allowance ⁽¹⁾	Unlimited
<p>NOTE: Coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only 5G Nationwide and 4G LTE devices can be activated on this plan. (1) Data usage on this rate plan is not subject to speed reductions (“throttling”) within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 720p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile device applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan. This plan is only available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
485111 Mixed Mode Transit Systems	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

Custom 4G Unlimited Push to Talk Plus Only Plan for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$17.99 (96626)
Monthly Push to Talk Plus¹	Unlimited
Domestic Voice Per Minute Rate²	\$0.25

Notes: Coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Current coverage details can be found at www.verizonwireless.com. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international.

¹Push to Talk Plus is only available in the United States and can only be used with a 5G or 4G Push to Talk Plus-compatible device.
²Lines on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

This service plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

Mobile Broadband Priority Feature for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

Monthly Access Fee Per MDN	\$0.00 (86124)
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NOTE: Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This feature is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

**Verizon Wireless Preemption Service Feature for
National Security, Public Safety, and First Responders
Government Liable Subscribers Only**

Monthly Access Fee Per MDN	\$0.00 (86428 Basic/Smart Phone and 86433 Non-Phone)
<p>NOTE: Preemption Service ("Preemption") is a capability that reallocates network resources to customers so that they can connect in emergencies. In those uncommon times when the network is fully utilized, Preemption automatically activates to provide approved personnel uninterrupted access to the network. It helps ensure our national security, public safety, and first responder customers can continue to communicate with each other during times of high network use. Preemption capability is available on the Verizon Wireless 4G LTE data network. While Preemption capability may also be available on the networks of Verizon Wireless's domestic roaming partners, Verizon Wireless makes no representation of Preemption availability or reliability on such networks. Preemption is limited to select service rate plans and cannot be used in conjunction with devices or service plans utilized with dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited from using this feature. Please note: Calls to 911 are never preempted. This feature is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

**Private Responder Core Service for
National Security, Public Safety, and First Responders
Government Liable Subscribers Only**

Monthly Access Fee	\$0.00
<p>Verizon Wireless Private Responder Core Service for National Security, Public Safety, and First Responders ("Private Core"): Private Core separates wireless data communications from commercial and consumer traffic on our network. This service is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
<p>National Security/ First Responders / Public Safety</p> <ul style="list-style-type: none"> • 621910 Ambulance Service • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices • 922160 Fire Protection (except private) • 922190 Other Justice, Public Order and Safety Activities • 928110 National Security • 921190 Other General Government Support • 921110 Executive Offices • 921150 American Indian/Alaska Native Tribal Governments <p>Water</p> <ul style="list-style-type: none"> • 924110 Water Infrastructure • 221320 Sewage Treatment Facilities • 221310 Water Supply and Irrigation Systems 	<p>Chemical</p> <ul style="list-style-type: none"> • 561612 Protective Services • 541330, 541690 Chemical Engineering and Consulting • 239210 Pharmaceutical <p>Communications</p> <ul style="list-style-type: none"> • 517110 Telecommunications, Wired • 517212 Cellular and other Wireless Telecommunications • 238210, 334290 and 561620 Alarm Systems <p>Critical Manufacturing</p> <ul style="list-style-type: none"> • 237310 Highway, Street and Bridge Construction • 811310 Industry Equipment Repair • 236210 Industrial Building Construction • 211113 Extraction; 236220 Construction Management • 926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors <p>Energy</p> <ul style="list-style-type: none"> • 333611 Wind Turbine

Transportation • 482111 Railway Transportation • 481111 Passenger Air Transportation • 481112 Freight Air Transportation • 483111 Shipping Transportation • 926120 Transportation Administration • 491110 Postal Service • 926120 Public Transportation • 926120 Regulation and Administration of Transportation Programs • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems Information Technology • 541512 Computer Integration • 541519 Computer Disaster Recovery	• 221111 Hydroelectric Power Generation • 221122 Electric Power Distribution • 221118 Other Electric Power Generation • 221210 Natural Gas Distribution • 926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities • 221113 Nuclear Electric Power Generation • 562211 Hazardous Waste Treatment and Disposal Healthcare and Public Health • 621112 Health Care Practitioners • 923120 Public Health Programs
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Wireless Priority Service (WPS)	
The calling feature below reflects the monthly access charge discount. No additional discounts apply.	
Wireless Priority Service	
Discounted Monthly Access Fee	\$0.00
Discounted Feature Initiation Charge	\$0.00
Per Minute of Use Charge	\$0.00
<p>Note: Wireless Priority Service (WPS CDMA) and Wireless Priority Service VoLTE Full Operating Capability (WPS FOC) are subject to terms and conditions of your customer agreement and calling plan. WPS CDMA functions on a limited portion of the Verizon Wireless owned and operated CDMA networks. WPS FOC provide priority services over the LTE network. For qualified devices, WPS FOC provide priority on the LTE Radio Access Network (RAN) with or without dialing *272. Preemptions has been enabled for all VoLTE WPS calls with or without dialing *272. For non-qualified devices, WPS FOC provides priority on the LTE RAN only when *272 is dialed. This results in the call being processed as WPS CDMA. WPS FOC users dialing *272, followed by the 10-digit phone number, are provided end-to-end priority on the VZW VoLTE network for the best experience. WPS is available only to individuals authorized by the Office of Emergency Communications (OEC) of the Department of Homeland Security (DHS). Contact your Verizon Wireless representative for complete details on WPS.</p>	

Verizon Device Protection Options:

Wireless Phone Protection (WPP), Extended Warranty (EW), and Total Equipment Coverage (TEC)

Monthly Price: Current Market Rate – See Verizon’s current Device Protection for Business Brochure for pricing details.

<https://scache.vzw.com/content/dam/support/pdf/device-protection-brochure-business.pdf>

Verizon offers ordering entities the ability to enroll in any of the following device protection options that provide coverage for loss, theft, damage or post-warranty defects on eligible devices, along with other benefits. As of the date of this agreement, benefits include coverage for:

- Wireless Phone Protection (WPP) – unlimited cracked screen repairs (for select smartphones, subject to parts availability) or device replacements for lost, stolen and damaged devices. In Florida, WPP coverage includes coverage for post-warranty defects. WPP is an insurance program and includes a claim limit and deductible.
 - WPP Smartphones/iPhones – 85913
 - WPP All Tablets & Basic - 85912

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- Extended Warranty (EW) – unlimited repairs or replacements for post-warranty defects, including battery replacements for battery malfunctions (for select smartphones, subject to parts availability). EW is not available in Florida or for Florida customers.
 - EW – 79184
 - EW Smartphones (NY) – 87309
 - EW Tablets & Basic (NY) - 87310
- Total Equipment Coverage (TEC) – combines WPP and EW coverage; not available in Florida or for Florida customers. WPP is an insurance program and includes a claim limit and deductible.
 - TEC Smartphones/iPhones – 81495
 - All Tablets & Basic - 85921

Each device protection option is subject to the Device Protection for Business Terms and Conditions, which should be reviewed prior to enrollment, as the payment of premium is confirmation of agreement with and acceptance of those Terms and Conditions. A copy of the Terms and Conditions can be found in the Device Protection for Business Brochure (link above). The Terms and Conditions will also be delivered to the address of record for the ordering entity's account upon enrollment.

Ts&Cs Disclaimer: Device protection options, benefits and monthly prices/deductibles may change from time to time. WPP is an insurance program and TEC includes WPP. Information about current device protection options and program terms and conditions are available at Device Protection Brochure & Terms and Conditions Business. Not all options presented in the brochure are available to ordering entities.

Device protection options, including the benefits offered, monthly premiums and any required deductible, may change from time to time. The ordering entity will be notified of changes to the program in accordance with the Terms and Conditions and applicable laws. The ordering entity may cancel device protection with respect to any Verizon Wireless number at any time.

IMPORTANT NOTE: Not all device protection options presented in the brochure are available to ordering entities.

Verizon Wireless Plan and Feature Details

Plans and Associated Charges: Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber presses SEND or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses END or the call disconnects. Calls made on the Verizon Wireless network are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free. Airtime may be charged when dialing toll-free numbers.

Anytime Minutes: Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. Coverage information is available at www.verizonwireless.com. Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial *228 to update roaming information from voice

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or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months. This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

Long Distance: Unlimited domestic long distance is included when calling from the plan's rate and coverage area, unless otherwise specified in the plan.


Unlimited Messaging: Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non-Verizon Wireless customers in the United States, (ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included. Friends & Family for Business: Calls directed to and received from an account's listed Friends & Family numbers shall not use Monthly Anytime Voice Minutes. For Nationwide for Business plans with 900 minutes or more or 450 minute plan with the share option can add up to ten (10) Friends & Family numbers. Only calls from Nationwide Coverage Area to designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, or customer's own wireless or Voicemail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon, My Business Account or Verizon Enterprise Center is required to set up and manage Friends & Family numbers.

Mobile to Mobile Calling: Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users' roaming indicator flashes, (vii) in Canada and Mexico and (viii) to users whose current wireless exchange restricts the delivery of Caller ID And (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated. Mobile to Mobile Calling minutes will be applied before Anytime Minutes.

Night and Weekend Minutes: Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

Nationwide for Business Share Option: The Share Option is available to businesses with a minimum of five (5) Nationwide for Business lines on the same account with the share option. The Monthly Anytime Minutes of all lines on an account will be aggregated, and then allocated first to the line with the highest anytime minute usage, and then to the line with the next highest usage.

Push to Talk Plus: Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan. Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single

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website interface with a single user name/password. Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display.

Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please visit our website www.verizonwireless.com for additional Push to Talk Plus information. ** Disclaimer. While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**

International Long Distance: You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see verizonwireless.com/International for details. Verizon Wireless International Long Distance Value Plan: International Eligibility required to call most countries. Value Plan feature is not available on all Plans. Rates are subject to change without notice. Standard International Long-Distance rates apply in addition to airtime charges per your Plan on calls made from the Verizon Wireless network. Rates and service availability may vary when your phone's banner displays "Extended Network." Value Plan rates apply only on calls to Value Plan Countries made from your Plan's Rate and Coverage Area. If a subscriber's Plan's Rate and Coverage Area includes calls to any Value Plan country, those calls will be billed per the Plan. Except when roaming on another carrier's network, in which case that carrier's rates, taxes and surcharges apply. For Value Plan subscribers, calls made from the Verizon Wireless network to countries not included in the Value Plan will be billed at standard International Long-Distance rates.

Additional surcharges may apply when calling certain destinations, see www.verizonwireless.com/international for details.

International Roaming: Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. See verizonwireless.com/International for rates and destinations, which are subject to change without notice. International Eligibility required for GSM roaming, and for roaming in many destinations. Rates, terms and conditions apply only when roaming on participating GSM networks in published destinations. Availability of service, calling features, and Text messaging varies by country and network and may be restricted without notice. You must add

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Date 4/17/2023 8:30 AM ME

International Eligibility to your account to roam in many destinations. Visit verizonwireless.com/narooming. By using Equipment outside the United States, subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that may result from subscriber's failure to comply with Foreign Laws.

Roaming in GSM countries: GSM International Phone, activated in the United States with compatible subscriber Identity Module (SIM) card required. Rates, terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. See www.verizonwireless.com for coverage and airtime rates. Service in certain countries may be blocked without prior notice. Where Text messaging is available, Customer will be charged \$0.50 for each message sent and \$0.05 for each message received. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and (ii) customers of foreign wireless carriers that participate in international text messaging. Check www.vtext.com for the most current list of participating foreign carriers.

Data Services: Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the SEND or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed at \$0.25/minute.

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. For a further more detailed explanation of these techniques please visit www.verizonwireless.com/networkoptimization. Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

Data Services: Permitted Uses: You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

Data Services: Prohibited Uses. You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as

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set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders," "cancelbots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e-mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See verizonwireless.com/privacy]

Unlimited Data Plans and Features (such as Mobile BroadbandAccess, Push to Talk Plus, and certain VZEmail services) may ONLY be used with wireless devices for the following purposes: (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We will limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited VZAccess and VZEmail: Mobile BroadbandAccess, and InternationalAccess data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, email and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited VZAccess, VZEmail and Push to Talk Plus services cannot be used (i) for uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for BlackBerry or Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute

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or backup for private lines or dedicated data connections. Additionally, Unlimited VZEmail services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync. Unlimited BroadbandAccess and data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment

Data Roaming: International Eligibility is needed to roam in many destinations. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

International Data Optional Features: International PC Card required for international use. International PC Cards will not work in the United States or Canada and International Data Optional Features subscribers will need a Mobile Broadband PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. Prior to leaving the United States, subscribers must install International Data Optional Features VZAccess ManagerSM and run the OTA wizard.

International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles.

International Email SIM Cards: SIM Cards are available for use with your International PC Card, International Smartphone, or International Phone. Verizon Wireless is not responsible for any unauthorized use of subscriber's SIM Cards and subscriber must safeguard security codes. Placing your InternationalEmail SIM in any other non BlackBerry or Smartphone device could result in additional charges or termination of service. Upon termination of service, subscriber must destroy SIM Card.

M2M Data Plan Terms and Conditions

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

Megabyte (MB) Data Plans: M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

Data Roaming: International Eligibility is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

M2M Data Plan Share Options

Share Options: Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

Account Share: Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans on the same billing account, in the same usage group (Low Usage and High Usage plans cannot share with each other). Unused KBs will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines on the same billing account that have exceeded their MB allowance during the same monthly billing period. At the end of each bill cycle any unused KBs allowances will be applied to the overages of the other M2M

Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile

Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

Profile (Multi-Account) Share: Customer may activate one (1) share group per profile (Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Multi-Account Share Plans on the same profile, in the same usage group. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines on the same profile. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.

One TalkSM and Message+ from Verizon - Government Terms of Service

One Talk from Verizon, together with its related devices, software and applications ("Service" or "One Talk"), is a commercially available business telephone solution that brings together the functions of office phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features. (See <https://www.verizonwireless.com/support/one-talk-features/> for a listing of features currently available with the Service.)

The following terms of service apply to the One Talk Service. "Customer" means the eligible entity purchasing the One Talk service under the Contract along with any Customer end users using the Service.

Customer Agreement. Customer's use of the Service is subject to all Contract terms. This applies regardless of whether the end user device is on the Customer's account or paid for by the end user (e.g. a Bring Your Own Device arrangement between Customer and end user).

How the Service Works. For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

Customer is solely responsible for managing its end user access to the One Talk Service, management of end user devices and management of information transmitted via the Service. Addition of devices and associated Service features is managed and administered by the Customer through Verizon Wireless' web portal.

A. One Talk Components

One Talk Dialers. If available, the One Talk Dialers (Basic, Enhanced, and Native) add various business features to a compatible device's native dialer, which on a compatible smartphones (see <https://www.verizonwireless.com/support/compatible-one-talk-devices/> for a current list of supported devices.) With One Talk in Dialer mode, Customer's One Talk phone number will be the same as its Verizon Wireless phone number.

Customer can obtain access to One Talk features by dialing numeric codes. Other devices that you select will share the same One Talk phone number. **One Talk Mobile App.** The One Talk Mobile App is available for smartphone and tablets either from the Google Play™ Store for devices with Android™ 6.0 or higher or from the Apple App Store for devices with iOS 10.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers - one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number. Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

Message+ App. The Message+ App provides an integrated and customized messaging experience across an end user's mobile phone, tablet, PC, and other devices, and an integrated calling experience across a user's mobile phone and tablet. (Note that integrated calling is not part of the One Talk Service.) An end user can also send group, location and other multimedia messages ("MMS") in addition to traditional text messages. The Message+ App includes an Integrated Messaging feature that lets users send and receive text and multimedia messages on an end user's smartphone, tablet, computer or the web using a user's Verizon One Talk mobile telephone number. The service syncs up to 90 days of messages across an end user's devices.

One Talk Desk Phones. Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon Wireless. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi). Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

Auto Receptionist: Hunt Group. In order to utilize either of these features, Customer must activate a new Verizon Wireless line or port in a line from another carrier. The settings for the line must be configured using the One Talk section of the My Business web portal.

B. Charges

For each One Talk line, you will be charged a monthly recurring fee for the Service, in addition to the charges for data, voice, and messaging based on your service plan. Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection.

The following applies if you use the VZW network to connect to the Service:

One Talk Dialers (Basic, Enhanced, and Native). Adding the One Talk feature to a smartphone does not consume any data. If you have a device that supports video calling, the voice portion will be billed as minutes of use and the video portion will be billed as data. Voice calls will be billed as minutes of use only.

One Talk Mobile App. Your download of the One Talk Mobile App will consume approximately 30 MB of data. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data.

One Talk Desktop App. Your download of the One Talk Desktop App will consume approximately 110 MB of data. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband connection.

Auto Receptionist; Hunt Group. You will be charged a monthly recurring fee for each Auto Receptionist and Hunt Group line in your company's profile.

Integrated Calling Charges (Message+). Integrated Calling does not have a separate monthly service fee, but data usage charges will be incurred in accordance with Customer's service plan. If a call is transferred among connected devices, each transfer will be billed as a separate call. Also, depending on the service address, Customer may be assessed an additional 911 charge if required by law. Any call made from a tablet to a U.S. number will be treated as a domestic call, no matter where the call originates. Any call made from a tablet to a non-U.S. number will be treated as an international long distance call that originates in the U.S., which is subject to U.S. taxes, fees and Verizon surcharges, no matter where the call actually originates. These calls will be billed in accordance with Customer's international calling plan and/or international Contract rates.

Emergency 911 Calls. End users can make a 911 call over a Wi-Fi connection when using the Service, but whenever possible, end users should avoid doing so because 911 calls over a WiFi connection will not work if there is a failure of your broadband connection or electrical power, or if the 911 system doesn't recognize the address. In addition, when using a One Talk desk phone, voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. Note: With a device using the One Talk Mobile App or the One Talk Desktop app, emergency services will use the 911 address you entered only if you use Wi-Fi to make the 911 call; otherwise, your device's built-in capabilities will provide the location of your device.

Integrated Messaging Text Message Feature. To send and receive SMS messages, Mobile devices associated with either One Talk Basic Dialer (if available) or One Talk Mobile App must download the Message+ App to the device. The Integrated Messaging functionality of Message+ enables you to synchronize messages across multiple devices, including smartphones, tablets and the web. Text messages sent and received while using the Service are separate from the native texting app (dual numbers) and are only temporarily retained on the One Talk message platform in the cloud. End users with access to the Service on a Smartphone or the Mobile Client can retrieve/download any text message sent or received using the Service.

HIPAA. Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to

<https://web.vma.vzw.com/BusinessProduct>. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

Third Party Products

- A. General. If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.
- B. Google Services. When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content. Use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.
- C. Disclaimer. With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied, (2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

Service Limitations. The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

Important Service Disclosures. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. CUSTOMER IS SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS CUSTOMER MAY HAVE. CUSTOMER AGREES TO USE THE SERVICES IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICES IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON VERIZON WIRELESS, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

CUSTOMER IS ON NOTICE THAT ANY TEXT MESSAGES DELIVERED TO A DEVICE USING THE SERVICE WILL REMAIN ON THAT DEVICE, EVEN AFTER THE MESSAGING FEATURE IS REMOVED OR END USER IS DEREGISTERED AND NO LONGER HAS ACCESS TO THE SERVICE. END USERS CONTROL THE DELETION OF MESSAGES RECEIVED ON THEIR DEVICES.

Software. In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("Software"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum.

Verizon Wireless grants Customer a limited, non-exclusive, non-transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by Verizon Wireless and/or any third-party licensors. The Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code; which are available for download at www.verizon.com/opensource.

DMNR is based off Mobile IPv4-based Network Mobility protocol and requires the router to be configured to support this capability. Customer is responsible for any charges associated with the customization of its CPE to support DMNR.

Verizon Wireless Private Network Traffic Management

Private Network Traffic Management (PNTM): PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over Verizon Wireless's LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.

PNTM for Public Safety: Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by NAICS codes.

Customer Private Network Contact: Customer must designate a Private Network representative and provide contact information, including a phone number and email address. The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.

Private Network Implementation and Testing: Verizon Wireless will implement Customer's Private Network, which requires Customer" to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information) necessary to complete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer's applications.

Wireless Devices/Network Access: Customer must use Private Network-compatible end-user Equipment and at Customer's expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification. Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private Network functionality may also be available on the networks of Verizon Wireless' domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

Permitted Use/Fraud: Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage.

Maintenance/Service Changes/Termination of Private Network Service: Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network.

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In addition. VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS

OF THIS ADDENDUM OR FOR GOOD CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless' customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.


No Warranties: Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.

Subject to Private Network Terms of Use: The terms of Private Network. Supplement the Agreement and are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of Private Network and the Agreement, the terms of Private Network shall control with respect to Private Network.

ENTERPRISE MESSAGING TERMS OF SERVICE (PUBLIC SAFETY)

Verizon Wireless's Enterprise Messaging Access Gateway platform and portal ("EMAG") allows public safety customers ("Customer") to send high volumes of text messages. This agreement is between Customer as our subscriber and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which Customer agrees to use and VZW agrees to provide access to EMAG. By using EMAG, Customer accepts these Terms of Service ("TOS"), which may be modified by VZW from time to time.

- 1. Enterprise Messaging.** VZW provides the EMAG Service through two different EMAG plans. The Enterprise Gateway features allows a Customer to send bulk short message service ("SMS") messages and/or bulk multimedia messaging service ("MMS") messages, as applicable, to VZW subscribers, and send individual-to-individual messages to subscribers of most domestic wireless carriers. The Enhanced Messaging Features allow Customer to send bulk SMS messages to VZW subscribers and subscribers of eligible North American Numbering Plan ("NAMP") eligible carriers using VZW provided toll-free numbers. The Enhanced Messaging Features supports the sending and receiving of SMS messages only and not all carriers are supported. Contact your VZW Sales Representative for a complete list of supported destination countries and carriers. Availability, quality of coverage and service is not guaranteed, and supported destination countries may change without notice. Customer acknowledges that intercarrier messaging may be subject to message size, throughput requirements, blocking, throttling and filtering. Delivery of traffic may be affected by another carrier's policies and messaging terms. Customers must have a valid Blanket Purchase Agreement with at least five (5) active Government lines ("MDNs") and a physical address within VZW's licensed service area. Customer is solely responsible for monitoring its messaging operations. Customers using the EMAG Portal must provide a user ID and password and must safeguard the Portal credentials and prevent unauthorized use. VZW has the right to alter or not offer the EMAG service in part or at all. For the term of the TOS, Customer will receive for use the following depending on plan/features type: For the Enterprise On-Net Plan – Five (5) private On Network Messaging sending numbers for use on the VZW network only. For the Enhanced Messaging Features – One (1) Toll

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Free Enhanced Messaging sending number to use with the Enhanced Plan. VZW reserves the right upon prior notice to reclaim any phone number used for EMAG if Customer does not send sufficient traffic over it and the number may be re-assigned to another customer.

2. **Term and TOS Termination.** The term of this TOS shall be one year from the date the Customer signs the TOS ("Effective Date"). The TOS shall automatically renew for additional terms of one (1) year each, unless either Party shall give notice of cancellation at least thirty (30) days prior to the expiration of the original term or any renewal term or the TOS or service is otherwise terminated as per the terms of this TOS. Either party may terminate this TOS upon thirty (30) day's written notice to the other party for any reason. Fees are payable on a monthly basis and subject to increase upon thirty (30) days' notice to the Customer. Upon termination by the Customer, fees are due and payable up to the end of the month of termination.
3. **Intellectual Property.** VZW owns all rights, including intellectual property rights, in EMAG and its components, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW.
4. **License Rights and Restrictions.** Subject to the TOS and all documentation provided by VZW, VZW grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non-sublicensable license during the Term to access and use EMAG solely to send text and picture messages for internal-business use. Customer will not, and will not allow any Third Party to, (a) modify, copy, or otherwise reproduce EMAG in whole or in part; (b) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code form or structure of any of the elements used in EMAG; (c) provide, lease or lend EMAG in whole or in part to any Third Party; (d) remove any proprietary notices or labels displayed on EMAG; (e) modify or create a derivative work of any part of EMAG; (f) use EMAG for any unlawful purpose; (g) use EMAG for any high risk or illegal activity; (h) use EMAG in contravention of any of VZW's policies, procedures, rules or guidelines provided or made available by VZW or use EMAG in such a way that it interferes with, disrupts, damages, or accesses in an unauthorized manner the servers, networks, or other properties or services of VZW; (i) export or re-export EMAG without the appropriate U.S. or foreign government licenses; (j) incorporate or combine EMAG in whole or in part with any open source software in such a way that would cause EMAG, or any portion thereof, to be subject to all or part of the license terms of such open source software; or (k) provide access to or use of EMAG to any Third Party or sublicense any rights in EMAG to any Third Party. Customer is not entitled to resell the EMAG services without the express written approval of VZW.
5. **Content.** Customer is solely responsible for its content it transmits through EMAG (or use by any person or entity Customer permits to access EMAG). Provision of intercarrier messaging is provided through a third-party vendor. Customer agrees that its messaging will comply with applicable industry guidelines (e.g. Mobile Marketing Associate's best practices for messaging, and CTIA's Messaging Principles and Best Practices)), third-party vendor guidelines and content standards, and VZW content standards (attached hereto as Exhibit "A"), which may updated from time to time ("Messaging Guidelines"). Customer will not send any unsolicited bulk commercial messages (i.e., spam), "phishing" messages intended to access private or confidential information through deception, other forms of abusive, harmful, or malicious, unlawful, or otherwise inappropriate messages, messages which required an opt-in that was not obtained, messages containing executable files or links to other content or premium or similar messages that require a subscription or surcharge, and as otherwise set forth in the Messaging Guidelines or as determined by VZW, in its sole discretion. Customer will not transmit any messages that would violate any federal, state or local law, court order, regulation or the Messaging Guidelines. Customer will cooperate with VZW and/or any governmental authority in investigating any violation or prohibited use of EMAG.
6. **Consent Requirements.** Customer agrees that it will send messages only to subscribers that have opted in to receive its messages by: a) establishing an opt-in process that effectively captures each subscriber's consent to receive Customer's messages, informs subscribers of the nature and scope of Customer's messaging campaigns and any financial obligations associated with the messaging; b) maintaining opt-in records for a minimum of 6 months from the date of a recipient's opt-in consent; and c) immediately complying with subscriber opt-out requests such as STOP, END, CANCEL, UNSUBSCRIBE or QUIT in compliance with the Messaging Guidelines. Customer will send messages that

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require opt-in consent only to those recipients that have affirmatively opted in to receive such messages. Although VZW may provide in the Portal a way to manage lists of opt-out records, it is up to the Customer to obtain the consents and maintain proper records and VZW accepts no responsibility for consents and retention of such records.

7. **HIPAA.** EMAG is not designed for secure transmission or storage of personal healthcare information. Customer will not use EMAG to store or transmit Protected Health Information (“PHI”) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively, “HIPAA”). If Customer is a Covered Entity or a Business Associate as defined by HIPAA, Customer will not use EMAG to store or transmit PHI. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.
8. **Fees.** Customer will pay monthly to VZW the amount in the below chart for each SMS and/or MMS sent through EMAG. The billing and payment terms set forth in Customer’s Government agreement with VZW will apply to the EMAG charges set forth on your VZW bill. Additional charges may apply for inter-carrier messaging Application to Person (“A2P”) traffic. VZW reserves the right to increase pricing upon thirty (30) days’ notice.
9. **Pilot Mobile Phone.** VZW shall provide Customer with one pilot mobile phone at no charge to manage password setup and resets. Customer should safeguard the pilot mobile phone in case password resets are needed as VZW must rely on regular mail delivery of password resets if the phone is not available (password resets cannot be given over the phone or sent via email). This pilot mobile phone will not be capable of making any voice calls. Customer shall promptly notify VZW if the phone is lost, damaged or stolen and VZW reserves the right to charge Customer for replacement phones.
10. **Security and Unauthorized Code.** Customer will comply with VZW’s information security requirements available at <http://www.verizon.com/suppliers> (or successor website) as updated from time to time. Customer will implement and maintain effective administrative, physical and technical security controls to protect VZW’s assets, network and other facilities, information and EMAG that Customer accesses or uses. Customer will design, develop, build, operate and maintain your access to EMAG to sufficiently prevent the transmission of Unauthorized Code and mitigate security threats, including, but not limited to, unauthorized access, use or fraud. Customer will not send or introduce any Unauthorized Code to EMAG, VZW’s network or any other VZW system or facility. Customer will not use EMAG, or permit any Third Party to use EMAG, to engage in any fraudulent, illegal, or unauthorized use. Customer will continually monitor for the presence of any Unauthorized Code. In the event you detect the presence of any Unauthorized Code, Customer will: (a) notify VZW in writing the same day the Unauthorized Code is detected; (b) promptly remove the Unauthorized Code; and (c) promptly remedy any condition caused by the Unauthorized Code. VZW may audit your use of EMAG. Should such audit request be denied, or should the audit reveal a violation of applicable laws, regulations, policies or procedures, or this TOS, VZW may immediately terminate this TOS and your use of EMAG. “Unauthorized Code” means any virus, Trojan horse, worm, rootkit, back door, trap door, time bomb, drop-dead device, timer, clock, counter or other limiting routine, as well as any other instructions, designs, software routines, or hardware components designed to: (a) disable, erase, or otherwise harm software, hardware, data, text or any other information stored in electronic form; (b) cause any of the foregoing with the passage of time; or (c) place a program or hardware under the positive control of a Third Party other than an owner or licensee of the program or hardware.
11. **Certification Tests.** VZW may conduct certification tests in its sole discretion. Customer will pass such certification tests furnished by VZW prior to using EMAG. If Customer fails any such certification tests, then VZW may, in its sole discretion, refrain from providing Customer with access to EMAG.
12. **Data Retention and Access.** VZW provides access to the metadata relating to the messages (time/date/sent/received) for up to one year. For messages sent or received over the EMAG APIs, VZW provides Customer access to messaging content for up to fourteen (14) days, after which time it is deleted. For messages sent or received over the Portal, VZW retains Customer message content for sixty (60) days, after which time it is deleted.

13. **Customer Contact.** Customer will provide to VZW contact information including a phone number and email address of an EMAG contact(s), who shall be available during business hours and during such time as Customer utilizes EMAG to assist with the resolving of service matters and trouble shooting. Customer must provide written notice of changes to contact information fourteen (14) days prior.
14. **Termination of Service.** VZW CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF EMAG IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS TOS OR FOR GOOD CAUSE, which shall include, but is not limited to: (a) breaching this TOS or Customer's Government agreement with VZW; (b) spamming or other abusive messaging; (c) using EMAG in a way that adversely affects our network, our customers, or other customers; (d) allowing anyone to tamper with messaging applications in a manner contrary to this TOS; (e) any governmental body of competent jurisdiction suspends or terminates Customer's service or institutes a requirement, ruling or regulation that conflicts with this TOS; or (f) operational or other governmental reasons.
15. **Service Limitations.** VZW may establish limits on the use of EMAG, including, but not limited to, the number of messages sent over a limited time period (i.e., per minute, hourly and daily), the number of active connections, and recommended connections per group, as set out in our User's Guide (available on the EMAG Portal) which may be updated from time to time. VZW provides no service level commitments or quality of service standards for EMAG. VZW will provide to Customer maintenance, technical and support services for EMAG, as determined by VZW in its sole discretion. VZW may extend, enhance, or otherwise modify EMAG at any time and for any reason without notice. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of text messages. These limitations include, but are not limited to, network limitations, when a wireless phone is not in range of one of our transmission sites or those of another company that carries our customer calls, insufficient network capacity, interference due to subscriber's equipment, terrain, proximity to buildings, foliage, and weather. Further, VZW does not own or control all of the various facilities and communications lines between a Customer's site and VZW's EMAG access point. Experience by carrier and region may cause the experience to vary. Due to these limitations and the limitation in the number of messages that can be sent, EMAG SHOULD NOT BE USED AS THE SOLE MEANS TO SEND MESSAGES THAT CONTAIN INFORMATION THAT IS ESSENTIAL TO THE PROTECTION OF LIFE OR PROPERTY, OR IS MISSION ESSENTIAL OR CRITICAL IN OTHER WAYS. VZW reserves the right to block any messaging traffic that violates this TOS or harms or may harm VZW, EMAG or our assets, network or facilities.
16. **Disclaimer and Limitation of Liability.** EMAG IS PROVIDED ON AN "AS IS" BASIS AND CUSTOMER'S USE OF EMAG IS ITS SOLE RESPONSIBILITY. VZW (AND ITS OFFICERS, EMPLOYEES, PARENTS, SUBSIDIARIES AND AFFILIATES), ITS THIRD PARTY LICENSORS, PROVIDERS VENDORS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES FOR EMAG OR TEXT MESSAGE DELIVERY, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, NONINTERFERENCE, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. VZW DOES NOT WARRANT THAT EMAG WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, OR LOSS OF CONTENT, DATA, OR INFORMATION. VZW SHALL NOT BE LIABLE FOR ANY FAILURE TO PROVIDE EMAG, FOR ANY CONTENT, AND MAKES NO GUARANTEES THAT ANY TEXT MESSAGE WILL BE DELIVERED. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE TO THE OTHER PARTY, ITS EMPLOYEES, AGENTS OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN THE EVENT OF ANY BREACH BY VZW OF THIS TOS, VZW'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID TO VZW BY CUSTOMER UNDER THIS TOS DURING THE PREVIOUS THREE MONTHS.
17. **Indemnification.** Customer shall defend, indemnify, and save harmless VZW and its successors, assigns, employees, and agents, and their heirs, legal representatives and assigns from any and all claims or demands, including claims for bodily injury or death, or damage to property, arising from Customer's use of EMAG, including reasonable counsel fees and costs.
18. **Miscellaneous.** Customer will not resell or aggregate EMAG or allow Third Parties to use or access EMAG without prior written permission from VZW. This TOS supplements Customer's Government agreement with VZW as it relates to

EMAG. If there are any inconsistencies between this TOS and Customer's Government agreement with VZW, then this TOS shall control with respect to EMAG. Customer agrees that its use of EMAG will comply with any applicable local, state, national and international laws and regulations. This TOS may not be assigned in whole or in part by the Customer with prior written consent of VZW. Any failure of VZW to perform hereunder shall be excused if caused by failure of a third party wireless or telecommunications provider serving a particular area, power failure, national emergency, interference by any governmental agency, acts of God, strikes, other labor disturbance, severe weather conditions, fire, terrorism, riots, war, earthquakes, or any other causes beyond VZW's reasonable control.

**Exhibit A to the ENTERPRISE MESSAGING TERMS OF SERVICE (PUBLIC SAFETY)
VZW Content Standards**

Customer may only provide content that is legal and does not include or provide access to content or material that falls into the following categories:

- Contains anything that is obscene or indecent or anything with strong sexual, explicit or erotic themes or that links to such content;
- Contains hate speech;
- Contains excessive violence;
- Contains extreme profanity;
- Contains misleading or fraudulent claims;
- Promotes or glamorizes alcohol abuse, illegal drug use or use of tobacco products; or
- Promotes a competitor of VZW or its affiliates.

All content must comply with applicable industry standards (e.g., Mobile Marketing Association's Best Practices, CTIA's Wireless Content Guidelines, etc.) and VZW's commercial practices. Additionally, no content and materials included shall disparage VZW or its affiliates. VZW will decide, in its sole discretion, whether the content, material or services provided complies with these standards.

Verizon Wireless Private Network Traffic Management

Private Network Traffic Management (PNTM): PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over Verizon Wireless's LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.

PNTM for Public Safety: Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by the following NAICS codes a) 621910 Ambulance Services; b) 922110 Courts; c) 922120 Police Protection; d) 922130 Legal Counsel and Prosecution; e) 922140 Correctional Institutions; f) 922150 Parole Offices and Probation Offices; g) Fire Protection; h) 922190 Other Justice, Public Order, and Safety Activities or i) National Security.

Customer Private Network Contact: Customer must designate a Private Network representative and provide contact information, including a phone number and email address. The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.

Private Network Implementation and Testing: Verizon Wireless will implement Customer's Private Network, which requires Customer to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information) necessary to complete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer's applications.

Wireless Devices/Network Access: Customer must use Private Network-compatible end-user Equipment and at Customer's expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification. Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private Network functionality may also be available on the networks of Verizon Wireless' domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

Permitted Use/Fraud: Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage. **Maintenance/Service Changes/Termination of Private Network Service:** Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network. In addition, VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS ADDENDUM OR FOR GOOD CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless' customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.

No Warranties: Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.

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Subject to the Agreement: The terms of this Addendum supplement the Agreement. The terms of the Agreement are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of this Addendum and the Agreement, the terms of this Addendum shall control with respect to Private Network.

Verizon Push to Talk Plus (PTT+) Terms and Conditions

This Agreement is between you as our Customer and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which you agree to use and we agree to provide PTT+. By using PTT+, you accept these Terms & Conditions. VZW may change these terms and conditions from time to time. By continuing to use the Service after VZW has notified you of changes, you're agreeing to accept those changes.

1. **Customer Agreement.** For consumers, when you signed up to be a customer of VZW, your company entered into a Customer Agreement with us and PTT+ is subject to all of the terms in that Customer Agreement. For business customers, PTT+ is subject to your company's major account agreement with VZW.
2. **How the Service Works.** You can access PTT+ in the following ways: (i) through a mobile application (the "Mobile App"), or (ii) by downloading computer software from the VZW website (the "Computer Client"). Not all PTT+ service features are available through all access methods.
 - 2.1 **Service Features.** You can select from several PTT+ service features, including, but not limited to, the following:
 - **PTT+ with Dispatch.** Verizon PTT+ with Dispatch is an application that allows instant communication to individuals or groups at the push of a button. With a dispatch console, your corporation's designated users can see group members on a map.
 - **PTT+ Group Command.** PTT+ Group Command brings enhanced features such as user check and discreet listening. With user check, you can check the location of a device and also check the battery strength, WiFi and cellular signal strength. With discreet listening, you can listen to a PTT+ conversation for training and other business purposes.
3. **Charges.** Your download of PTT+ will be billed according to the applicable data plan. Your use of PTT+ will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan, please visit http://www.verizonwireless.com/businessportals/support/faqs/DataServices/faq_push_to_talk.html.
4. **Privacy.** VZW may use information about your activity in PTT+, subject to our Privacy Policy, which can be found at <http://www.verizon.com/about/privacy/>.
5. **Licenses.** You have a limited, non-exclusive, non-transferable license to use PTT+ and the object code version of PTT+'s software solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers. The software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, and information about these items is available at www.verizon.com/opensource. Nothing in this Agreement will be construed to limit any rights granted under such open source licenses.
PTT+ with Dispatch and PTT+ Group Command requires use of Google Maps. Use of Google Maps within PTT+ is subject to the Google Maps Terms of Service located at http://maps.google.com/help/terms_maps.html, the Google Legal Notices located at http://www.maps.google.com/help/legalnotices_maps.html, and the Google Privacy Policy, located at <http://www.google.com/privacy.html>. The Google Terms of Service and Google Legal Notices may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the Google Maps Terms or Google's Privacy Policy, including all limitations and restrictions therein as may be updated by Google from time to time, you may not use PTT+. Your use of the Google Maps service within PTT+ will constitute your acceptance of the Google Maps Terms and Google's Privacy Policy
6. **Consent to Share Location Information.** PTT+ with Dispatch and PTT+ Group Command requires sharing of your Location Information (data that can be used to describe, determine or identify the location of the mobile device you use while accessing PTT+). With your consent, your Location Information will be shared with your employer, for business purposes only.
7. **Additional Terms for Discreet Listening.** The discreet listening feature within PTT+ Group Command permits your employer to discreetly listen into your conversation while you are using the mobile device. By using PTT+, you

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consent to your mobile device being monitored by your employer and you consent to any person authorized by your employer listening into your conversation for training and other legitimate business purposes. Employers shall restrict access to the discreet listening feature of PTT+ Group Command to only authorized employees, who shall only use the feature during business hours for training and other legitimate business purposes.

8. **Restrictions on Use.** You may not, or allow others to, adapt, alter, modify, de-compile, reverse engineer, translate, or create derivative works of PTT+ or any included software.
9. **Termination.** VZW may terminate or discontinue PTT+ at any time without notice, including if you breach these Terms and Conditions.
10. **Disclaimer of Warranty; Limitation on Liability.** PTT+ AND ANY INCLUDED SOFTWARE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).
11. **Export Control.** You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and not export, or allow the export or re-export of PTT+ in violation of any such restrictions, laws or regulations. By downloading or using PTT+, you agree to the foregoing and you represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any restricted parties list.
12. **Safety.** Please do not endanger yourself and others by using PTT+ while driving or engaging in any other activity that requires your full attention.

Intrepid Services Agreement

Terms and Conditions

1. DEFINITIONS

In this Agreement, capitalized terms shall have the meanings described on the Order Form or as set out below and in the text of the Agreement:

- 1.1. "Customer Data" means the customer-specific data, including personal data, available to the Customer through the Service. Customer data is further defined as Generic and Unique.
- 1.2. "Generic Customer Data" means information not personal or specific to operations including amount of traffic, usage patterns, and aggregate amounts of unique data.
- 1.3. "Unique Customer Data" means all other information that is not generic, including personal information, specific details of operations, locations, photographs, written communications, recordings, and biometric data.
- 1.4. "Confidential Information" means all information disclosed by one party to the other party that is identified in writing as "confidential" or "proprietary" (or, in the case of oral disclosures, is summarized in writing and delivered to the receiving party within 30 days).
- 1.5. "Devices" means all hardware devices of Customer utilizing the Service, whether provided by Intrepid or from any other third party.
- 1.6. "Initial Term" means the period commencing on the Effective Date and ending on the last day of the Service Period.
- 1.7. "Service" means the online, web-based, and mobile access business application services, including content and associated offline components as well as support and training made available by Intrepid to Customer.
- 1.8. "Service Period" means the period beginning on the Effective Date and continuing for the period set forth on the Order Form.
- 1.9. "User" means any of the Customer's employees, representatives, consultants, contractors or agents utilizing the Service, with each such person or party who is authorized to use the Service to be supplied with a user identification and/or password by Customer (or by Intrepid at Customer's request).

2. SERVICES

- 2.1. Subject to the terms and conditions of this Agreement and payment of all applicable fees and charges, Intrepid grants Customer a non-exclusive, non-transferable, revocable, limited right and license during the Term to use the Service for Customer's internal, in-house business use only within the United States of America. Intrepid reserves all rights in the Service not expressly granted herein.
 - 2.2. Intrepid reserves the right to perform maintenance of the Service as needed and, except in the event of emergency maintenance, will use commercially reasonable efforts to provide prior notice to Customer of any Service unavailability and the reasons therefore.
 - 2.3. A user account is required to access the Service, which may be used only by authorized Users. User accounts are non-transferable to other organizations or agencies but can be transferred to users in other departments within the purchasing organization or agency. User accounts shall not be shared or utilized by Users in non-purchasing organizations or agencies. Notwithstanding the foregoing, Customer shall make available for audit a list of all Users within five (3) business days when requested by Intrepid.
 - 2.4. Customer is responsible for any and all activities that occur under Customer's User accounts, including without limitation any loss or damage that results from such use or misuse. Customer shall: (a) report to Intrepid immediately any unauthorized use of any password or account or any other known or suspected breach of security; (b) report to Intrepid immediately any copying or distribution of any content contained in, or accessible through, the Service that is known or suspected by Customer or its Users, and Customer shall take all necessary steps to stop or terminate such conduct; and (c) ensure that use of the Service shall at all times comply with the terms of this Agreement.
 - 2.5. At all times during the Term of this Agreement, Customer will conduct its business and/or operations, and cause its Users to be, in compliance with all federal, state, provincial, local, or similar statutes, laws, ordinances, regulations, rules, codes, orders, conventions, or rules of law (including common law) and governmental orders (collectively, "Laws"), applicable to Customer and Customer's business and/or operations, including, but not limited to any such Laws with respect to the use of the Service in Customer's business and/or operations.
 - 2.6. Customer warrants that it is legally entitled to allow Intrepid to monitor the Customer account and each User in the account to process for Generic Customer Data in order to provide improvements to Intrepid products or resolve product defects.
 - 2.7. Customer acknowledges and agrees that Intrepid shall not be responsible for providing internet access or any equipment or services necessary to utilize internet access by Customer or any User.
- 3. LIMITATIONS AND RESTRICTIONS**
- 3.1. Except as expressly set forth herein, Customer shall not (nor shall it permit others to) (a) copy, market, license, sublicense, sell, resell, transfer, assign, reproduce, distribute or otherwise make available to any third party the Service; (b) modify, adapt or make derivative works based on the software or intellectual property used in the Service; (c) retransmit or link the Service (including "framing" or "mirroring" any content contained in, or accessible from the Service) to any other server, wireless or Internet-based device. Customer shall ensure and be responsible for all of its Users' compliance with the terms of this Agreement; or (d) store or transmit any Content (as defined herein) that could give rise to civil or criminal liability.
 - 3.2. To the extent that access to any software or other intellectual property is provided to Customer by Intrepid, Customer agrees that it will use such software and intellectual property solely for Customer's own internal processing operations under this Agreement, and that Customer will not directly or indirectly disassemble, reverse engineer, or decompile, modify, create derivative works based on, or translate the Services, or any software or intellectual property included therein, or transfer or otherwise grant any rights in or access to such software or intellectual property in any form to any other party. Customer shall promptly report to Intrepid any actual or suspected violation of this Section 3.2 and shall take all further steps reasonably requested by Intrepid to prevent or remedy any such violation.
 - 3.3. Users may be required to provide information about themselves in order to register for and/or use the Service. Intrepid shall not be responsible for the accuracy of any User information provided, and Customer agrees that any such information shall be accurate. Users are entirely responsible for maintaining the security of their user names and passwords and agree not to disclose such to any third party. Company acknowledges that it is

necessary for Intrepid to send certain electronic communications to Users in order to deliver the Service and consents to such communications.

- 3.4. Customer is solely responsible for the pictures, audio, video, graphics, text, or other content ("Content") sent, displayed, or uploaded by Customer or its Users with or to the Service, either directly or through another application. Except for material that Intrepid licenses to Customer and as otherwise noted in this Agreement, Intrepid claims no ownership of any Content that is transmitted, stored, or processed in Customer's account(s). Intrepid also does not control, verify, or endorse the Content that Customer or its Users make available in the Service.
 - 3.5. The Service provides functions that allow Customer and Users to control who may access Content. If Users enable the features that allow sharing Content with others, anyone with whom Content is shared (including the general public, in certain circumstances) may have access to Content. Customer hereby grants Intrepid and its agents the right to reproduce, distribute, display, and disclose Content with others authorized by Customer or its Users to view such Content as part of Intrepid's provision of the Service to such authorized users.
 - 3.6. Customer represents and warrants that: (a) Customer has all the rights in the Content necessary to use the Service and to grant the rights in this Agreement, and (b) the storage, use, or transmission of the Content doesn't violate any law, this Agreement, or the rights of any third parties. Customer will: (i) be solely responsible for the nature, quality, and accuracy of the Content; (ii) ensure that the Content (including the storage or transmission thereof) complies with this Agreement and any and all applicable laws and regulations; (iii) promptly handle and resolve any notices and claims relating to the Content, including any notices sent by any person claiming that any Content violates any person's rights, such as take-down notices pursuant to the Digital Millennium Copyright Act and any other notices; and (iv) maintain appropriate security, protection, and backup copies of the Content, which may include, Customer's use of additional encryption technology to protect the Content from unauthorized access. Although Intrepid is not responsible for any Content in violation of this provision, Intrepid may delete any Content in violation of any provision in this Agreement of which it becomes aware, at any time without notice. Customer must immediately notify Intrepid in writing of any unauthorized use of (a) any Content (b) any User account, or (c) the Service that comes to Customer's attention. In the event of any such unauthorized use by any third party that obtained access through Customer or its Users, Customer will take all steps necessary to terminate such unauthorized use. Customer will provide Intrepid with such cooperation and assistance related to any such unauthorized use as Intrepid may reasonably request.
 - 3.7. If Customer becomes aware of any violation of this Agreement in connection with use of the Service by any User or person, Customer must notify Intrepid immediately. Intrepid may investigate any complaints and violations that come to its attention and may take any action that it believes is appropriate, including, but not limited to issuing warnings, removing Content, or terminating accounts and/or User profiles. Because situations and interpretations vary, Intrepid also reserves the right not to take any action. Under no circumstances will Intrepid be liable in any way for any data or other Content viewed while using the Service, including, but not limited to, any errors or omissions in any such data or Content, or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data or content.
4. **PROPERTY RIGHTS**

Customer shall remain the sole and exclusive owner of Unique Customer Data. Unique Customer Data may be monitored or evaluated in an emergency situation or with permission or at the request of Customer or its Users for purposes such as assisting in customer operations, performing customer-specific analysis, or improving Intrepid's products. Customer explicitly grants Intrepid the right to monitor network traffic that includes Unique Customer Data for the purpose of optimizing the Service's performance. Intrepid is and shall remain the sole and exclusive owner of the Service and all documentation or other property provided by Intrepid during the Term of this Agreement, including any intellectual property developed, originated, or prepared on behalf of or in conjunction with Customer. This Agreement does not grant to Customer any shared development rights. Customer shall not reproduce in whole or in part (except as permitted under this Agreement), modify, merge, or incorporate any form or portion of the Service with other program material, create derivative work from the Service, reverse engineer, de-compile, or disassemble

all or any portion of the Service, and/or disclose, sell, sublicense, or otherwise transfer or make available all or any portion of the Service to any third party without the prior written consent of Intrepid.

5. WARRANTIES, REMEDIES, LIMITATIONS OF LIABILITY, AND INDEMNIFICATIONS

5.1. Intrepid warrants to Customer that the Service will be provided in a professional and workmanlike manner. As Customer's exclusive remedy for breach of the foregoing warranty, Intrepid shall, at its option, repair or replace the nonconforming elements of the Service. Intrepid shall have no obligation hereunder if software or other intellectual property used in the Service, or hardware utilizing the Service, is modified, altered, merged or subjected to misuse, neglect, accident or improper use by Customer or any third party. If at any time Customer becomes unsatisfied with the Service, Customer's sole remedy is to cease using the Service.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND INTREPID, ITS SUPPLIERS AND VENDORS EXCLUDE ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. INTREPID AND ITS SUPPLIERS AND VENDORS SPECIFICALLY DISCLAIM ALL EXPRESS OR IMPLIED WARRANTIES OF DESIGN, NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, THAT THE SERVICE OR DEVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, VIRUS FREE, OR ERROR-FREE. NOR DOES INTREPID (OR ITS VENDORS OR SUPPLIERS) MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE OR THAT ALL ERRORS IN THE SERVICE WILL BE CORRECTED.

5.2. INTREPID, ITS VENDORS AND SUPPLIERS ENTIRE LIABILITY FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, WARRANTY, OR IN TORT (INCLUDING NEGLIGENCE) FOR ALL CLAIMS RELATING TO THIS AGREEMENT AND ITS PERFORMANCE, SHALL BE LIMITED IN THE AGGREGATE TO THE LESSER OF THE FEES PAID BY CUSTOMER TO INTREPID DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE CLAIM OR \$25,000.

5.3. IN NO EVENT SHALL ANY PARTY BE LIABLE FOR ANY LOST PROFITS, LOST REVENUE, INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES EVEN IF SUCH PARTY HAS BEEN ADVISED OF, OR COULD HAVE REASONABLY FORESEEN, THE POSSIBILITY OF SUCH DAMAGES.

5.4. Customer acknowledges that the limitations of liability and disclaimers of warranty set forth in this Agreement are independent of any remedies hereunder and apply regardless of whether any remedy fails its essential purpose. Customer acknowledges that Intrepid has set the pricing for the Service and other fees and charges in reliance on the disclaimers of warranty and limitations and exclusions of liability set forth in this Agreement and that the same form an essential basis of the bargain between the parties.

5.5. Intrepid shall indemnify Customer from and against any third-party liabilities, losses, damages, claims, suits, and expenses, including reasonable legal expenses, of whatever kind and nature ("Losses"), imposed upon, incurred by or asserted against Customer relating to or arising out of any third-party claim brought against Customer alleging that the Service used as contemplated by this Agreement violates any proprietary rights of such third party. This Section 5.5 states Intrepid's entire obligations regarding infringement of a third party's intellectual property rights with respect to the use of the Service.

5.6. Customer shall indemnify Intrepid, its suppliers and vendors from and against any and all Losses imposed upon, incurred by, or asserted against Intrepid relating to or arising out of a claim alleging that Intrepid's authorized use of the Customer Data violates the proprietary rights of, or has caused harm to, any third party (including, without limitation, any User).

5.7. In addition to, and without limiting, any and all obligations of Customer set forth herein, Customer hereby assumes entire responsibility and liability for any and all damage or injury of any kind or nature to all persons, and to all property, real or personal, caused by, resulting from or associated with the use by Customer, or any of Customer's employees, representatives or agents (whether a User or not), of the Service and agrees to indemnify, defend, and hold harmless Intrepid, its suppliers and vendors from and against any and all Losses or injury to persons or to property caused directly or indirectly by Customer or any of Customer's employees, representatives or agents (whether a User or not), Customer's property or equipment, or any and all persons acting on Customer's behalf or under Customer's supervision or control, whether direct or indirect.

5.8. In consideration of the obligations of Intrepid hereunder, Customer acknowledges that the use of the Service by Customer is voluntary and may involve known and unknown risks that could result in physical injury (including

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death) and/or property damage. Customer, on behalf of itself and its employees, representatives and agents, (the "Customer Parties") hereby releases, remises, requites, satisfies and forever discharges Intrepid, its suppliers and vendors and their respective heirs, personal representatives, successors and assigns from any and all Losses whatsoever, in law, in equity or in arbitration that the Customer Parties have, had or may have (through all stages of settlement and litigation, including all appeals and all collection proceedings) arising out of or resulting from the Customer Parties' voluntary use of the Service.

5.9. The indemnity obligations set forth in this Section 5 are contingent upon (a) the indemnified party giving prompt written notice of any indemnified claim, (b) the indemnified party allowing the indemnifying party the sole control of the defense and related settlement negotiations for such claim; and (c) the indemnified party providing reasonable assistance and cooperating in the defense and settlement negotiations as requested by the indemnifying party and at the indemnifying party's expense.

6. CONFIDENTIALITY AND DATA PROTECTION

By virtue of this Agreement, each party may have access to the Confidential Information of the other party. The parties expressly acknowledge that the Customer Data shall be governed by Sections 2.7 and 4 and shall not constitute Confidential Information. Each party agrees to keep confidential all Confidential Information disclosed to it by the other party or a third party, and to protect the confidentiality thereof in the same manner as it protects the confidentiality of similar information and data of its own (at all times exercising at least a reasonable degree of care in the protection of such Confidential Information). This Section 7 shall not apply to anything that: (i) is or becomes (through no improper action or inaction by the receiving party) generally available to the public, or (ii) was in the recipient's possession or known by it, without restriction, prior to receipt from the disclosing party, or (iii) was rightfully disclosed to the receiving party by a third party, or (iv) is required to be disclosed by a subpoena, request for documents, or other validly issued judicial or administrative process, provided that the party so required to disclose it promptly notifies the other party of the receipt of process and permits the other party a reasonable opportunity to respond to such process; or (v) is necessary to be disclosed by a party in order to meet its obligations under this Agreement. If a party wishes to rely on one of these exclusions it shall give prompt written notice to the other party detailing the relevant information and the reason for disclosure.

7. TERM AND TERMINATION

7.1. This Agreement shall commence on the Effective Date and shall remain in effect through the Initial Term unless earlier terminated as set forth below.

Either party may terminate this Agreement upon notice to the other party if the other party materially breaches this Agreement and such breach is not remedied within 30 days of such notice, except for breaches relating to non-payment for which such cure period shall be 5 business days.

Either party may terminate this Agreement immediately upon notice if the other party becomes subject to any proceeding under any statute of any governing authority relating to insolvency or the rights of creditors that is not dismissed within 60 days, or the equivalent occurs in any jurisdiction.

Upon termination of this Agreement for any reason, all accrued rights to payment shall become due, all licenses shall immediately terminate, Customer shall immediately discontinue all use of the Service and delete or remove any copies of the Service in its possession, and each party shall promptly return (or, if requested by the other party, destroy) all Confidential Information of the other party in its possession. Upon termination, Intrepid may immediately terminate Customer's access to the Service without notice and within 30 days thereafter delete Customer's Data and any related data.

7.2. Sections 1, 2.4, 2.5, 2.6, 3, 4, 5, 6, 7, 8, and 9 shall survive the termination or expiration of this Agreement in accordance with their terms.

8. EXPORT

If, at the time or times of Intrepid's performance hereunder, a validated export license or other export authorization is required for Intrepid or its agents to lawfully export the goods, source code, or technical data from the United States of America or such other country of origin, then the issuance of such license or authorization to Intrepid or its agents

in accordance with the rules and regulations of the applicable country(ies) shall constitute a condition precedent to Intrepid's performance of its obligations hereunder. Customer agrees to comply with all applicable export laws and regulations of the United States of America or such other country of origin. Specifically, but without limitation, customer agrees that it will not resell or re-export Intrepid products, source code, or technical data in any form without obtaining appropriate export or re-export licenses from the respective governmental authority of the United States of America, other country of origin, or country of export or re-export. Violation of this provision shall constitute cause for termination of this Agreement by Intrepid without liability to customer.

9. MISCELLANEOUS

- 9.1. Neither party shall be liable for any delay or failure in performing any of its obligations under this Agreement if such delay or failure is caused by circumstances outside the reasonable control of the party concerned. The Service may be subject to limitations, unavailability, delays, and other problems inherent in the use of the internet, mobile telephone networks and electronic communications. Intrepid is not responsible for any delays, delivery failures, or any loss or damage resulting from the same. Notwithstanding the foregoing, nothing herein shall relieve Customer of its obligations to pay monies due and owing to Intrepid hereunder.
- 9.2. Intrepid may reference Customer's status as a user of the Service on Intrepid's website, in marketing materials and in sale presentations.
- 9.3. The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.
- 9.4. Customer may not assign or transfer any of its rights or obligations under this Agreement in whole or in part without Intrepid's prior written consent. Intrepid may freely assign, transfer, and sub-contract this Agreement and any or all of its obligations herein.
- 9.5. This Agreement shall not be amended or modified except in a writing executed by the duly authorized representatives of Intrepid and Customer.
- 9.6. If any provision of this Agreement is held to be invalid or unenforceable, the parties or any applicable tribunal shall substitute an enforceable provision that preserves the original intent and economic positions of the parties and the remaining provisions of this Agreement will remain in full force and effect.
- 9.7. All notices that are required to be given under this Agreement shall be in writing and sent to the addresses of the parties set out on the Order Form or to such other address as a party may designate by notice to the other party and shall be effective (a) on the date of delivery if sent by recorded delivery; (b) on the business day following the date of transmission of a fax as evidenced by a successful transmission report; or (c) immediately if delivered personally to the relevant address.
- 9.8. This Agreement forms the entire understanding of the parties in respect of the matters dealt with in it and supersedes all previous agreements, understandings, proposals, and negotiations between them.
- 9.9. RESERVED
- 9.10. The parties acknowledge that they are familiar with transactions of this nature and agree that the fact one of the parties may have drafted or structured any provision of this Agreement shall not be considered in construing the particular provision either in favor of, or against, such party.
- 9.11. The parties hereto are independent contractors and this Agreement does not create a joint venture or partnership, and neither party has the authority to bind the other party to any third party.
- 9.12. This Agreement may be executed in any number of counterparts, each of which, when taken together, shall be an original.

Exhibit A to Intrepid Services Agreement

Response Times

- I. Intrepid Service
 - 1 Response Times

Intrepid shall use its commercially reasonable efforts to respond to all written requests for assistance in accordance with the following response times:

Type of Problem	Time to Respond	
	During Normal Business Hours	Outside Normal Business Hours
Level 1 – Service unavailable or data cannot be collected from > 20% of the Users	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com
Level 2 – Part of the functionality of the Service is unavailable or data cannot be collected from <= 5% to 20% of the Users	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com
Level 3 – All other issues	Within 5 business days Email: support@intrepid-networks.com	Within 5 business days Email: support@intrepid-networks.com

Call Filter Service Attachment to Verizon Wireless Agreement

- Note:** A profile is defined as a Customer’s overarching account of record under which Customer may have multiple billing accounts. This Call Filter Service Attachment (“Call Filter Attachment”) to the Agreement between Customer and Verizon Wireless sets forth the terms and conditions specific to the Call Filter Service (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between this Call Filter Attachment and the Agreement, this Call Filter Attachment shall control with respect to the Call Filter Service functionality or operation. Any capitalized but undefined terms used in this Call Filter Attachment shall have the meanings given such terms in the Agreement. **Call Filter Service Overview.** Verizon Wireless’s Call Filter Service allows Customer to take manage its calls (the “Service”).
- Call Filter and Call Filter Plus Service Description.** Call Filter is available to Customer for no additional monthly charges, and provides spam protection (spam alerts, blocking and reporting). Call Filter Plus provides added protection with caller ID and other premium features for a monthly charge, which are set forth in Exhibit A attached hereto. Call Filter utilizes network-based functionality to provide spam alerts and caller ID information on Customer’s devices, and will not require the Call Filter application for these features. Spam blocking and other enhanced spam protection tools require the Call Filter application and a compatible device. Availability of certain features will vary depending on the device. For a full list of compatible devices and available features by device, click on Supported Devices at <https://www.verizonwireless.com/solutions-and-services/call-filter/>. Basic phones will receive network- based spam protection. Call Filter requires Verizon Wireless’s 4G LTE network; limited features of the Service may be available if Customer is roaming on a VoLTE network outside of Verizon Wireless’s 4G coverage area.
- Call Filter Limitations.** Call Filter is not available for incoming calls from restricted or unlisted numbers. Call Filter does not detect spam calls from international numbers, but Customer may choose to block calls from international numbers. Call Filter utilizes analytics and databases that are continually evolving, including spam

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- reporting by customers. Call Filter may not work with some of our other services like NumberShare or eSIM lines.
4. **Spam Protection and the Call Filter Application.** Call Filter will alert Customer when Customer receives potential spam calls and allows Customer to turn on the spam filter to automatically block (send directly to voicemail) spam calls based on Customer's preferred risk level (as determined by Customer in the Call Filter application). If Customer enrolls in Call Filter through the Call Filter application, Verizon will automatically turn on Customer's spam filter to block all high-risk spam calls, but Customer can always turn off or adjust the blocking within the Call Filter application. Call Filter Plus, provides additional protection with caller ID for unknown numbers, access to a risk assessment meter for each spam call, reverse spam number lookup, and additional categories of spam alerts including "Robo Caller" or "Potential Fraud." With Call Filter Plus, depending upon Customer's device, Customer may also be able to view a list of callers that have been identified as spam or blocked, and block and un-block specific numbers. Call Filter's spam detection and block management may inadvertently mislabel or block legitimate callers including those to whom Customer may have given consent to communicate with via Customer mobile number. Customer should check Customer voicemail to determine if the caller is legitimate (if they left a voice message and if Customer have voicemail enabled). Verizon Wireless does not guarantee that all calls that are spam will be detected. Customer's spam settings such as spam filters and personal block and spam lists will be permanently deleted once Customer changes devices, uninstalls the Call Filter application, unsubscribes or downgrades the Service, or in the case of Android users, disables the Call Filter application or clear application cache or data.
 5. **Caller ID.** Caller ID, available with Call Filter Plus, displays the name, phone number, city and state of a caller's phone number, if these details are available and supported by Customer's device. Some devices may only display the caller's name as the Call Filter may not be available on all devices. Some devices also allow identification of text messages when using an eligible messaging application. Android users may also see the caller's uploaded photo if available.
 6. The caller's identity may not show if they are labelled as Robo Caller, Potential Spam or Potential Fraud on certain operating systems. Customer's saved contact names will show instead of the caller identification (so if a call would normally show as a Robo Caller with the Service, but is in Customer's list of contacts, that contact name will show instead). If Customer uploads a photo, Customer's photo will be seen by other Verizon Wireless customers that use the Service but will not override a Customer's contact photo (uploading is not available for all devices).
 7. **Data Charges.** Subject to the Agreement, data charges may apply for download of the application and use of the Service. Call Filter does not operate on Wi-Fi, so data charges may apply when using the Service even if Customer device is also connected to Wi-Fi. If Customer's device is eligible for the uploading or receiving of a picture, data charges apply to such uploading and also for receiving pictures. Such data charges will be billed to Customer's Verizon Wireless account according to Customer's data plan. The Service will automatically renew every month unless canceled. For Call Filter Plus, Customer will be billed a Monthly Access Fee as specified in Exhibit A.
 8. **Privacy.** Verizon Wireless may use information about Customer's activity in the Service, subject to our Privacy Policy, which can be found at <http://www.verizon.com/about/privacy/>. In order to provide the Service to Customer, Verizon Wireless will access the following information: MTN, contacts, call log, and messages (Android devices only). Verizon Wireless does not share information for any other purposes other than to render the Service. While a Customer end user can review or turn off these permissions at any time in the device settings, without access to that information, the Service will not be provided to that device.
 9. **Licenses and Restrictions.** Call Filter is the property of Verizon Wireless or its licensors. Call Filter software and any application installed on Customer devices are licensed and not sold to Customer. Verizon Wireless and its licensors grants to Customer a limited, non-exclusive, revocable, non-transferable, personal, non-commercial license to use the Service for its intended use, in the United States.
 10. **Restrictions on Use.** Customer will not, or permit anyone else to, sell, resell, distribute, sublicense, loan, lease, otherwise transfer, alter, modify, merge, adapt, copy, delete, record, translate, publish, upload, transmit, export, create derivative works of, make any commercial use of, reverse engineer, decompile, attempt to derive the source code, or disassemble the Service of any software that forms part of the Service. Customer may not use the Service or any part of it for any improper use (including infringement of copyright or other intellectual property

rights) and must follow all laws. Customer will not alter, disable, or circumvent any features embedded in the software. All rights not expressly granted to Customer herein are reserved. Verizon Wireless may revoke this license at any time without notice.

11. **Branding.** All trademarks, service marks, trade names, logos, domain names, and any other features of Verizon Wireless's brand are the sole property of Verizon Wireless and Verizon Wireless does not grant any rights to such branding to Customer for any use at all. Customer may not remove or alter any copyright, trademark, or other intellectual property notices of the Service.
12. **User Content.** For certain eligible devices, the Service allows Customer to upload a photo to display. Customer may choose to attach a photo from Customer own photo gallery, a new photo that Customer take, or a photo available for use from an Internet search that Customer conducts. Customer is responsible for any content that Customer uploads to the Service. Verizon Wireless does not monitor or control the content Customer chooses to send via the Service and, Verizon Wireless disclaims all responsibility for such content. Photos that Customer did not take may be subject to copyright protection which limits or prohibits their copying, transmission and/or use. Customer agrees that Customer will not attach copyrighted content in a way that infringes any copyright, and that Customer is wholly responsible for any copyright infringement resulting from Customer's conduct. If Customer is unsure about whether Customer's conduct is lawful, Customer should not attach the content.
13. **Digital Millennium Copyright Act Notice.** If Customer believe that Customer content has been improperly used in the Service in a way that constitutes copyright infringement please contact Verizon at the address below. Pursuant to Title II of the DMCA, all claims alleging copyright infringement for material that is believed to be residing on Verizon's system or network should be promptly sent in the form of written notice to Verizon's Designated Agent. The Designated Agent for DMCA Notice is:

Verizon Copyright Department
1320 North Courthouse Road, Floor 9 Arlington, Virginia 22201, U.S.A.
Fax 703.351.3669
Email DMCA@verizon.com

NOTE: No other notices or communications should be sent to the Designated Agent, who is appointed solely for the purpose of receiving notices of claims alleging copyright infringement under the DMCA. Specific requirements for proper notification of claimed infringement are set forth in the DMCA (see 17 U.S.C. § 512(c)(3)). Valid notification must be a written communication that includes all of the following elements:

1. Signature of copyright owner or person authorized to act on behalf of the owner;
2. Identification of copyrighted work claimed to be infringed;
3. Identification of the material claimed to be infringing or to be the subject of infringing activity and information reasonably sufficient to permit the service provider to locate the material;
4. Information reasonably sufficient to permit the service provider to contact the complaining party (address, phone number and, if available, email address);
5. A statement that the complaining party has a good faith belief that use of the material in the manner complained is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of the exclusive right allegedly being infringed

It is the policy of Verizon that upon receipt of a valid DMCA notice Verizon will remove or disable access to allegedly infringing material. There are substantial penalties for false claims (see 17 U.S.C. § 512(f)).

14. **Open Source and Third Party Licenses.** Customer's use of the Service is subject to open source licenses that form part of the Service. Certain software or technical information is licensed from third parties, and may be covered by

one or more U.S. Patents, pending U.S. patent applications, and pending counterpart European and international patents. The open source licenses that form part of the Service are as follows:

- <https://realm.io/legal/developer-license-terms/>
- <https://github.com/CocoaLumberjack/CocoaLumberjack/blob/master/LICENSE>
- https://developer.apple.com/library/archive/samplecode/GenericKeychain/Listings/LICENSE.txt.html#//apple_ref/doc/uid/DTS40007797-LICENSE_txt-DontLinkElementID_8
- https://developer.apple.com/library/archive/samplecode/Reachability/Listings/LICENSE.txt.html#//apple_ref/doc/uid/DTS40007324-LICENSE_txt-DontLinkElementID_3
- <https://github.com/rnapier/RNPinnedCertValidator/blob/master/LICENSE>
- <https://github.com/scalessec/Toast/blob/master/license>
- <http://www.apache.org/licenses/LICENSE-2.0>
- <https://Mozilla.org/MPL/2.0/>
- <https://github.com/RestComm/jain-sip/blob/master/licenses/NIST-CONDITIONS-OF-USE.txt>
- <https://github.com/RestComm/Jain-Sip/blob/master/licenses/JSIP%20Spec%20license.pdf>

15. **Termination.** Subject to the dispute resolution provision in the Agreement, Verizon may limit, suspend, terminate or discontinue the Service, or certain features or functions of the Service, at any time without notice, including if Customer breaches this Call Filter Attachment. Customer may terminate Customer's use of the Service at any time by unsubscribing to the Service.
16. **DISCLAIMER OF WARRANTIES.** THE SERVICE AND ANY INCLUDED APPLICATION IS PROVIDED BY VERIZON OR ITS LICENSORS 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OR CONDITIONS OF ANY KIND, INCLUDING FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. CUSTOMER USES THE SERVICE AT ITS OWN RISK. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE ACCURACY, AVAILABILITY, COMPLETENESS, USEFULNESS, SECURITY, RELIABILITY, INTEROPERABILITY, OR THAT THE SERVICE WILL BE UNINTERRUPTED, VIRUS FREE, OR COMPATIBLE WITH YOUR DEVICE OR THAT THE SERVICE WILL MEET YOUR EXPECTATIONS AT ALL OR AS TO THE IDENTIFICATION, LABELING, SPAM OR BLOCK MANAGEMENT, OR BLOCKING OF CALLS. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS DO NOT PROVIDE ANY WARRANTY (EXPRESS OR IMPLIED) OR GUARANTEE THAT ALL SPAM, ROBOCALLER AND FRAUDULENT CALLERS WILL BE IDENTIFIED, LABELED CORRECTLY OR BLOCKED. THE SERVICE COULD CAUSE DAMAGE TO CUSTOMER, ITS DATA, DEVICES, SOFTWARE OR HARDWARE.
17. **LIMITATIONS OF LIABILITY.** TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE LIABILITY OF VERIZON WIRELESS OR ITS LICENSORS, AND VENDORS FOR MONETARY DAMAGES FOR ANY CLAIMS, THAT CUSTOMER MAY HAVE UNDER THESE TERMS ARE LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD, AND THE MAXIMUM IN DAMAGES RECOVERABLE SHALL BE TEN (\$10) U.S. DOLLARS. UNDER NO CIRCUMSTANCES ARE VERIZON WIRELESS, ITS LICENSORS, AND VENDORS LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST DATA, REPUTATION, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES ON ANY THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE SERVICE OR THE INABILITY TO USE THE SERVICE IN ANY WAY WHETHER FORESEEABLE OR NOT OR WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES, COSTS OR PENALTIES (DIRECT OR INDIRECT) AS A RESULT OF MIS-IDENTIFICATION, MIS-MANAGEMENT OR BLOCKING OF A CALLER OR FAILURE TO PROPERLY IDENTIFY, MANAGE OR BLOCK A CALLER.
18. **[Reserved]**
19. **Export Control.** Use of the Service may be subject to the export and import laws of the United States and other countries. Customer agrees to comply with all applicable export and import laws and regulations. By using the Service and/or by downloading the applicable Application, Customer agrees that Customer are not located in, under the control of, or a resident or national of any country, or person, on the United States Treasury Department's list of Specially Designated Nationals or the United States Commerce Department Table of Deny Orders. Customer also agrees that Customer are not located in a country that is subject to the U.S. government embargo, or that is designated by the U.S. as a terrorist supporting country and Customer are not listed on any U.S. government list of prohibited or restricted parties. Customer agrees also not to attempt to export or import

any encrypted information, materials, hardware or software.

20. **Safety.** Customer must not endanger either Customer or others by using the Service while driving or engaging in any other activity that requires Customer's full attention.

Verizon Wireless Network Performance Service Addendum

1. **Service Description.** Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the "Service"). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.
2. **Service Features.** The Service includes basic and premium features. Premium can be added for an additional fee.
 1. **Basic features.** Basic features include the following:
 1. **Ticket Tracking.** Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
 2. **Unplanned Events.** Near real-time network events displayed on a map, hover over to get more details.
 3. **Planned Maintenance.** Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
 4. **Data Usage.** Shows the enterprise level data usage for the time period of the 15th to the 14th of each month.
 5. **Device Models.** Bar chart for the top 10 devices used by the enterprise customer.
 6. **Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.
 2. **Premium features.** Premium features include all of the basic features in addition to the following:
 1. **Experience.** Single device's overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.
 2. **Site Proximity.** Shows the azimuth and approximate distance for the nearest servicing nodes
 3. **Near-Real Time LTE coverage.** Provides map of LTE network coverage, updated about every 15 minutes.
 4. **Device Location.** Shows the general location (within 1000 meters) of connected 3G and 4G devices
 5. **Connected Devices.** Number of devices connected to the network in the last one hour.
 6. **Weather Overlays.** Provides weather overlays, including radar from last 2 hours.
 7. **Custom map Analytics.** Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).
 8. **Service Notifications.** Virtualized self-portal for setting up custom alert on different features.
 9. **Service Diagnostics Tool.** Device level troubleshooting reports.
3. **Service Limitations.** The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled

maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

4. Customer Obligations.

1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool.
2. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.

5. Fees. Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.

6. Privacy; Notice and Consent. "Mobile Device" (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. "End User" means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. "Location Information" means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.

1. Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information. Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties

(as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users. Depending upon the type of service and the means by which the notices can be presented to the End User, the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.

2. **Revocation of Consent.** As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.
 3. **Use and Storage of Location Information.** Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.
 4. **Privacy and Safeguard Considerations.** Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.
 5. **Record Retention.** Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.
7. **Customer Representations and Warranties.** Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and supplemental to Customer's compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location-Based Services.

DEFINITIONS:

1. **Access Discount:** Government Subscribers are eligible for a 17% access discount on qualified plans and features where noted.
2. **Accessory Discount:** Government Subscribers are eligible to receive a 25% discount from the retail price of qualifying accessories.
3. **Customer:** An Eligible Participants as defined under the Agreement
4. **Eligible Data Feature(s):** Any generally available Verizon Wireless data feature with a monthly access fee of \$24.99 or higher, added to an Eligible Calling Plan, that does not prohibit discounts.
5. **Eligible Plan(s):** Any generally available Verizon Wireless voice, data or M2M plan with a monthly access fee of \$34.99 or higher that does not prohibit discounts.

6. **Equipment:** Wireless telephones, data modems and similar devices and ancillary accessories used in conjunction with Wireless Service.
7. **Government Subscriber:** An employee of Customer utilizing Wireless Service whose account is set up in Customer's name and for which Customer bears payment responsibility.
8. **Legacy Plans:** Verizon will allow Eligible Participants who are currently procuring services from Verizon Wireless pursuant to previously offered calling plans contained in their existing agreements ("Legacy Agreements"), to continue receiving such services at the pricing, terms and conditions contained in such Legacy Agreements until such Government Subscribers either migrate to the pricing under this Agreement as set forth in Exhibit C or terminate pursuant to the Legacy Agreements; however such inactive calling plans and associated discount programs contained in the Legacy Agreements will no longer be available for Government Subscribers activating service, upgrading a device, or changing calling plans upon execution of this Contract. Any monthly access discounts, usage discounts, revenue discounts, or rebates currently offered under such Legacy Agreements shall be discontinued upon execution of this Contract.
9. **Machine to Machine Service (M2M Service):** M2M refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision.
10. **M2M Line(s):** An individual line of M2M Service used under this Pricing and Equipment Proposal which is set up in Customer's name and for which Customer bears responsibility.
11. **Offer Recovery Fee:** At times, we may make devices available at special prices or ("subsidies") or provide other credits ("special offer"). For these, an Offer Recovery Fee (ORF) will be charged, which reflects discounts and credits associated with the subsidy or special offer. The initial dollar amount of the ORF will be specified in the point-of-sale materials. The ORF will be reduced equally each month throughout the line term period for as long as the line remains active. If the line suspends without billing, the days suspended without billing extends the line term and end date and the ORF does not decrement during the suspension period.
12. **Subsidized Equipment:** Purchased at Verizon Wireless government matrix and/or government promotional price. Subsidized Equipment purchased under contracts is provided to the customer at a significant discount, subject to the customer meeting certain conditions. If the Customer fails to activate the equipment under the designated price plan within thirty (30) days following delivery, or, at any time during the first 24 months after the equipment is activated, moves the equipment to a lesser price plan or disconnects the equipment from the network, the customer shall pay an Offer Recovery Fee (as defined below). A lesser price plan is; a) for smart phones, any plan that is less than \$19.99 per month, plus required data feature (voice and data bundles qualify) after any applicable discounts; b) for internet devices, any plan that is less than \$19.99 per month after any applicable discounts; c) for basic phones, any plan that is less than \$14.99 per month after any applicable discounts.
13. **Subsidized Plan:** Verizon Wireless voice, data or M2M plan under this agreement eligible for Subsidized Equipment purchase.
14. **Wireless Service:** Each and every radio service provided directly or indirectly by Verizon Wireless.

INVOICE

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

Contractor Initials

DS
TL

Date 4/17/2023 11:30 AM

PAYMENT

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

*If the agency is enrolled in the P-card Program, payments shall be made via P-card. The resultant Contract has mandatory Procurement Card usage for agencies enrolled in the State P-Card Program.

EXHIBIT D

RFB #2640-23 is incorporated herein.



Contractor Initials 
Date 4/17/2023 | 8:30 AM

EXHIBIT E

Contractor's proposal is incorporated herein.

Contractor Initials 
Date 4/17/2023 | 8:30 AM

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CELLCO PARTNERSHIP a Delaware Partnership formed to transact business in New Hampshire on September 12, 1995. I further certify that it has paid the fees required by law and has not dissolved.

Business ID: 233953

Certificate Number: 0006210047



IN TESTIMONY WHEREOF.

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 19th day of April A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

Business Information

Business Details

Business Name: CELLCO PARTNERSHIP	Business ID: 233953
Business Type: Foreign Partnership	Business Status: Active
Business Creation Date: 09/12/1995	Name in State of Formation: CELLCO PARTNERSHIP
Date of Formation in Jurisdiction: 09/12/1995	
Principal Office Address: The Corporation Trust Company Corporation Trust Center 1209 Orange Street, Wilmington, DE, 19801, USA	Mailing Address: The Corporation Trust Company Corporation Trust Center 1209 Orange Street, Wilmington, DE, 19801, USA
Citizenship / State of Formation: Foreign/Delaware	
Duration: Not Stated	
Business Email: NONE	Phone #: NONE
Notification Email: NONE	Fiscal Year End Date: NONE

Principal Purpose

S.No	NAICS Code	NAICS Subcode
No records to view.		

Principals Information

Name/Title	Business Address
Bell Atlantic Mobile Systems LLC / Partner	One Verizon Way, Basking Ridge, NJ, 07920, USA
GTE Wireless LLC / Partner	One Verizon Way, Basking Ridge, NJ, 07920, USA
GTE Wireless of the Midwest Incorporated / Partner	One Verizon Way, Basking Ridge, NJ, 07920, USA
Verizon Americas Inc. / Partner	One Verizon Way, Basking Ridge, NJ, 07920, USA

Registered Agent Information

Name: C T Corporation System

Registered Office 9 Capitol Street, Concord, NH, 03301, USA
Address:

Registered Mailing 9 Capitol Street, Concord, NH, 03301, USA
Address:

Trade Name Information

Business Name	Business ID	Business Status
BELL ATLANTIC NYNEX MOBILE (/online/BusinessInquire/TradeNameInformation? businessID=308091)	236810	Expired
NYNEX MOBILE COMMUNICATIONS (/online/BusinessInquire/TradeNameInformation? businessID=321541)	240324	Expired
BELL ATLANTIC MOBILE (/online/BusinessInquire/TradeNameInformation? businessID=322249)	275324	Expired
Verizon Wireless (/online/BusinessInquire/TradeNameInformation? businessID=364330)	548934	Active
New Hampshire RSA 2 Partnership (/online/BusinessInquire/TradeNameInformation? businessID=408698)	597364	Expired
VERIZON WIRELESS (/online/BusinessInquire/TradeNameInformation? businessID=89644)	355871	Expired

Trade Name Owned By

Name	Title	Address
------	-------	---------

Trademark Information

Trademark Number	Trademark Name	Business Address	Mailing Address
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No records to view.

CELLCO PARTNERSHIP d/b/a VERIZON WIRELESS

ASSISTANT SECRETARY'S CERTIFICATE

I, Karen M. Shipman, do hereby certify that I am a duly elected, qualified and acting Assistant Secretary of Cellco Partnership, a Delaware general partnership, d/b/a Verizon Wireless (the "Company"), and as such I am authorized to execute this certificate. In such capacity, I further certify that:

1. By written consent dated March 19, 2015, the Board of Representatives of the Company adopted resolutions relating to signing authority and the authority to approve transactions, and that such resolutions are in full force and effect as of the date hereof; and
2. Todd Loccisano, Vice President – Contract Management, is authorized pursuant to the signing authorities adopted by the aforementioned resolution, to make, enter into, sign and deliver the Form Number P-37, (the "Agreement"), by and between the State of New Hampshire and the Company.

Dated: April 10, 2023

Karen M. Shipman

Karen M. Shipman
Assistant Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
03/08/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Northeast, Inc. New York NY Office One Liberty Plaza 165 Broadway, Suite 3201 New York NY 10006 USA	CONTACT NAME: _____	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
E-MAIL ADDRESS: _____		
INSURED Cellico Partnership dba Verizon Wireless 1095 Avenue of the Americas New York NY 10036 USA	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Liberty Mutual Fire Ins Co	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570098230995 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WOP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU Coverage is Included GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____			TB2691550588142	06/30/2022	06/30/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$2,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE OTH E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT

Certificate No : 570098230995

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 RE: wireless Cellular and Data Services, RFB 2640-23.

CERTIFICATE HOLDER State of New Hampshire Administrative Services Bureau of Purchase and Property 25 Capitol Street, Room 102 Concord NH 03301 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Northeast Inc</i>
--	--

STATE OF NEW HAMPSHIRE
DIVISION OF PROCUREMENT AND SUPPORT SERVICES
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

DATE OF CHANGE: 12/2/2022

ADDENDUM # 01 TO BID INVITATION # 2640-23

DATE OF BID CLOSING: 12/15/2022 **TIME OF BID CLOSING:** 10:00 AM (EST)

FOR: Wireless Cellular and Data Services

RFP Currently Reads:

12/05/2022 Last day for questions, clarifications, and/or requested changes to RFP

Change to Read:

12/12/2022 Last day for questions, clarifications, and/or requested changes to RFP

RFP Currently Reads:

12/12/2022 State response to submitted questions, clarifications, and/or requested changes to RFP

Change to Read:

12/19/2022 State response to submitted questions, clarifications, and/or requested changes to RFP

RFP Currently Reads:

12/15/2022 10:00AM (EST) RFP closing

Change to Read:

01/03/2023 10:00AM (EST) RFP closing

PURCHASING AGENT: Andrea Olsson

E-Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER Cellco Partnership d/b/a Verizon Wireless **ADDRESS** One Verizon Way, Basking Ridge, NJ 07920

BY *Clifton Miller Jr.* **Director - Contract Management**
73209CE2851947...

(this document must be signed)

Clifton Miller, Jr. **TEL. NO.** 617-694-4739 (Patrick Hale, Sales)
(please type or print name)

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on "Bid and Proposals") for complete bid and addendums.

STATE OF NEW HAMPSHIRE
DIVISION OF PROCUREMENT AND SUPPORT SERVICES
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

DATE OF CHANGE: 12/20/2022

ADDENDUM #2 TO BID INVITATION # 2640-23

DATE OF BID CLOSING: 01/03/2023

TIME OF BID CLOSING: 10:00 AM (EST)

FOR: Wireless Cellular and Data Services

Question 1:

Can you clarify the actual period of performance?

State response:

State is intending to enter into a 3-year contract with the option for up to two years extension. Refer to Contract terms section: Part VII, page 22 of RFP 2640-23

Question 2:

Does the State want submitted with our proposal, a full copy of the RFP with initials/date in the bottom right corner?

State response:

Yes.

Question 3:

Due to the fact that the RFP did not include many terms and conditions deemed material by Vendor in providing its equipment and services, would the State be willing to consider a Vendor's specific Wireless Services Terms and Conditions in addition to (and not in lieu of) the State's contract terms as set forth in Form Number P-37?

State response:

The State would consider negotiation of terms. However, terms must be addressed in the question and answer period.

Question 4:

Smartphone Services, page 6 of the RFP. Regarding the requirement to enrolling smartphones in Apple Business Manager, which Mobile Device Management (MDM) solution does the State currently use, if any?

State Response:

The State will post an additional addendum in response to this question upon clarification from its Department of Information Technology.

Question 5:

Would the state consider utilizing a NASPO Agreement?

State Response:

The State is not currently considering a NASPO Agreement for this Contract(s).

PURCHASING AGENT:

E:Mail: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER Cellco Partnership d/b/a Verizon Wireless ADDRESS One Verizon Way, Basking Ridge, NJ 07920

BY *Clifton Miller Jr.* Director - Contract Management
792009CE2851447...

(this document must be signed)

Clifton Miller, Jr. TEL. NO. 617-694-4739 (Patrick Hale, Sales)
(please type or print name)

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on "Bid and Proposals") for complete bid and addendums.



Prepared for:

**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE
SERVICES DIVISION OF PROCUREMENT AND SUPPORT
SERVICES**

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

January 3, 2023

Cellco Partnership d/b/a "Verizon Wireless"
10170 Junction Drive, Suite 200
Annapolis Junction, MD 20701

TABLE OF CONTENTS

1.1.1 STATE OF NEW HAMPSHIRE REQUEST FOR PROPOSAL TRANSMITTAL LETTER	1
EXECUTIVE SUMMARY: WE CREATE THE NETWORKS THAT MOVE THE WORLD FORWARD	2
4G Technology	2
5G Technology	2
Benefits of Choosing Verizon	2
Verizon is the Strategic Partner to Help Make the State of New Hampshire Ready for the Future	3
BIDDER QUALIFICATIONS	4
REFERENCES	5
PROVIDING SERVICES	7
Verizon's Wireless Network Coverage	7
Network Performance Goals	7
Roaming	7
Traditional Cellular Telephones	8
Smartphones	8
Mobile Hotspot	9
Technical Support	9
Verizon Mobile Device Enrollment (VMDE)	9
ISP Services	9
Verizon Wireless Data Speeds	9
pSIM and eSIM	10
Devices	10
Carrier Locks	10
Mobile Hotspot Devices	10
IoT & Machine-to-Machine Technology	11
Self-Service Online Resource for IoT Devices	12
Accessories	12
Coverage Maps	12
4G LTE, 5G Nationwide and 5G Ultra Wideband Coverage in the State of New Hampshire	13
U.S. 4G LTE, 5G Nationwide and 5G Ultra Wideband Coverage in the U.S.	13

Verizon's Proposed Service Team	14
Contract Migration Plan	15
Local Number Portability	16
Verizon's Deployment Management Team	16
Verizon's Training Program	17
Statewide Contract Users Porting Out of Verizon	17
VALUE ADDED SERVICES	18
VerizonFrontline	18
Verizon's Wireless Network Performance	18
LTE Business Internet Mobile Broadband (LTE BI MBB)	18
The Verizon Business Solution Store (BuSS)	19
Verizon Private Network	19
One Talk	19
Push to Talk Plus (PTT+)	19
Push to Talk Plus (PTT+) service and Land Mobile Radio (LMR)	19
VENDOR ATTACHMENTS	20
Solicitation with Vendor Clarifications	
Certificate of Insurance	
Proposed Edits to Form Number P-37	
Proposed Eligible Participant Agreement	
Vendor Price Exhibits	

1.1 STATE OF NEW HAMPSHIRE REQUEST FOR PROPOSAL TRANSMITTAL LETTER

Date: January 3, 2022

Company Name: Celco Partnership d/b/a Verizon Wireless

Address: One Verizon Way Basking Ridge, NJ 07920

To: Point of Contact, Andrea Olsson
Telephone: 603-271-7272
Email: Andrea.Olsson@das.nh.gov
RE: Proposal Invitation Name: WIRELESS CELLULAR AND DATA SERVICES
RFP Number: 2640-23
RFP Posted Date (on or by): November 22, 2021
RFP Closing Date and Time: December 15, 2022 @ 10:00 AM (EST)

Clifton Miller, Jr., on behalf of Celco Partnership d/b/a Verizon Wireless (collectively referred to as "Bidder") hereby submits an offer as contained in the written RFP submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2640-23 for Wireless Cellular and Data Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

1. The Bidder has reviewed and agreed to be bound by the RFP¹.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other Bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:3, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 658:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a Bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government, or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
 - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged, or fulfilled;
 - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
 - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
 - j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

Authorized Signor's Signature *Clifton Miller, Jr.* Authorized Signor's Title Director - Contract Management

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Prince Georges County STATE: Maryland ZIP: 20107

On the day of , 2022, personally appeared before me, the above named Clifton Miller, Jr., in his/her capacity as authorized representative of Celco Partnership d/b/a Verizon Wireless, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

As Witness thereof, I hereto set my hand and official seal
Eric Manilla

(Notary Public/Justice of the Peace)

My commission expires (Date): 02/11/2024

¹With noted Vendor Clarifications.

EXECUTIVE SUMMARY: WE CREATE THE NETWORKS THAT MOVE THE WORLD FORWARD

Verizon Wireless operates the nation's most reliable wireless network, with over 143.0 million wireless retail connections (September 30, 2022). At its core, our business connects people with each other and the world around them. Our technology powers connections that enable people, businesses and society to do amazing, groundbreaking things. Millions of customers rely on Verizon's services today while counting on us to deliver them the digital world of tomorrow. It's why we're committed to using our technology and our assets to help build a brighter future.

4G Technology

- **Long Term Evolution (LTE)** is the technological foundation for our 4G wireless broadband network. LTE continues to have strong and widespread support from the mobile industry, including support from a majority of the industry's key players. LTE provides significant benefits that extend beyond traditional day-to-day wireless communications. Our LTE network is best suited to support increased data rates, lower latency. LTE's efficient use of bandwidth makes high bit rate applications viable for consumer use.
- **Verizon LTE Advanced** increases peak data speeds (up to 50% in most markets). While customers will continue to enjoy typical download speeds of 9 – 56 Mbps, two-channel carrier aggregation has shown peak download speeds of greater than 225 Mbps, far exceeding the current speeds experienced on nationwide wireless data networks. While the speeds of two-channel carrier aggregation provide a leap forward, three-channel carrier aggregation provides even greater efficiency. Verizon engineers deploying three-channel carrier aggregation have experienced peak download speeds greater than 300 Mbps.

5G Technology

Verizon has made significant investments over a number of years in the fundamental assets for 5G – spectrum holdings, specifically in the millimeter wave (mmWave) and C-bands, along with deep fiber resources and small cell deployments. We believe our 5G Ultra Wideband network has the power to deliver on the eight currencies of 5G and provide a game-changing platform for innovation. We provide 5G Nationwide coverage for more than 230 million people in over 2,700 cities, and now, our 5G has gone Ultra, expanding our 5G Ultra Wideband coverage to over 160 million people and growing.

We utilize two main technologies for our 5G services.

- **Verizon's 5G Ultra Wideband** uses the high-band, ultra-wide millimeter wave (mmWave) spectrum to deliver 5G. These ultrafast speeds and reduced lag time (latency) can enable advancements in technology such as augmented and virtual reality, autonomous cars, connected cities and more. We have expanded our 5G Ultra Wideband to serve select high-density areas of cities, venues and airports.
- **Verizon's 5G Nationwide** uses mid-band and low-band spectrum enabled by dynamic spectrum sharing (DSS), which allows 4G and 5G phones to simultaneously utilize the same spectrum by simultaneously transmitting LTE and 5G New Radio (NR) services in the same 4G band, and dynamically allocate resources based on traffic demand.

Benefits of Choosing Verizon

To deliver best-in-class customer experiences and to ensure first-to-market leadership in the 5G era, Verizon Communications Inc. operates under a structure focused on two customer-facing areas: Consumer and Business.

- **Verizon Business Group**, led by Sowmyanarayan Sampath, includes wireless and wireline enterprise, small and medium business, Public Sector, as well as Verizon Connect.
- **Verizon Consumer Group** is currently headed by Hans Vestberg, the Verizon CEO and Chairman

We, at Verizon, are united in our belief that "better matters" and we're confident of the unique role we play in delivering all of the benefits that the digital world opens up to you. In addition to offering your employees the best mobile experience by choosing Verizon as your wireless network provider, your organization will receive a host of benefits such as:

- A Verizon account team dedicated to providing outstanding service and support to your employees
- Responsive, expert technical support
- Our online ordering, reporting and invoicing tool – My Business – is easy to use, convenient, available 24/7, and the fastest way for account changes to take effect. Your authorized contact can perform account management functions and control your employees' ability to place order
- Executive Briefings, which are strategic meetings designed to give you a deep view into our vision, strategy/capabilities, and they also serve as a forum for you to share your vision, strategy and needs with us.

Verizon is the Strategic Partner to Help Make the State of New Hampshire Ready for the Future

The contract implementation process comprises several phases. The State will be assigned a dedicated Implementation Manager who will serve as a project manager and assist you in the development of a customized implementation plan based on your specific requirements to transition your employees to Verizon wireless service. The Implementation Manager will also coordinate with other Verizon teams so the plan is executed in a timely manner.

Throughout implementation, your authorized contact(s) will be provided with status updates to keep the process running smoothly and accurately. Implementation will typically take 90 days. Complex requests or specialized elements within your new contract may extend the timeframe.

Here are some critical steps that are generally included in our current implementation process:

- The Implementation Team
 - Is assigned and meets internally to review your requirements
 - Coordinates a formal implementation kick-off conference call to introduce members to you
 - Meets with your organization to develop a comprehensive account management program by customizing processes and procedures to meet activation, equipment fulfillment and your ongoing support requirements. This program may include an online billing, ordering, and analysis tool, among other account management functions
 - Provide a Web-based demonstration may be conducted if it will be used
- You will provide a list of all the confirmed mobile numbers eligible to participate in the new Verizon wireless government pricing program
- Migration, including numbers to be ported from other carriers, commences
 - To facilitate migration of your employees who already have wireless lines with us, we will query our billing systems to identify those lines based on Federal Tax ID numbers, Dun & Bradstreet numbers and internal coding
- The Implementation Manager will create or identify coding and an account profile for your organization will be created
- Account documents will be distributed and reviewed to include processes and procedures specific to you and your account
- Employee program materials are created and marketing for the employee program begins (if applicable)

BIDDER QUALIFICATIONS

<ul style="list-style-type: none"> • Full Legal company name 	Cellco Partnership d/b/a Verizon Wireless
<ul style="list-style-type: none"> • Year business started 	2000
<ul style="list-style-type: none"> • If applicable, information on any parent/subsidiary relationships with any other company or companies 	Verizon Wireless is indirectly wholly owned by Verizon Communications, Inc. (NYSE: VZ). Verizon Communications is a holding company that, acting through its subsidiaries, is one of the world's leading providers of communications, information and entertainment products and services to consumers, businesses and governmental agencies.
<ul style="list-style-type: none"> • State of incorporation 	Delaware
<ul style="list-style-type: none"> • Location of headquarters 	One Verizon Way, Basking Ridge, New Jersey 07920
<ul style="list-style-type: none"> • Current number of people employed 	107,263 (September 30, 2022)
<ul style="list-style-type: none"> • Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability 	As a part of the normal course of business, we are sometimes subject to legal actions, including occasional matters relating to terms and conditions of service, and class actions that have been brought against wireless carriers (including Verizon), and by resellers relating to terms and conditions of service. In addition, agents have brought actions relating to contractual issues and alleged unfair trade practices. That said, there are no judgments, claims, arbitration, proceedings, or suits pending or outstanding that would materially or adversely impact our ability to meet our contractual obligations with the State of New Hampshire.
<ul style="list-style-type: none"> • Presence in the State of New Hampshire² 	<ul style="list-style-type: none"> • Verizon serves 276,373 accounts statewide • Has invested \$25,592,300 in plant and equipment statewide • Operates 14 buildings and locations throughout the state • Has 534 employees living in the state • Has 274 employees working in the state • Pays \$87,697,686 annually to vendors & suppliers in the state
<ul style="list-style-type: none"> • Identification of which services are provided via the vendor(s) and those being resold or provided by a subcontractor 	Not Applicable; Verizon Wireless does not anticipate engaging any subcontractors to fulfill the State of New Hampshire's requirements.
<ul style="list-style-type: none"> • Sub-contractor including company name, address, contact person and three references for clients they are currently servicing 	Not Applicable; Verizon Wireless does not anticipate engaging any subcontractors to fulfill the State of New Hampshire's requirements.

² Responses provided reflect Verizon Wireless' presence in the State of New Hampshire for the 2021 calendar year.

REFERENCES

- Provide three (3) detailed examples where the vendor(s) has provided wireless cellular and data services of similar size/scope. Details must include customer contact information allowing the State to contact the respective vendor(s) customer. All contact information must be current. The State shall not be responsible to search for contact individuals to verify information;

Verizon's References

We have provided point of contact information for entities that have agreed to act as references for our wireless services. These entities will determine what information they will share with you when contacted by the State of New Hampshire.

Reference 1	Massachusetts Higher Education Consortium (MHEC) 100 University Drive, Amherst, MA POC: Ulrike Monzillo, Sr. Strategic Sourcing Manager POC Email: rmonzillo@mhec.net POC Phone: (413) 992-2506
Reference 2	State of Illinois 120 West Jefferson Springfield, IL 62702 POC: Dale Walters POC Email: dale.walters@illinois.gov POC Phone: (217) 557-2721
Reference 3	State of Rhode Island 50 Service Ave Warwick, RI 02886 POC: Brian Tardiff POC Email: Brian.Tardiff@doit.ri.gov

- Provide detailed examples of other implementations vendor(s) has put in place. Vendor shall discuss implemented services, implementation schedule and any significant project milestones;

Verizon: The State of New Hampshire's Trusted Technology Partner

NASPO ValuePoint Master Cooperative Purchasing Agreement #MA152 Implementation: NASPO

ValuePoint is a cooperative purchasing program facilitating public procurement solicitations and agreements using a lead-state model. By leveraging the leadership and expertise of all states and the purchasing power of their public entities, NASPO ValuePoint delivers the highest valued, reliable and competitively sources contracts – offering public entities outstanding prices.

Verizon Wireless implemented its #MA152 Master Cooperative Purchasing Agreement for Wireless Data, Voice, and Accessories in August of 2019. Since the inception of #MA152, Verizon has successfully migrated millions of users from the predecessor contract, #1907, to the new contract #MA152.

Project milestones included negotiating new Participating Addendums for over thirty participating states, implementing new price plans, and providing training on contract updates to both internal teams and external customers.

State of New Hampshire NASPO Participating Addendum ("PA"): Verizon has implemented wireless communications products, services, and mobility solutions to over 9,000 non-state; public sector entities under the State of New Hampshire #MA152 NASPO PA.

- Provide three (3) detailed references for each sub-contractor used by the vendor(s) for performance of an impending contract. Details must include customer contact information allowing the State to contact the respective vendor(s) customer. All contact information must be current. The State shall not be responsible to search for contact individuals to verify information.

Verizon Response

Clarification. Verizon Wireless does not anticipate using subcontractors to meet the State's requirements at this time. Should the State engage Verizon Wireless in a project or statement of work requiring the use of subcontractors, we will work with the State's contracting representative to have a subcontract approved prior to the commencement of work.

PROVIDING SERVICES³

Verizon Wireless has been in business since 2000; however, the companies that merged to form Verizon Wireless had been in business for an average of 15 years. We provide wireless service to organizations of all sizes, from small businesses to Fortune 500 corporations, as well as federal, state and local governments. We also have considerable experience providing service to entities with end user lines in excess of 10,000.

Verizon's Wireless Network Coverage

At the end of the third quarter of 2022, the total number of the population covered within our licensed U.S. territories was over 331.4 million. Our 4G LTE network is available to nearly 98.9 percent of the U.S. population and covers more than 327.6 million people over 2.6 million square miles. Our 5G Ultra Wideband network provides coverage to over 175 million people and is supplemented by our 5G Nationwide network, which covers more than 230 million people in over 2,700 cities. For additional information, please see the coverage map(s) provided or visit www.verizon.com/coverage-map

Network Performance Goals⁴

When measured on a monthly average across the entire Verizon-owned and -operated network, our wireless network service level goals are:

- **Cell availability (total Verizon wireless network):**
 - Cell availability is greater than or equal to 99.9% every month of calendar year
- **Data:**
 - Dropped connections (total Verizon wireless network): Less than or equal to 2 percent, reported nationally as a monthly average
 - Setup failures (total Verizon wireless network): Less than or equal to 2 percent, reported nationally as a monthly average
- **Voice:**
 - Lost calls (total Verizon wireless network): Less than or equal to 2 percent, reported nationally as a monthly average
 - Ineffective attempts (total Verizon wireless network): Less than or equal to 2 percent, reported nationally as a monthly average

Roaming

Our proposed domestic voice and data plans do not include any charges for domestic long distance or roaming while in the Nationwide Rate and Coverage Area. Calls are handed off seamlessly within our network but may need to be re-initiated when roaming onto a partner's network.

- **Voice calls within the US:**
 - HD Voice over LTE calls will be disconnected when moving between networks and you will need to re-establish the call; the phone will automatically select the appropriate network technology within the roaming partner's network.
 - Push to Talk may be unavailable on some roaming partners' networks.
- **Voice calls when roaming into Canada and Mexico:**
 - HD Voice over LTE calls will be disconnected when moving between networks and you will need to re-establish the call; the phone will automatically select the appropriate network technology within the roaming partner's network.
- **Data sessions within the US:**

³ Verizon agrees to provide the services in accordance with the requirements of this RFP invitation including noted Vendor Clarifications and/or Exceptions.

⁴ Network Service Disclaimer: It is important to note that all radio frequency transmissions, even where service is generally available, can be affected due to topography, atmospheric and environmental conditions. In addition, in no event shall the failure to meet the above wireless network service goals subject Verizon to any penalties or damages of any kind.

- While roaming outside of the Verizon wireless network, your data session will be temporarily interrupted while your device automatically re-establishes a data connection. Depending upon the data application being used at the time, this interruption may not be noticed.
- **Data sessions when roaming into Canada and Mexico:**
 - When traveling across the border into Canada or Mexico, your data session will be temporarily interrupted while your device automatically re-establishes a data connection. Depending upon the data application being used at the time, this interruption may not be noticed.

Traditional Cellular Telephones

We offer a selection of wireless devices, including smartphones and basic phones, tablets and other devices. Each is thoroughly tested before it can be used on any of our networks.

- Smartphones use our high-speed data services on the Apple iOS or Android operating platforms.
- Basic phones come with or without cameras and many meet rugged performance standards.
- Tablets from multiple manufacturers can access the internet via our 4G LTE and 5G networks, and use Apple iOS or Android operating systems.
- Mobile hotspots provide customers with a 4G LTE or 5G connection to the internet when a Wi-Fi isn't available or need a secure network connection.
- Customers can also access the internet wirelessly at broadband speeds on via data cards, USB modems or embedded 4G LTE and 5G mobile broadband modules
- 5G devices may be used where 5G Ultra Wideband or 5G Nationwide coverage is available with a compatible service plan or bolt-on.

Please Note: Verizon's 3G CDMA network will be decommissioned on December 31, 2022.

Smartphones

Powerful and intuitive, iPhone smartphones are ready for business right out of the box. They also integrate with Microsoft Exchange so you get secure over-the-air push email, calendar and contacts keeping you up-to-date wherever you are, and the latest security features keep your organization's data secure on the device. In addition, you will have access to thousands of applications via the App Store and the world's largest digital entertainment store, iTunes.

- The Apple iPhone 12 5G comes with the A14 Bionic chip, iOS 14 and both the front-facing camera and the rear facing camera are 12 MP. The main camera has auto-focus, hybrid IR filter, Optical Image Stabilization, Quad-LED True Tone flash, automatic Night Mode and can record in 4K video in up to 60 frames per second. The iPhone 12 5G comes with nonexpandable memory sizes of 64 GB, 128 GB or 256 GB. The edge-to-edge viewable 6.1-inch screen has a Super Retina XDR display with 2532 x 1170-pixel resolution at 460 pixels per inch. They have a usage time of up to 16 hours. This device has a Ceramic Shield, which delivers four times better drop performance.
- The Apple iPhone SE 3 5G (2022) has a A15 Bionic chip 6-core CPU with a nonremovable Lithium Ion battery that has a usage time up to 12 hours. The 12-MP rear camera has auto-focus, face detection, 1080p HD video capture, live photo, slow-motion video capture, Optical Image Stabilization (OIS) with f/2.2 front camera aperture. The iPhone SE 3 is 5.45 inches high, 2.65 inches wide and 0.29 inches deep, and it weighs 5.22 ounces. The 4.70-inch screen is 1334 by 750 pixels and 326 pixels per inch with a Retina HD display. The iPhone SE 3 5G continues to have Touch ID for secure authentication. It is also rated IP67 for water resistance.
- The Apple iPhone 13 5G comes with the A15 Bionic chip, iOS 15 and starts with 128 GB of onboard memory. Both the front facing camera and the rear-facing camera are 12 MP. The main camera has auto-focus, hybrid IR filter, Optical Image Stabilization, Quad-LED True Tone flash, automatic Night Mode and can record in 4K video in up to 60 frames per second. The edge-to-edge viewable 5.4-inch screen has a Super Retina® XDR display with 2532 x 1170-pixel resolution at 460 pixels per inch. The device is 5.78 inches high, 2.82 inches wide and 0.3 inches deep, and weighs 6.14 ounces. It has a usage time of up to 19 hours. The device has a Ceramic Shield and is IP68-rated for splash, water and dust resistance.

Mobile Hotspot

You can connect up to five Wi-Fi enabled mobile devices to Mobile Broadband through iPhone smartphones.

Technical Support

Every iPhone comes with complimentary telephone technical support for 90 days from the date of purchase and a one-year limited warranty. With AppleCare+ Protection Plan®, you can extend your service coverage to two years from the iPhone purchase date and you can call Apple's award-winning technical support experts as often as you like to get your questions answered. There are also convenient service options.

If you have an issue with your iPhone, you can contact Verizon Wireless for support or go to the Genius Bar at an Apple retail store for help.

Please Note: The AppleCare+ Protection Plan should be purchased at the same time the device is purchased but is also available directly from Apple within 60 days of an eligible purchase once the device has been inspected at an Apple retail store. Customers with Florida or Wisconsin addresses must purchase AppleCare+ Protection Plan directly from Apple; customers in all other states may purchase through Verizon Wireless or Apple.

Verizon Mobile Device Enrollment (VMDE)

VMDE allows Verizon to fulfill the requirements associated with transmitting new device information to Apple® Business Manager (ABM)/Apple School Manager (ASM), the Samsung Knox® Mobile Enrollment (KME) Program and the Android® Zero Touch (ZT) Mobile Enrollment Program by Google customer portal(s).

Please Note: Verizon can only transmit information from devices purchased through Verizon Direct Fulfillment or corporate-owned retail channels. Verizon cannot transmit device information for those purchased from authorized resellers or other third parties. Verizon may request additional proof of purchase. Verizon does not charge for this program.

ISP Services

Verizon Wireless Data Speeds

Typical data speeds users can expect when using Verizon's wireless networks:

Data Service Technology	NB-IoT	LTE-M	4G LTE/LTE Advanced/5G Nationwide	5G Ultra Wideband (Millimeter Wave)
Typical Device Download Data Speeds*	20 Kbps	200 Kbps	9 – 56 Mbps	120 Mbps – 1.4 Gbps**
Typical Device Upload Data Speeds*	40 Kbps	250 Kbps	2 – 13 Mbps	22 – 60 Mbps
Network Latency*	1 – 10 seconds	-100 milliseconds (ms)	-100 ms	-50 ms

*Actual speeds and coverage may vary based on network conditions, location and device capabilities. Maximum peak rates supported by the technology are higher than stated.

**Depending on location, uploads over 5G Ultra Wideband or 4G LTE.

Initially, 5G Nationwide speeds will be comparable to those of the 4G LTE network. Performance and coverage will continue to increase over time. 5G Nationwide service requires a 5G-capable device operating inside of a 5G Nationwide coverage area. 5G Ultra Wideband service, where available, requires a 5G-capable device operating inside of a 5G Ultra Wideband coverage area. Performance and coverage will continue to improve as the network matures. Please Note: The

5G-capable device must be activated on an eligible 5G plan/feature.

Verizon offers SIM cards and mobile hotspot devices for data connectivity.

pSIM and eSIM

Many newer smartphones and tablets support physical SIM (pSIM) and embedded SIM (eSIM) activations. For dual SIM-capable devices, each SIM can have a line of service that can send and receive calls and texts. Either SIM can be used for data services.

Unlike a pSIM, an eSIM cannot be removed from a device or swapped with another device. Using eSIM allows you to securely provision your new device virtually anywhere, using over-the-air provisioning. In a dual SIM configuration:

- Users can switch back and forth between lines via the device settings, but devices can use only one cellular data network at a time. For voice-capable devices, either line would ring when receiving calls. If speaking on a line, the other line will go to voicemail.
- To activate the second SIM, the device must be unlocked by the carrier of purchase
- Each line of service is billed separately and could be on two different wireless carriers or the same carrier
- An international carrier may enable either SIM
- Dual SIMs support both 5G Ultra Wideband and 5G Nationwide if the device supports those networks
- A personal device may be used for business use. Contact the organization's point of contact to determine if that is an option and the contact will provide the next steps

Devices

Please view [eligible devices](#) and information about activating your device(s).

Carrier Locks

Verizon unlocks eSIMs and pSIMs 60 days after purchase as long as the account has not been flagged for fraud or reported lost/stolen. Verizon is unable to activate a device coming from another carrier. The other carrier must unlock the device. Please find more information on our [Dual SIM and eSIM FAQs](#) page.

Mobile Hotspot Devices

Our mobile hotspot devices allow you to conduct business wherever and whenever it happens, instantly, securely and easily on multiple computers or devices.

- The Inseego MiFi x Pro 5G is a powerful hotspot device equipped with 5G and Wi-Fi 6 for up to 32 Wi-Fi-enabled devices, including tablets and laptops, to avoid unsecured public networks. The device comes with a 5050 mAh battery to provide up to 74 hours and 40 minutes (Wi-Fi on, no clients connected) of standby time and up to 13 hours of usage time (one client attached). The MiFi x Pro has 1 GB of flash memory and 1 GB of RAM on the MiFi OS2 operating system. The MiFi device is 2.9 inches high, 5.9 inches wide, 0.74 inches in diameter, and weighs 8.50 ounces.
- The Orbic Speed 5G UW has a 4,400 mAh rechargeable, removable battery that offers up to 5 hours of usage time in 5G (7 hours in 4G) and up to 300 hours (350 in 4G) of standby time. It is also Fast Charge-capable. The QVGA TFT screen size is 2.4 inches and has a refresh rate of 60 Hz. The device is 3.35 inches high, 4.92 inches long and 0.87 inches wide, and weighs 9.91 ounces. It comes with a Qualcomm SD X55 processor, 512 MB of nonexpandable memory and a Linux v4.14 operating system.
- The Orbic Speed 4G Hotspot is an exclusive Verizon device that offers a secure, reliable high-speed connection (dual-band 802.11 ac Wi-Fi) anywhere. Connect up to 10 Wi-Fi-enabled devices such as laptops, tablets and more to the 4G network for up to 12 hours of usage time on the 3000-mAh Lithium Ion battery. This device is small enough – 2.55 inches high, 4.52 inches wide and 0.69 inches deep – and light enough – 4.23 ounces – for your on-the-go Internet needs.

- The Verizon Jetpack MiFi 8800L global mobile hotspot has better performance capabilities than its predecessor with its CAT 18 LTE technology. This means that the device is capable of supporting up to 800 megabits per second (Mbps). The 8800L has one Type C USB port used to tether a laptop, charge the hotspot, file share and charge another device. It offers up to 24 hours of battery life on a single charge with QuickCharge technology, and features a simple-to-use 2.4-inch full-color touch screen that lets customers manage device features, such as enhanced data use monitoring of connected devices, a guest network option for added security and the ability to block and manage connected devices. An on-board VPN makes secure connectivity simple with an easy, one-time configuration; allows it to enable connection for up to 15 Wi-Fi devices. Clients can use its dual-band Wi-Fi to be able to connect in 5 GHz and 2.4 GHz bands simultaneously, helping reduce network congestion and improve the quality of connections.

Dedicated Mobile Hotspots are available in Verizon Wireless Communications Stores and online.

IoT & Machine-to-Machine Technology

Verizon has several Internet of Things (IoT) resources that enables you to transform your business operations using a connected ecosystem of machine-to-machine (M2M) and machine-to-human interactions. Smart devices can enhance your delivery of goods and services, help manage your workforce more effectively and help save more of the world's precious natural resources. IoT can help you solve the challenges you face to provide more services to customers without increasing costs, make your operations safer for your employees, help manage regulatory compliance and help manage and protect remote assets.

The key ingredients for IoT – M2M enabled by network connectivity, cloud, security and network infrastructure – have existed for decades. Still, using IoT as a normal part of your everyday operations requires hard work and a clear plan. Verizon has more than a dozen years of experience in connected solutions. We manage millions of connected devices, invest in building an unparalleled base of expertise and technology and provide all of the pieces of the puzzle that you need to realize the full benefits of IoT while mitigating the risk of deploying these solutions.

Verizon can help your organization outpace the competition with IoT:

- Our LTE-equipped routers and wireless broadband plans back up your office, retail or remote locations to protect you against costly outages
- Our Mobile POS solutions help you expand your sales capabilities with interactive kiosks, digital signage and tablets
- Our extensive vendor ecosystem of certified sensors, trackers and other IoT end-points help acquire data and drive profitable business outcomes
- Our Industrial IoT partnerships with Amazon Web Services (AWS) and Microsoft Azure reduce the IoT development time from concept to deployment in weeks, while keeping the solution secure end-to-end.
- Our broad range of certified routers support wireless ATM deployments
- Our ThingSpace platform helps you track usage, location device health and security postures for your entire fleet

ThingSpace is Verizon's connectivity and device management PaaS that helps customers implement global IoT solutions powered by cellular connectivity. It provides a single point of entry into Verizon's IoT ecosystem that includes a digital marketplace, devices, developer kits, SIMs and data plans (4G LTE, 5G, LTE-M or NB-IoT), application services, development tools, and more.

With ThingSpace, customers have all the tools they need to build, connect, manage, deploy and monetize IoT solutions. Key features allow businesses to:

- Purchase and activate devices within minutes
- Connect any Verizon certified device to an IoT application
- Use the ThingSpace portal for self-service connectivity and device management
- Use connectivity management APIs in IoT solutions and business applications to automate service provisioning and lifecycle task management

- Use value-add device management services to update firmware, locate devices, place devices on a map, exchange SMS messages with devices, and more.

Wireless connectivity is just one part of a successful IoT solution. Global networking, security, cloud, and a broad ecosystem of partners are an integral part of launching IoT quickly and securely. Verizon has one of the world's largest IP networks – enabling you to integrate IoT solutions into a global network. Verizon is recognized as a global leader in security and offers a wide range of professional and consulting services. Our team of IT cloud experts can help you capture and manage the data from your IoT devices. Our partners can help you develop specialized hardware, software and services to get your IoT projects going rapidly.

From LTE and 5G networks to global IP networks and end-to-end management and security support to industry specific IoT solutions, Verizon can help you rapidly obtain the benefits of IoT to grow your business and outpace your competition.

Self-Service Online Resource for IoT Devices

When organizations rely on data from remote assets, connectivity management becomes business-critical. IoT administrators need to take devices in and out of service according to business need, ensure devices connect and transmit data properly and monitor the costs of remote data acquisition.

Accessories

We provide a variety of accessories to complement and enhance the usefulness of our wireless devices from cases, screen protectors, mounting kits and chargers to headphones and wearable technology. Accessories are available through Verizon to protect your device investment and provide hands free solutions, portable power options, vehicle power charging and smart accessories for work and home.

Your Government Subscribers are eligible to receive a discount off the retail price of qualifying accessories; currently that discount is 25% and is subject to change.

Coverage Maps

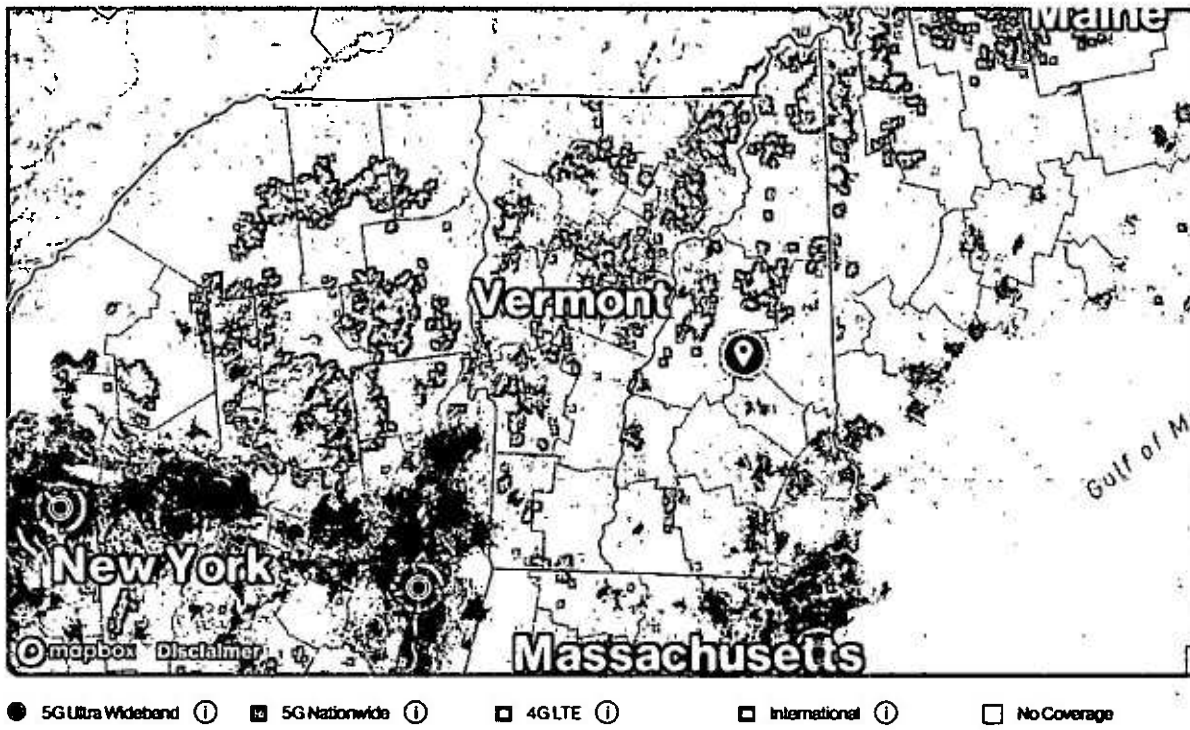
Our online Coverage Locator tool depicts our wireless coverage area on a national map and enables you to zoom into any local area by entering that area's ZIP Code or the city and state information. The maps rendered show approximations, based on our internal data, of where coverage for various services is available.

- Our online domestic Coverage Locator tool can be accessed at www.verizon.com/coverage-map/
- Our online international Coverage Locator tool can be accessed at www.verizon.cellmaps.com/

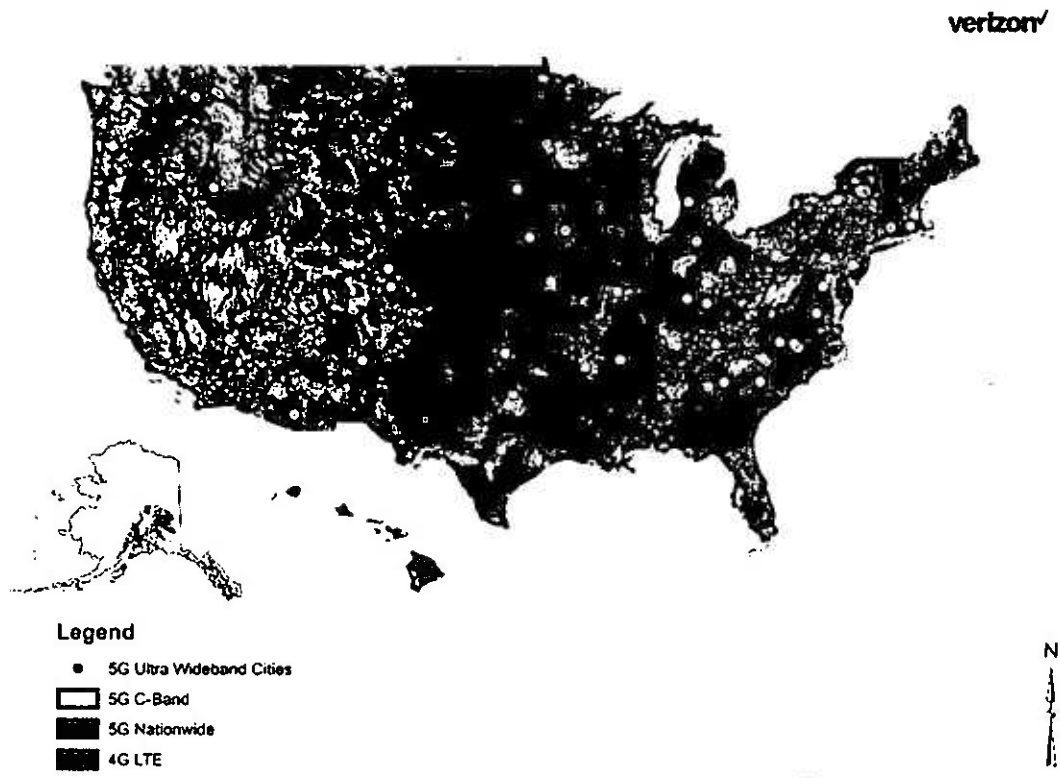
For the convenience of the State, we have included statewide and nationwide coverage maps for the State's review and consideration⁵. Please visit our Coverage Locator tool for additional coverage details.

⁵ **Coverage Disclaimer:** This Coverage Locator depiction applies to National Calling Plans. International rates for voice and data will apply. Maps provided are not a guarantee of coverage and contains areas of no service, and is a general prediction of where rates apply based on our internal data. Wireless service is subject to network and transmission limitations, including cell site unavailability, particularly near boundaries and in remote areas. Customer equipment, weather, topography and other environmental considerations associated with radio technology also affect service and service may vary significantly within buildings. Coverage areas may include networks run by other carriers; some of the coverage depicted is based on their information and public sources, and we cannot guarantee its accuracy. Some devices may not be compatible with extended coverage areas depicted in the map.

4G LTE, 5G Nationwide and 5G Ultra Wideband Coverage in the State of New Hampshire



U.S. 4G LTE, 5G Nationwide and 5G Ultra Wideband Coverage in the U.S.



Verizon's Proposed Service Team

Your Verizon Account Team is comprised of individuals with various backgrounds ranging from customer service to technical, sales and financial services. They are led by a group of supervisors with years of experience within Verizon. The support team generally consists of an Account Manager, technical specialists and other Business and Government Customer Operations (BGCO) representatives.

<p>Patrick Hale, Client Executive - SLED Sales (the "Account Manager") Phone: 617.694.4739 Email: patrick.hale@verizonwireless.com</p>	<p>The State of New Hampshire will have an Account Manager with whom they may address issues, manage their account and discuss wireless objectives. The Account Manager is responsible for overseeing your account activity and working in concert with the rest of your support team. The Account Manager also serves as the lead on account development, training, demonstrations, product updates, pricing and nationwide management.</p> <p>Patrick has 16 years of wireless experience and 8 years providing support to public sector customers in the State of New Hampshire. He has provided direct support to the State for 5 months and acts as the State's primary point of escalation for all account related needs. Patrick earned Bachelor's of Science from Saint Michael's College, graduating in 2006 and has been working in the wireless industry since then.</p>
<p>Joshua Esposito, Managing Partner - SLED Sales Phone: 978.618.2848 Email: joshua.esposito@verizonwireless.com</p>	<p>Acting as a point of escalation for all contract and account issues, Joshua is a New Hampshire based, 23 year Verizon employee responsible for public sector sales and support for Maine, New Hampshire, northern Massachusetts.</p>
<p>Allyson Montalbano, Solutions Consulting Phone: 215.694.6619 Email: allyson.montalbano@verizonwireless.com</p>	<p>The Verizon technical staff has specialized knowledge of cellular networking, switch operations and data applications. Our Connected Solutions Internet of Things (IoT) sales and support teams work with our customers to design and implement complex wireless data applications. In addition, members of the technical staff may engage third-party suppliers to develop customized wireless solutions. The technical staff is trained to investigate, diagnose and resolve customer inquiries in support of the other account team members</p>
<p>Kristie Smith, Global Enterprise Advisor Phone: 800.757.0699 ext. 2103221 Email: kristie.smith@verizonwireless.com</p>	<p>The Global Enterprise Advisor's (GEA) role is to manage day-to-day account activity, complete account-specific projects, monitor accounts receivables and, upon request, conduct an annual bill review with authorized contacts. They can also provide personalized support for billing escalations and non-standard requests.</p> <p>Kristie is located within Verizon's Business and Government Customer Operations Assistance. In addition to the functions described above, Kristie will be responsible for all contract reporting requirements and assisting with the processing of all returns and/or exchanges.</p>
<p>Brittanie Fleming, Consultant - Contract Program Management Phone: 240.280.3414 Email: brittanie.cooper@verizonwireless.com</p>	<p>Responsible for contract program support to government accounts within assigned geographic territory. Expertise includes contract compliance, presentations, problem resolution, and calling plan analysis. Brittanie has 9 years of wireless experience and is located within Verizon's contract management headquarters.</p>

<p>Business and Government Customer Operations Assistance (BGCO)</p>	<p>Our Business and Government Customer Operations (BGCO) teams are trained to address your inquiries related to our wireless services. They operate out of three full-service centers across the country:</p> <ul style="list-style-type: none"> • Hanover, MD, Mon - Fri, 8 AM - 7 PM ET • Alpharetta, GA, Mon - Fri, 8 AM - 7 PM ET • Salt Lake City, UT, Mon - Fri, 8 AM - 7 PM MT <p>The BGCO team assigned to your organization is determined by the geographical area of your headquarters location and can be reached toll-free at 800.922.0204.</p> <p>In the event your employees seek assistance after your BGCO team's hours, our standard full-service wireless Customer Service team is available from 8 AM - 9 PM, Monday through Saturday, and 8 AM - 5 PM on Sunday, in each time zone. Customer Service can be reached toll free at 800.922.0204 and airtime-free at *611 from the wireless device. These Customer Service representatives are not specifically trained to support our corporate accounts, but can address many of your employees' inquiries.</p> <p>If you are experiencing a technical issue with your service or equipment, our wireless technical support staff is available virtually 24/7 and can be reached toll free at 800.922.0204.</p>
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Contract Migration Plan

As part of an overall implementation strategy, we will work with you to establish a plan for converting your employees to the wireless services available under your new corporate contract. The conversion process may include activations, equipment provisioning, training, the establishment of a process flow for controls and procedures for purchases, billing format, reporting options, and updates to both organizations related to implementation status of the contract. In certain areas, and depending on the number of activations on our network, we may arrange for on-site deployment services to replace or convert wireless devices, during regular business hours. This accommodation is provided at no additional charge.

The conversion process will begin once you provide the number of devices to be converted and a date and time for the conversion to take place. You can convert your lines and perform many other conversion tasks via a self-service portal. For bulk conversions, we can assign additional resources to assist you.

A few different scenarios may occur depending upon the disposition of the end user line to be converted.

- **Employees currently on Verizon wireless service**
 - Registration can be completed using our self-service portal or via an order processing form.
 - Conversion will occur without interruption in service.
 - There is no need to reprogram the mobile device number.
- **Employees currently on Verizon wireless service wishing to upgrade their devices**
 - Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile device number can be retained and there should be no or minimal interruption in service.
 - Upgrade requests can be submitted using our self-service portal or via an order processing form.
 - Your employees will receive their new equipment via 2nd day delivery (there is a charge for expedited and multiple device orders). As an alternative, other delivery options may be arranged with your Verizon Account Manager.
- **Employees not currently on Verizon wireless service wishing to keep their current device**

- Registration can be completed using our self-service portal or via an order processing form.
- Most of these end users will be able to port their existing mobile device numbers to Verizon. Equipment programming will be required and can take place at your organization's location or with the assistance of our technical staff.
- Mobile devices owned by your organization can be retained as long as the equipment is compatible with our wireless' network and calling plan chosen and can be reprogrammed to the Verizon wireless service. Employees that do not have compatible equipment must purchase new equipment.
- **Employees not currently on Verizon wireless service wishing to upgrade their current device**
 - Registration can be completed using our self-service portal or via an order processing form.
 - Most of these end users will be able to port their existing mobile device numbers.
 - Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile device number can be retained and there should be no or minimal interruption in service.
 - Once ordered, new equipment will be shipped via 2nd day delivery (there is a charge for expedited and multiple device orders). As an alternative, other delivery options may be arranged with your Verizon Account Manager.
 - All conversions will be subject to the terms and conditions of the contract governing the new line of service.

Local Number Portability

Local Number Portability (LNP) enables you to retain your number(s) when switching service providers. To port lines in to Verizon, you will need to provide the billing name and address, the account number from the former service provider and your organization's federal tax ID number. It is important that the existing service not be cancelled before Verizon begins the porting process. Once we have all of the required information, we will submit the port requests for those lines.

Any number of devices that you want to port must first be eligible for porting. Eligibility is based on the geographic locale of the number (the number must remain associated with the same geographic area and Verizon must have network facilities established in that area) and the number must be active with your current carrier.

The porting timelines are as follows:

- Wireless to Wireless port request completion timeline is approximately 4 – 24 hours.
- Wireline to Wireless port request completion timeline is 2 – 10 business days.

Please Note: Actual processing time may vary depending on the complexity of the port, and the former service provider. Multiple ports may extend the processing time. While there may be some delay in the porting process, any eligible line should port in from the former service provider.

During the porting process, you may occasionally have a short period of time when you experience "mixed services". This is when you can make calls immediately upon activation of the Verizon wireless device, and may still be able to receive incoming calls on the former service provider's device until the port is complete.

Verizon's Deployment Management Team

Verizon employs a dedicated Deployment Management Team to manage the deployment of new or transitioning wireless devices. This team has experience managing deployments of various sizes, including quantities exceeding 35,000 units in a single deployment for over 300 sites nationwide, requiring in excess of 3,000 planning staff hours and 11,000 on-site staff hours over a four-month period.

The Deployment Management Team is the liaison between your organization, national and regional sales, as well as various departments within Verizon. The deployment plan and schedule are tailored to meet your organization's requirements and can range from extremely aggressive to a more staggered/phased approach.

Verizon understands that deployment plans and schedules must be executed quickly and flawlessly while maintaining flexibility to achieve a successful deployment conversion rate. As an extension of this dedicated Deployment Management

Team, Verizon leverages our experienced field personnel across the country to provide the resources needed to execute large deployments and/or transitions within a short period.

The overall project management plan is customized with each contract award to meet your organization's specific deliverable requirements. The project/deployment manager(s) work closely with the internal and external core teams to ensure fluid communication throughout the planning phase and project lifecycle. Forms and documents, including but not limited to the Work Breakdown Structure, Activity List, Schedule, Risk Register, and Lessons Learned, are monitored and updated daily or as needed.

Verizon successfully manages all aspects of large-scale transitions, including providing virtual and on-site support, developing and presenting training materials, shipment of large numbers of devices, staging/kitting of devices, asset tagging, setting up online account management tools, status reporting, complex billing structures, loading third-party applications and/or preloading your organization's applications on devices and other requests.

Deployment projects typically involve complex implementation strategies, including shipping and on-site delivery of devices across multiple locations, delivery of service directly to government users, and mass porting of lines from other carriers. This team is designed to ensure maximum continuity and superior success throughout deployment planning and execution by delivering these capabilities during device refreshes, new/port device implementations and/or account migrations.

Note: Depending upon your requirements' full scope and complexity per device, a staging/kitting charge may apply.

Verizon's Training Program

Your Verizon account team can create a training program with your assistance and guidance. This training program could include on-site training at locations across the country, online training currently available by device/application at www.verizon.com and webinars as needed to ensure your employees are comfortable with their new devices and services.

On mutually agreed upon days and times, a Verizon account team member can be assigned to your organization's location for additional support and training of your Corporate Subscribers at no additional charge. If equipment is delivered by a Verizon representative, the account team member can review the basic features of the device, as well as any service features you may be receiving. Alternatively, if equipment is shipped to your organization, your employees will always have the ability to contact their account team member in order to receive additional information on any features or services.

Your employees can learn about our devices at www.verizon.com/support/simulators/

Statewide Contract Users Porting Out of Verizon

We do not currently charge a fee for porting numbers to or from our service. Important Note: If porting a line from Verizon to another wireless carrier, you will be responsible for any accrued charges, and Offer Recovery Fees, if ported before the end of the individual line terms.

For more information, please contact your Account Manager or visit www.verizon.com/switch-to-verizon/

VALUE ADDED SERVICES

VerizonFrontline

Ensuring public safety organizations across the country have access to reliable wireless communications and a diverse ecosystem of products, services and applications is critical for the safety of our communities. Verizon has been a leading provider of communications services to public safety for decades – we know what it takes to serve this most important customer base. Verizon is also a member of the Executive Advisory Council of The Public Safety Technology Alliance (PSTA), providing advice, insights and recommendations to the PSTA Board. The PSTA helps promote the development and adoption of open, best-in-class standards-based technologies to ensure interoperability between different networks, applications and databases.

- **Responder Private Core** is a dedicated network core that Verizon uses to enable certain other products such as Mission Critical Push to Talk and Private Network Traffic Management for traffic segmentation capabilities to support improved security, enhanced service management and control. It is connected to Verizon's Radio Access Network (RAN), which utilizes spectrum in various bands including 700 MHz, 800 MHz Cellular, 1.9 GHz PCS and 1.7/2.1 GHz Advanced Wireless Services (AWS) bands. Responder Private Core separates data traffic of public safety mobile users from commercial users across Verizon's 4G LTE network; however, it is not available on Verizon's 5G Nationwide and 5G Ultra Wideband networks. Public safety users will have their data immediately recognized as public safety with enhanced reliability through the network. Responder Private Core leverages leading edge networking technology to provide security, flexibility and reliability.
- **Mobile Broadband Priority** provides public safety users priority service for data and voice transmissions. During times of heavy commercial network congestion, Mobile Broadband Priority users will receive priority over commercial users. Mobile Broadband Priority enables priority service for public safety officials using applications on smartphones or tablets, transmitting data from first responder vehicles or video from surveillance cameras. Mobile Broadband Priority is available at no additional charge to qualified public safety customers on the 4G LTE Network only. Mobile Broadband Priority access to the 5G Network is not currently available.
- **Preemption** provides prioritized access to network resources during times of network congestion. Verizon automatically reallocates network resources from commercial data/internet users to first responders in the unlikely event network resources become congested. As part of the network access and registration process, first responders and public safety personnel are identified and given preemption designation. This helps to determine which users will receive allocated resources with preemption. Preemption is offered at no additional charge for qualified public safety customers on the 4G LTE Network only. Preemption is currently not available to the 5G Network.

Verizon's Wireless Network Performance

Verizon's Wireless Network Performance platform offers you advanced network support and troubleshooting capabilities. In addition, it can also help you prepare for planned outages with a clear, near real-time view of network coverage, potential disrupters and connected devices. Wireless Network Performance can be accessed through My Business. There are two levels of functionality to subscribe to: Basic or Premium.

In addition to network event notifications, you will receive device data usage and network connectivity status reports, and be able to track issue resolutions through Network Repair Bureau (NRB) trouble tickets.

LTE Business Internet Mobile Broadband (LTE BI MBB)

LTE BI MBB provides business customers with internet connectivity on the Verizon wireless network and can be used as either their primary or backup connection. These generally available plans are for mobile broadband service and can only be activated on select compatible customer-provided data routers, certified for use on Verizon's wireless network.

The Verizon Business Solution Store (BuSS)

Your technology goals are rarely simple – but we can help make it easy to achieve them. Through the BuSS, we offer an array of mobile business solutions that give organizations access to some of the industry's most innovative products and services, with the added benefit of enabling customers to consolidate their mobility spend on a single bill. For additional information about the solutions below and others available through the BuSS, please visit enterprise.verizon.com/content/verizonenterprise/us/en/index/products/mobility/mobile-business-solutions.html

Verizon Private Network

Verizon Wireless Private Network (Private Network) is a comprehensive solution that joins wireless devices to the organization's internal IP network using a dedicated connection that isolates data from the public Internet. It extends a corporate IP network to wireless devices, while enabling your IT department to maintain the control and manageability that it needs. With Private Network, organizations can take charge of their evolving networks by:

- Avoiding the exposure of wireless devices and internal networks to the inherent risks of solicited public Internet traffic.
- Controlling which wireless devices can connect to the network.
- Controlling which network resources the wireless devices and machines can access.
- Leveraging the convenience of mobility and wireless technologies to introduce new opportunities.

With Private Network, organizations can add devices to their own internal networks, with their own IP addressing, to be managed by their own support personnel. This empowers them to make wireless solutions part of their infrastructure and extend their core-computing networks farther, faster and easier. Private Network is also compatible with Verizon Mobile Device Manager. Organizations can be confident knowing that their Private Network is backed by the coverage, speed and reliability of Verizon. We can help organizations make the most of wireless communications to securely and cost effectively power their networks.

One Talk

Verizon's One Talk is a multi-line telephone solution designed to service today's ever-changing, mobile business environment. It combines fixed and mobile services so your employees can be mobile only, desk-based or move between locations with a desk-mobile combination. With One Talk, mobile and desk phones work together, sharing one number with the same features, simultaneously ringing on your employees' One Talk devices. This mobile-centric integration enables your employees to make or receive calls on any of their devices, to move calls between their One Talk devices and enables colleagues to answer calls on their behalf when they are unavailable..

Push to Talk Plus (PTT+)

Verizon's PTT+ data app provides instant walkie-talkie style communication, and is fully functional on the Verizon network. It has interoperability on other networks, or it can be used over Wi-Fi. With PTT+, you can talk to an individual or an entire group with the push of a button.

Push to Talk Plus (PTT+) service and Land Mobile Radio (LMR)

We have interoperability between our Push to Talk Plus (PTT+) service and Land Mobile Radio (LMR): PTT+-LMR Interoperability enables our PTT+ service to communicate with devices on private LMR networks. PTT+-LMR is a simple, easy, cost-effective way for any organization that communicates with large groups of mobile workers, including those in government/public safety, transportation and utilities, to extend their coverage beyond the traditional geographic limitations of their LMR system.

VENDOR ATTACHMENTS

- **Solicitation with Vendor Clarifications**
- **Certificate of Insurance**
- **Proposed Edits to Form Number P-37**
- **Proposed Eligible Participant Agreement**
- **Vendor Price Exhibits**

**WIRELESS CELLULAR AND DATA SERVICES FOR
THE STATE OF NEW HAMPSHIRE**

PART I OVERVIEW AND SCHEDULE

A. Purpose

The purpose of this RFP invitation is to establish a contract(s) for Wireless Cellular and Data Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

B. Timeline

The timeline below is provided as a general guideline and is subject to change. The State reserves the right to amend this schedule at its sole discretion and at any time through a published Addendum.

11/22/2022	RFP solicitation distributed on or by
12/12/2022	Last day for questions, clarifications, and/or requested changes to RFP
12/19/2022	State response to submitted questions, clarifications, and/or requested changes to RFP
01/03/2023	10:00 AM (EST) RFP closing
04/01/2023	Anticipated Implementation of contract

C. Instructions to Bidders

Read the entire proposal invitation prior to filling it out. In the preparation of your proposal response, you shall:

- Complete the pricing information in the "Offer" section
- Submit all requested information within your response
- Complete the "Vendor(s) Contact Information" section
- Complete the company information on the front page and sign the proposal in the space provided on that page. The signature page must be notarized to be an official submission.

PART II PROPOSED SCOPE OF WORK

Vendor(s) shall provide a scope of services as described herein.

The State will not consider any proposals that are part of a cooperative agreement or establishment.

A. Background

The State of New Hampshire currently has three (3) contracts in place with various vendors to provide wireless cellular and data services for State agency use. Services include, but are not limited to, traditional cellular telephones, smartphones, Internet Service Provider (ISP) data access, and Mobile and Stationary Data (MSD) access. There are currently an estimated total of 4,472 devices in use; Aircards (wireless adapter that connects mobile devices to the internet for sending and receiving data in a cellular network (1,101), smartphones (2,322), Traditional Cellular Phones (531), Direct Connect/Push to Talk Phones (295), and Tablets (223). The State shall not provide breakdowns of device models and current plan usage.

B. Technical Requirements

The vendor(s) shall consider the State as one large account and propose services accordingly. It is not the intent of the State to receive variable services per State agency under multiple vendor programs, unless such services are provided under State accepted balance of product line which results in reduced costs of services. Awarded vendor(s) shall complete equipment distribution and turn-up (porting of numbers and devices ready for use) requiring that all services be fully operable, no later than start of business on April 1, 2023. The State shall not be invoiced prior to the effective date of the contract for the phones unless used by the State during turn-up.

Vendor Clarification
Service billing begins on the date the equipment arrives. Equipment costs are billed at the time of purchase if the customer is paying immediately or on the following invoice if the customer "bills to account". For security purposes, equipment must be physically activated once received. Upon contract award, the State's Verizon Account Team will work with the State's authorized contact(s) to develop an implementation timeline to meet the State's requirements.

Vendor(s) may propose only service and equipment for which they are certified representatives and distributors. The vendor(s) shall maintain a staff of fully certified and experienced technicians for provisioning and maintenance of service. This Proposal is restricted to qualified Vendors who can provide service, equipment and coverage to the State as specified in this RFP.

NETWORK:

Vendor shall provide services including, but not limited to, network technology, (i.e., CDMA, GSM, LTE etc.).

Vendor Clarification
The Verizon wireless network in the United States utilizes 4G LTE and 5G technology. Our CDMA network was retired 12/31/22.

COVERAGE MAPS:

The vendor(s) shall provide with their proposal coverage maps for each Telephone and Data service provided (one each per coverage area) verifying service coverage as described below. Maps may be non-confidential marketing literature, yet detailed enough to clearly determine if a regional area may be serviced by the vendor:

- Traditional Cellular Telephone Service for voice operational coverage shall be 85% of all geographic areas of New Hampshire.
- ISP Access Data Service for smartphones and wireless "Air Card" coverage for 80% of all geographic areas of New Hampshire; Maps shall be detailed enough to clearly determine if a city, town or community may be serviced by the bidder. Maps shall be provided for each technology provided (i.e., 4G LTE, 5G etc.) defining penetration.
- Nationwide coverage map for all services offered.

PORTING OF EXISTING TELEPHONE NUMBERS:

Vendor(s) shall port all lines by start of business (7:00am) on April 1, 2023.

TYPE OF SERVICE:

TRADITIONAL CELLULAR TELEPHONE SERVICE. DOMESTIC USE:

Traditional cellular telephone services shall allow users to directly dial any telephone number which is available through the Public Branch Exchanges as available from Local Exchange Carriers, Competitive Local Exchange Carriers, Long Distance Carriers and competitive Cellular Telephone Service providers. Access to any telephone subscriber number shall not be restricted. Services shall include typical "off the shelf" features and telephone operation. Equipment provided for use with this service shall be referred to as Traditional Cellular Telephone (TCT) equipment. One (1) free voice device shall be

offered for each user one (1) time per line, for existing or new service. The vendor(s) shall permit the upgrade of devices once every twenty-four (24) months at no cost. Otherwise, devices shall be eligible for upgrade at prices included in any awarded contract.

ISP ACCESS DATA SERVICES:

Vendor(s) shall provide data transport at multiple speeds, limited by the use of vendor technology. Common terminology is fourth generation (4G LTE) service and fifth generation (5G).

SMARTPHONE SERVICES:

A smartphone is defined as a mobile phone with advanced capabilities including PC-like functionality with access to text messaging, e-mail, web browsing, take and display photos and videos, and data storage. Phones must be capable of accessing Microsoft Exchange Server and include Personal Digital Assistant (PDA) capabilities including calendaring. Access shall be provided throughout the vendor footprint of the continental United States. Equipment functionality must include the ability to open MS Excel, MS Word and Adobe Acrobat files. Currently systems running iOS are the only accepted operating systems, though this may change, and the vendor needs to be flexible with this evolving technology. Equipment provided for use with this service shall be referred to as smartphone (SM) equipment. One (1) free smartphone device for each accepted operating system specified shall be offered for each user per line. The free device shall sustain the End of Life support of the smartphone's manufactures as it relates to update support. For example, if a device is not able to update to the latest operating system (OS) then a new free device shall be provided. The Vendor(s) shall permit the upgrade of devices once every twenty-four (24) months at no cost. Otherwise, devices shall be eligible for upgrade at prices included in the Offer Section.

Vendor Clarification

Verizon agrees to offer one (1) 4G Smartphone voice device (make and model at its sole discretion) at no cost for each Government-liable user, on a voice and data plan with a monthly access fee of \$34.99 or higher, one (1) time per line, while supplies last. Once the initial Smartphone no cost device has been deployed, standard upgrade terms and conditions will apply.

One (1) free smartphone sample device shall be provided to the Department of Information Technology (DoIT), Director of Technical Support, for a ninety (90) day evaluation and use approval prior to distribution to users.

Devices shall be returned to the vendor(s) after evaluation. Rejected devices shall be replaced with DoIT approved devices.

Smartphone devices proposed must be compatible with and capable of operating the State of NH MDM Solution(s), which is managed by the State of NH.

System provided to the State of NH must have current iOS loaded and models should have no less than twenty four (24) months before EOL support.

Vendor(s) are required to enroll purchased smartphones in Apple Business Manager (ABM), or equivalent service that allows supervised management of the Smartphone with the State Mobile Device Management (MDM) system.

COVERAGE

The vendor(s) services shall cover a minimum of the following geographic areas for each proposed service. The vendor(s) shall also ensure same coverage is available 99% of the time for the respective geographic area. Vendor(s) must clearly identify their licensed coverage area, not off network. Vendor(s) shall provide roaming area coverage. Loss of service shall not occur when transferring between cell towers

- **Traditional Cellular Telephone Service:** Minimum 85% coverage of the geographic area of New Hampshire: Nationwide coverage (Vendor shall specify percent penetration). >98%
- **ISP Access Data Services:** Minimum 80% coverage of geographic area of New Hampshire at 4G LTE and 5G data rates: Nationwide coverage (Vendor shall specify percent penetration). >99%

Vendor Clarification

At the beginning of the fourth quarter of 2019 (October 1st), the total number of the population covered within our licensed U.S. territories was 330,067,176. Our 4G LTE network is available to more than 98.9 percent of the U.S. population and covers more than 326 million people over more than 2.56 million square miles. For additional coverage information, please see the coverage maps in the Providing Services section of this response or visit our online domestic Coverage Locator tool at <https://vzwmap.verizonwireless.com/dotcom/coveragelocator/>.

Our online international Coverage Locator tool can be accessed at: <http://verizon.cellmaps.com/>

The maps rendered show approximations, based on our internal data, of where coverage for various services is available. Verizon takes exception with clarification to the requirement to ensure same coverage is available 99% of the time for the respective geographic area. It is important to note that all radio frequency transmissions, even where service is generally available, can be affected due to topography, atmospheric, environmental conditions and cell site availability. Wireless Service and/or features may not be available in all areas and is not guaranteed. Calls are handed off seamlessly on our network but may need to be re-initiated when roaming onto a partner's network.

LICENSES

The vendor(s) shall currently hold and retain throughout the duration of the contract all licenses or certificates required by the State and Federal authorities inclusive of the Federal Communications Commission and State of New Hampshire Public Utilities Commission. The vendor(s) shall file with the appropriate regulatory body, any tariff, amendments, or special contract offerings to ensure that the required terms and conditions of this Proposal are met. The vendor(s) shall cooperate fully with the PUC to ensure that all time schedules noted within are met.

In the event of loss of license or permit to provide services as defined, the contract shall be nullified; with the State free to engage in an agreement with any vendor as becomes necessary to continue services without retribution to the original vendor(s).

Vendor Exception with Clarification

Verizon takes exception to the nullification of the agreement should a loss of license or permit to provide service occur and clarifies the following: in the event of loss of license or permit to provide services as defined, Verizon reserves the right to cure within thirty (30) days of receipt of written notice from the State. If the State should elect to terminate this agreement it shall notify Verizon Wireless in writing and may subsequently terminate this Agreement upon thirty (30) days advance written notice. The State shall be responsible for all accrued monthly access charges, all actual usage charges and any related charges and fees including but not limited to taxes, roaming fees, long distance fees, and surcharges associated with its actual use of the service through the date of termination.

INTRODUCTION OF SERVICES

The vendor(s) shall insure that services do not operate in conflict with alternate service providers. Vendor(s) shall provide all user cellular equipment inclusive of telephones, data modems and associated devices, and deploy prior to March 31, 2023 in order to ensure that the State is not without service for any period of time during transfer of service from an incumbent contractor. Additional equipment shall be provided when requested to support new subscribers after the start of a contract. Only services requested and authorized by the State shall be replaced. The vendor(s) shall communicate with Agency contacts and State users for coordination with the distribution of equipment.

Vendor Clarification

Some devices, such as routers and modems, may be provided by a third-party through Verizon's Indirect Fulfillment

Program.

Our Indirect Fulfillment program enables your Verizon account team to sell select, non-stocked devices to your organization. These devices can be ordered through the My Business online resource. Any equipment purchased via Indirect Fulfillment is not eligible for returns or exchanges. Please Note: Verizon will bill your devices at the Account Level.

The program is available for new and upgrade orders for Microsoft Surface devices and accessories and a diverse selection of Cradlepoint and Digi routers. Please Note: Devices purchased through Indirect Fulfillment process are only eligible for Retail pricing and are not eligible for any of our Device Protection solutions.

If an organization wants additional software, professional or kitting services, it can work with an Authorized Device Reseller that has Microsoft products or, for large enterprise customers, they may be able to work with a distributor directly for large orders.

RETENTION OF EXISTING TELEPHONE NUMBERS

The State shall retain any existing cellular telephone number currently assigned to a State subscriber. Vendor(s) shall be responsible to port over numbers to the proposed service as requested by the user. The porting of numbers shall not delay service installation nor result in a user being without service. The State will work with existing vendor(s) and the incumbent vendor(s) to facilitate information required for porting of existing numbers from one vendor to another.

Vendor Clarification

There may be instances where we are unable to port a number from another carrier. Upon contract award, your Verizon Account Team will work with the State to review numbers that may be ported from another carrier to confirm porting eligibility.

LNP enables you to retain your number(s) when switching service providers. To port lines into Verizon, you will need to provide the billing name and address, the account number from the former service provider and your organization's federal tax ID number. It is important that the existing service not be cancelled before Verizon begins the porting process. Once we have all of the required information, we will submit the port requests for those lines.

Any number of devices that you want to port must first be eligible for porting. Eligibility is based on the geographic locale of the number (the number must remain associated with the same geographic area and Verizon must have network facilities established in that area) and the number must be active with your current carrier.

ORDERING PROCEDURE:

Telephoned Requests

State agencies may call the vendor(s) at any time between 8:00 A.M. and 4:30 P.M. to request services, Monday through Friday. The vendor(s) shall respond and provide appropriate service as requested, and allowed under the contract, with the exception of smartphones. Only smartphones previously approved by the State Department of Information Technology shall be provided. No tablets may be purchased through any contract(s) awarded through this RFP. The State may request ISP access Data Services for State-Supplied devices.

The vendor(s) shall be responsible to provide to DoIT-Statewide Telecommunications, a monthly report in Microsoft Excel to track each smartphone issued and/or in-use under this contract identifying (at a minimum) the device model, serial number, agency/user assigned the device, date of issuance, date of termination and, and date equipment returned to vendor(s).

Vendor Clarification

Verizon has historically provided device IMEI numbers instead of serial numbers to meet this requirement. Upon contract award, we will work with the State's authorized contact(s) to confirm all reporting requirements.

Verizon Wireless can provide reporting on the State's active lines of service in use under any resulting contract. Information regarding non-State agency use can be provided in the aggregate. The State would be responsible for tracking any devices which are returned for any reason.

VENDOR SIGNATURE DOCUMENTS:

Any signature forms used by the vendor(s) to reflect service requests or delivery of service by the vendor(s) to the State shall refer to the contract number resulting from this RFP. All other terms and conditions shall be null and void.

Vendor Clarification

Special offers and promotions may include conditions of purchase such as a minimum plan requirement or Offer Recovery Fee (as further described below). Any additional terms and conditions would mirror the terms of the State contract for the benefit of the State's end-user.

We have included, as an attachment to this response, a proposed Eligible Participant Agreement which includes an authorization to release limited CPNI to the State for reporting purposes.

Please note, auto-generated order confirmation emails will not include the contract number.

INITIAL SERVICE REQUEST:

The vendor(s) shall contact designated State agencies to perform a service needs analysis as directed by the State at the initiation of any resulting contract. The vendor(s) shall meet with each designated agency to determine the count and type of telephones, service program and delivery of replacement services. The needs analysis shall be completed prior to deployment. A complete deployment plan including agency, end user, telephone number, equipment supplied, cost and cost plan shall be provided to the Department of Information Technology (DoIT) Telecommunications Section prior to deployment. Political sub-divisions and authorized non-profit organizations shall utilize their own individually established ordering procedures.

ADDITION AND REMOVAL OF USERS:

Telephone subscriptions may be added or removed from service at any time during the contract term, with a maximum requirement of a 30-day or one (1) calendar month activation period with no termination liability. The State may add or change user(s) at any time during the contract term without incurring any installation/activation costs during the contract term. The State may remove a user or disconnect a line or service at any time during the term of the contract after 30 days of activation without incurring disconnect/termination charges. All service agreements shall be coterminous with the termination date of any awarded contract. All provided cellular telephone and smartphone devices shall be returned to the vendor(s) within 30 days following requested termination. Any accessories provided shall be retained as property of the State.

Vendor Clarification

Your overarching agreement with Verizon Wireless sets forth the terms and conditions pertaining to our provision of

wireless services to your organization. Typically, government lines will have separate line terms that begin when service is activated on each respective individual line and continues for the period required by the plan or device selected for that individual line. The terms and conditions of the overarching agreement will continue to apply to active government lines even after its termination. The government discount and other government benefits may be removed from any active lines if the overarching agreement is terminated.

Verizon will not charge the State activation or early termination fees. Verizon may charge the State an Offer Recovery Fee ("ORF") for equipment provided at subsidized or promotional pricing as further described below.

ORF: At times, we may make devices available at a special price. For these, we will charge an Offer Recovery Fee (ORF), which reflects device discounts and device credits associated with the special-offer device. The initial dollar amount of the ORF associated with a device purchased from us with a special offer will be specified in your point-of-sale materials. The ORF will be reduced equally each month throughout the line term period for as long as the line remains active. If the line suspends without billing, the days suspended without billing extends the line term end date and the ORF does not decrement during the suspension period.

All cellular telephone and Smartphone devices provided shall remain the property of the State, as the title of equipment provided to the State passes to the State upon receipt of equipment at the address designated on the order. All equipment provided or purchased under any resulting contract would remain the property of the State upon termination. Should the State desire to return devices upon line/contract termination, the State's Account Manager can work with the State's authorized representative(s) to enroll the State in Verizon's Device Trade-In Program for government.

RETURNS:

Return Authorization credits shall be provided without penalty for faulty equipment. Vendor(s) shall provide the State with a single point of contact and address for the return of equipment.

- Vendor(s) shall be responsible for all shipping charges for faulty equipment returned.
- Defective telephones, accessories and associated equipment shall be replaced within three (3) State business days from notification of failure. Such service shall be available to State users by placing a single telephone call to the vendor(s).
- The vendor(s) shall be responsible to accept all equipment returned following the termination of a line or the upgrade of a device.

Vendor Clarification

Verizon will accept returns or make exchanges on all wireless merchandise purchased from us by your government end users, provided the equipment is returned within 30 days of purchase. If service is also terminated within 30 days, your organization remains responsible for the cost of any airtime and features used prior to the termination date. Assistance may be found in the My Business portal or by contacting your Account Manager.

We will accept returns or make exchanges on all wireless merchandise purchased from us by your employee end users, provided the equipment is returned within 30 days of purchase. If service is also terminated within 30 days, your employee remains responsible for the cost of any airtime and features used prior to the termination date. A restocking fee will be charged.

Nongovernment-use devices may also be returned/exchanged at Verizon retail locations, where available.

Our Return and Exchange Policy is designed to provide a process to return unwanted purchases and provide an in-store exchange option for eligible defective handsets (in/out of warranty). Your employees may return or exchange one wireless phone per new line of service.

The GEA assigned to the State's account will act as the single point of contact for the return of equipment. **Verizon's**

Returns Processing Center is located at the following address: 4801 Mercantile Drive, Bldg 17, Fort Worth, TX 79190.

USER TRAINING:

When requested, the successful vendor(s) shall coordinate and make available training of users on the operation of the individual telephone, service access and features upon delivery of equipment. Requested training shall be made available at each individual State office. Continued support shall be provided to train new users and provide refresher training for others when requested by the State. When requested, training shall be provided, at no cost to the State; in addition, the vendor(s) may also provide user training materials on-line at no cost to the State.

USER DOCUMENTATION:

The successful vendor(s) shall provide user instruction manuals and associated documentation with each system provided. Manuals shall include detailed operation of all devices, accessories and system operations including use of Anti-Virus/Anti-Malware application. Manuals that include detailed information of the operation of telephones, accessories, software services and system operations can also be made available through the successful vendor(s)' website.

CUSTOMER SUPPORT SERVICES:

The successful vendor(s) shall provide complete customer support inclusive of the following:

- **Account Management:**

The Successful vendor(s) shall provide a single point of contact for the State or its representative(s). Vendor(s) shall work in conjunction with any State vendor regarding the interface of any and all vendor(s) or State provided and supported communications equipment.

- **Account Team Access**

Successful vendor(s) shall provide telephone, facsimile, and Internet e-mail access to each individual on the successful vendor(s)' account team. General toll-free numbers shall be provided for telephone and facsimile services on a statewide basis.

- **Billing Support**

The successful vendor(s) shall assign a dedicated financial representative to the State account that will cooperate with the State to resolve billing, call detail, equipment programming, data discrepancies and all other aspects of the contract. The successful vendor(s) shall be capable of receiving ACH or credit card (PCard) payments from the State.

- **Problem Resolution:**

The successful vendor(s) shall have a single contact person, available from 8:00 A.M. to 4:30 P.M. during State workdays for the resolution of problems. The contact person must be authorized to provide invoice corrections, initiate repair and equipment replacement processes and expedite services.

The State shall designate a Contract Administrator who will work with the successful vendor(s) to resolve problems that cannot be resolved by the agency end-users.

The Contract Administrator may impose a moratorium on a contract pending resolution of any controversy that arises regarding services to be provided pursuant to this contract or take other action deemed necessary.

TECHNOLOGY UPDATES:

The influx and transition of new technology may result in the disconnection or discontinuation of a defined service and connection to new technology. The successful vendor(s) shall not impose any charges or fees for termination of a given service by the State or when the State elects to discontinue a service and/or requests replacement or upgrade of service with another offering while remaining a customer of that same vendor. Vendor(s) shall replace any interface equipment which becomes obsolete due to vendor(s) service updates.

All users shall be notified sixty (60) business days prior to system operation changes, inclusive of equipment updates and software/firmware updates.

Vendor Exception with Clarification

Verizon takes exception to the requirement to replace interface equipment which becomes obsolete due to Vendor service updates. Verizon clarifies as new technology becomes commercially available to government customers, the State may add new plans, features and equipment that take advantage of the technology's functionality. If new equipment is needed, then the State may order new equipment in accordance with the terms and conditions for equipment upgrades as outlined in its overarching contract. Please note that the purchase of new equipment may require an extension of applicable line terms.

Verizon takes exception to the requirement to notify State users sixty (60) business days prior to system operation changes, inclusive of equipment updates and software/firmware updates and clarifies that the frequency and timing of these updates vary by device. Once new software is available for a device, it is generally sent (pushed) to all users within five days of the first day of availability. Not all users receive the notification on the first day. Users can get the update earlier by navigating to "System Updates" in the "Settings" menu and checking for new software.

Verizon continuously works with device manufacturers to keep devices current with the latest features, services, operating systems and security patches for up to two years after initial launch. All wireless software updates are put through a rigorous test process by multiple Verizon teams prior to approval. Once approved, software updates are typically made available to customers via an over-the-air (OTA) update, though in some cases PC-based updates are available.

INTRODUCTION OF NEW TECHNOLOGY:

Successful vendor(s) shall provide notification to the State prior to technology updates requiring end user equipment replacement or modifications in methods of calling. Whenever such changes are made, the State may request sample equipment to verify that services operate within the parameters of the contract, any such change shall be communicated to the end users a minimum of sixty (60) days in advance.

The presentation of any new service not current in any resulting contract shall require the issuance of a contract amendment after the service is accepted by the State.

Vendor Clarification

Please note, Verizon's CDMA network sunseted on 12/31/22. In order to facilitate the smooth migration of the remaining 3G devices in the market onto 4G LTE or 5G capable products and services, we are no longer allowing activation of devices that are not 4G LTE capable on our network.

CONFIDENTIAL INFORMATION:

The successful vendor(s) agrees that all discussions or information gained during any engagement shall be considered confidential and that no information gathered by the successful vendor(s) shall be released without prior written consent of the State.

INVOICING AND REPORTING REQUIREMENTS:

Invoices and reports are required throughout the duration of any resulting contract as denoted below.

- **Monthly Reports**

The vendor(s) shall provide a Monthly Summary Report detailing services provided under this contract to both the Department of Administrative Services, Procurement & Support Services and the Department of Information

Technology - Statewide Telecommunications. Included in the Monthly Summary Report shall be all cellular telephone numbers subscribed to the State, billing program used, monthly cost, usage cost, data usage, telephone minute usage, date of the last usage, device & or equipment provided (including make/model/serial number/telephone number), telephone "owner", State agency responsible for billing and contact person. The State shall not be required to use any Vendor associated website as the main source to gather this information. The vendor may provide website access as an additional tool to the State of New Hampshire but is not to be used in lieu of any reporting requirements.

The report shall also highlight any device that has been inactive for sixty (60) days or more. That State shall work with the agency and vendor(s) to determine if these devices shall be removed from service.

Vendor Exception with Clarification

Verizon takes exception to the reporting requirement to include the "date of last usage" and clarifies, the information requested is not available. Verizon agrees to work with the State and the affected agency regarding any mobile telephone number that has been inactive or suspended for a period of 60 days or more.

- **Invoicing Services**

Invoicing Services shall consist of the costing of all vendor(s) provided services. Vendor(s) shall detail all charges and provide extended definitions of itemized charges. Bulked charges shall be rejected by the State. A separate invoice shall be available for each telephone subscribed to each State office. The State may require that multiple telephones be billed on a single account. In such cases, the vendor(s) shall place charges on a single master bill.

Invoices shall be submitted on a monthly basis, inclusive of the first bill cycle day of the month to the last bill cycle day of the month in which the services have been performed. Charges will be pro-rated by the number of days in service when partial month services occur.

- **Invoice Details**

All monthly reports and invoices shall be itemized including details for every vendor(s) billable item, inclusive of basic monthly charges, minutes of use, excess minutes of use, call detail inclusive of city/town location and telephone number called. All call records must be listed in sequential order by date of call.

Vendor Exception with Clarification

Verizon takes exception to the requirement to provide details for every billable item and clarifies. In response to the State's request regarding itemized details for every billable item inclusive of City/town location and call detail. Verizon wireless can provide the requested detailed information for state agencies as these accounts are paid by the State. However, Verizon Wireless is unable to provide specific details regarding any local governments and other non-State agencies to the State as such information is Customer Proprietary Network Information ("CPNI") as defined by Federal Communication Commission ("FCC"). FCC regulations and federal law prohibits Verizon Wireless from releasing this type of information without the prior specific written consent of each individual entity. Authorized parties must provide CPNI consent, without permission from the account holder, Verizon Wireless would violate CPNI and be subject to FCC fines and penalties.

- **Invoice Corrections**

The vendor(s) shall provide within ten (10) working days after notification, any corrective data requested by the State. This shall include replacement reports, corrective information on balances and credits and any other change of service information required for bill back to agencies by the State.

Vendor Exception with Clarification

Verizon takes exception to provide corrective data within ten (10) working days after receipt of notification by the State and clarifies. In the event of disputed wireless charges, your organization must provide Verizon with written notice within one hundred eighty (180) days of the date of the invoice of the disputed amounts. The written notice must also include why you are disputing the charges and supporting documentation. Your organization may withhold payment of a disputed charge, up to the amount of the dispute, only if you dispute such charge[s] on or before the applicable bill due date. We will use good faith efforts to resolve billing issues within sixty (60) days after we receive the notification of the dispute with supporting documentation. Particularly complex issues may take longer to resolve. If a billing issue is resolved in your favor, we will credit your organization within a commercially reasonable timeframe.

We have a group dedicated to proactively resolving billing errors by crediting subscribers after an error is discovered. The process involves: (1) issue investigation and root cause correction; (2) identification of affected subscribers; and (3) notification and bill correction of those affected subscribers.

- **Invoice and Report Delivery Timeframe**

Invoices and Reports shall be delivered on or prior to 25 days subsequent to the monthly bill cycle. The State shall not be held liable for service performed without the receipt of properly filed invoices, reports and supporting information. Invoices shall be forwarded directly to State users and may be forwarded as a group to same addresses when directed by the State.

Verizon Clarification

Verizon can provide the requested detailed information for state agencies as these accounts are paid by the State. However, Verizon Wireless is unable to provide specific details regarding any local governments and other non-State agencies to the State as such information is CPNI. Verizon Wireless can provide specific details to the State regarding any local governments and other non-State agencies who have provide CPNI consent. Please refer to the response to "Invoice Details" above for additional information regarding the FCC's CPNI requirements.

- **Account Balances**

The vendor(s) shall maintain all records of payments, credits and balances.

- **Accuracy of Invoices**

Vendor(s) shall be responsible to justify all charges to the State. Invoices must be reviewed for accuracy prior to delivery to the State. All billing information provided to the State must reflect same information. Paper invoices and electronic reports shall reflect same call detail, record count, call and service cost. Conflicts between support data and paper billing shall be considered incomplete billing and payment held until proper support information provided by the vendor(s).

- **Paper**

Invoices shall be provided on paper. It is preferable that invoices also be available electronically, delivered by e-mail, or downloadable from an Internet web site.

- **Electronic Media**

Monthly reports shall be provided in electronic PC format with all files provided as Open Data Base Compliant (ODBC) ASCII flat files. All such reports shall be e-mailed to designated Contract Administrator, or alternate addresses when provided by the State.

Vendor Clarification

Verizon currently supports the Electronic Data Interchange (EDI) EDI 811 (preferred) or EDI 810 (4010 version) standards for our wireless billing. EDI billing information is available in a one-way data feed (payment information is not available at this time). Your organization must supply us with a secure FTP port to which we can send the file. If your organization elects to have a third-party vendor receive the data directly from us, an amendment to your contract must be made allowing us to provide the third-party vendor with your billing information. The State would be responsible for converting any Verizon provided reports from CSV format to its desired format.

REPAIR, MAINTENANCE AND INSTALLATION SERVICES:

The vendor(s) shall make services available 24 hours per day, seven (7) days per week. The vendor(s) shall be responsible to implement appropriate repair, maintenance and installations required to ensure continued operation of all services throughout the duration of the contract. The vendor(s) shall provide a dedicated representative to the State account, and a 24/7 trouble reporting telephone number managed by the dedicated Representative. The Representative shall be available to receive service trouble calls, service outage reports, etc. and provide the State DoIT-Statewide Telecommunications with regular service resolution/restoration reports and timelines.

Vendor Clarification

Verizon will not build any structures or install any equipment under the terms of any contract resulting from this solicitation.

Verizon is providing the State a GEA and Account Manager who will act as the State's dedicated representatives during normal business hours.

24/7 Trouble Reporting

Your employee end users can contact Verizon's Customer Service from their device by dialing *611 or our toll-free number, 800.922.0204, for Tier 1 troubleshooting.

If additional support is necessary, Customer Service will transfer the end user to our Tier 2 Support Group to ensure the device is properly provisioned on the network and other troubleshooting steps.

If the issue cannot be resolved at Tier 2, a Tier 3 support ticket will be opened and a support team member will investigate any pending network issues that are affecting the operation of the end user's device or application.

Verizon Frontline Crisis Response Team

The Verizon Frontline Crisis Response Team is available 24/7 to provide emergency assistance to government agencies, emergency responders, and communities and can be reached at 800.981.9558.

Verizon's Network Event Notification (NEN) Program

The State and its agencies may subscribe to **Verizon's Network Event Notification (NEN) Program**. The NEN Program is a courtesy service that provides information about planned and unplanned network maintenance, ongoing updates and issue resolution for affected services. Network event notifications are issued by email and are maintained online through a

self-serve NEN portal for up to four weeks. The State may choose to receive notices based on your selections.

Events That May Trigger Notifications

Network event notifications will issue to your organization's identified contacts, providing information about planned and unplanned maintenance events that may impact your Verizon service.

A planned network event is sent to your identified contact up to two weeks before any planned network maintenance.

An unplanned network event is sent when we receive a confirmation that there has been an unplanned disruption of service on the network. Events that may trigger automatic notification include a service condition that is significantly below our normal service operational thresholds. A service outage notification is sent when our systems identify a possible outage, so your identified contact may receive the notification regardless of whether or not your end users are affected.

There are four types of unplanned network event notifications:

- Initial: Sent when the disruption is confirmed
- Update: Sent every half hour until the service is restored
- Restored: Sent when the issue is resolved and service is restored
- Informational: Sent when it has been determined that a brief service disruption occurred on the network but was resolved before an alert was issued

If you receive a notification, there is no need to take action. Our network engineers will be working to resolve the issue and you will receive an update when it is resolved.

Both planned and unplanned event notifications will include the following information:

- Start Date
- Start Time
- Severity Level [(High or Low for Planned), (High for Unplanned)]
- Affected Service (e.g., 4G LTE, Enterprise Messaging)
- Affected Location: (e.g., Dallas, Texas)
- Affected Counties: (e.g., Freestone, Grayson, Kaufman, Fannin, Rockwall, Dallas, Henderson, Collin, Hunt, Ellis, Van Zandt, Navarro, Denton)
- Tracking Number: (e.g., 123456) S

Self-Service Portal

The self-service NEN portal includes the same network event information contained in the notification emails. The information is presented in user-friendly views with data maintained for up to four weeks.

You can access the NEN portal through Verizon's My Business online resource.

Enrollment by Services

Event enrollment is available for covered services, which are continually being updated, and notifications are issued when the selected service is operating below normal thresholds. NEN services may include 4G LTE, 5G Services (Network), Amazon Web Services (AWS) – Multi-Edge Compute, Call Processing, Enterprise Messaging, HD Voice, Internet of Things (IoT), Push To Talk Plus, Verizon Wireless Private Network and others.

To avoid being overwhelmed with unnecessary notifications, you should only sign up for notifications relevant to the solutions you have deployed.

The Network Notification Program is offered as a courtesy only. In no event shall the failure to provide outage notifications subject Verizon to penalties or damages of any kind. Verizon reserves the right to modify or discontinue outage notifications at any time.

TOLL FREE TELEPHONE NUMBER:

A toll free telephone number shall be provided for trouble reporting and immediate service assistance. Personnel shall be knowledgeable of the services and devices as configured for the State.

Phone number: **800.922.0204**

Escalation to Second Level Support

Escalation to second level support shall be provided for trouble reports not addressed and corrected within a 24 hour time period.

Contact: **Patrick Hale**

Phone: **617.694.4739**

TELEPHONES AND EQUIPMENT:

Vendor(s) shall provide a single end user device for each service end user, inclusive of Traditional Cellular Telephones, smartphones, and Data services. The vendor(s) shall also offer equipment for purchase at the discretion of the State. The vendor(s) shall provide cellular service for compatible equipment that is currently owned by the State. Services for all equipment shall include equipment programming, repair, installation and instructional assistance. All user equipment purchased by the State shall be retained as property of the State once delivered to end-users. Equipment may be substituted at any time after equipment review and acceptance by the State.

Verizon Clarification

Verizon takes exception to the requirement to provide installation services at no cost to the State. Verizon will not build any structures or install any equipment under the terms of any agreement resulting from this solicitation.

ACCESSORIES:

All telephones provided by the vendor(s) shall be complete and ready to use with the following attachments:

- Standard Wall Charger with wall plug
- 12-volt Car Charger
- Choice of cell phone case (including belt clip holster or belt clip carrying case). Vendor(s) shall be responsible to provide the State with a choice of cell phone cases. User will determine case type at time of order.
- Bluetooth earpiece/headset
- Screen protectors for smartphones
- Handheld Portable Telephones

Traditional Cellular Telephones shall allow use of each service feature proposed by the vendor(s) and incorporate hands-free talk-back, corded earpiece, graphic display, internal call directory and other common phone features. A base phone (mobile telephone device capable of Traditional Cellular Telephone Service) shall be provided at no charge, with optional feature phones proposed for purchase.

Vendor(s) shall provide a full range of smartphones offering iOS, Android and Microsoft operating systems (though at this time the ONLY approved device is the iOS).

- ISP Access Data Equipment

Vendor(s) shall provide Internet access equipment inclusive of Sierra Wireless Aircards, Novatel Wireless Ovation or equipment with same performance and similar features, designed for use with laptop, mobile or stationary data equipment. Vendor(s) shall provide a full physical, operating and technical description of each device offered.

- Machine-to-Machine

Vendor(s) shall provide services allowing wireless and wired systems, such as vehicle tracking, game cameras, etc. Any lines utilized under this plan shall be a separate account from any other voice or data plan.

- Bluetooth Equipment

Vendor(s) shall provide devices and accessories compatible with Bluetooth, hands-free, equipment. Handsfree equipment shall also be offered at a minimum discount for the entire term of any awarded contract.

- Existing Equipment

Equipment currently owned by the State, when compatible, shall be serviced by the vendor(s). Services shall include equipment programming, repair as available from the vendor(s), removal and installation of equipment in State vehicles, and operational instructional assistance.

Verizon Clarification

Upon contract award, and should a statement of work or project be identified, Verizon may engage a subcontractor to provide removal and installation of equipment in State vehicles.

- Equipment Maintenance and Warranty

The vendor(s) shall have at their disposal installation and support technicians to provide support services for all equipment supplied by the Vendor(s). All equipment shall remain fully functional throughout the duration of the contract. Any equipment purchased by the State shall be provided with a three (3) year warranty, resulting in free of charge repair or replacement of any device that becomes faulty. Replacement of such devices may be with a certified like new device. Replacement shall be provided within three (3) State business days of notification. It will be acceptable through the course of the term of service to substitute alternate equipment as manufacturers discontinue products and introduce new equipment. Acceptance of such equipment shall be at the discretion of the State.

As an alternative, the vendor(s) may propose one year equipment warranty with equipment replacement available for each year of the contract, resulting in complete equipment coverage for the entire duration of the contract.

Vendor Exception with Clarification

As part of the wireless device equipment package, your employees will receive a manufacturer's equipment warranty, which is typically one year in length. Your users may contact Customer Service at any time to speak with Tech Support if an issue arises. Your users may contact Customer Service at any time to speak with Tech Support if an issue arises. If Tech Support is unable to resolve the issue, these options are available to you.

0 to 30 Days

Your government users may return or exchange new wireless equipment purchased from us for any reason within 30 days of the original date of purchase. Please Note: If the device was activated before returning/exchanging it, the State will be liable for any service charges associated with the line.

31 Days to 12 Months

If a device is found to be defective after 30 days but less than 12 months after the purchase date, and the malfunctioning device is within the manufacturer's warranty period, you may obtain a new device. The remaining unused term of the original manufacturer equipment warranty or a total of 90 calendar days, whichever is greater, will transfer to the

exchanged unit.

13 Months to 23 Months

If the defective device is beyond the manufacturer's warranty period and is not covered by a device protection program such as Total Mobile Protection for Business, a replacement device may be purchased for a reduced price.

Please contact your Account Manager to determine your best option.

24 Months or More

If a device is found to be defective 24 months or more after the purchase date, and is not covered by an equipment protection program, your government user may be eligible to upgrade at your discounted government equipment price, based on your Agreement.

- Quality of Equipment

All equipment provided shall be new or of factory refurbished like new quality. The State retains the right to reject any equipment which does not provide a showroom appearance and equivalent operation.

- Insurance

The vendor(s) may propose equipment insurance providing replacement of lost, stolen or damaged telephones. Insurance shall be at the option of the State and not a requirement of the vendor(s).

- Security

The vendor(s) shall maintain network security at all times, disallowing network facility access by unauthorized users. When fraudulent use is detected, the vendor(s) shall contact the State and discontinue service for a designated telephone number if directed by the State.

Technical Architecture

The successful vendor(s) shall utilize a modern technology/software solution(s) for end-to-end management of wireless cellular and data infrastructure. It shall enable the successful vendor(s)' staff to log, process, and provide customer support. It shall be rules based to accurately support Plan eligibility and claim determinations. It shall allow for data and information report production and be reinforced by backup/data recovery features and arrangements to transfer files, services and data processing as appropriate.

Data Protection

Protection of personal privacy and data shall be an integral part of the business activities of the successful vendor(s) to ensure there is no inappropriate or unauthorized use of information provided as part of the contract. To this end, the vendor(s) shall safeguard the confidentiality, integrity and availability of such information and comply with the following conditions:

The successful vendor(s) shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and non-public information. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the vendor(s) apply to their own Personal Data and nonpublic data of similar kind.

All data obtained by the vendor(s) in the performance of this contract and all Personal Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Vendor(s) is responsible for encryption of the Personal Data.

Unless otherwise stipulated, the vendor(s) shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the vendor(s). The level of protection and encryption for all non-public data shall be identified and made a part of any resultant contract.

At no time shall any data that is part of the contract be copied, disclosed or retained by the vendor(s) or any party related to the vendor(s) for subsequent use in any transaction that does not include the State.

The vendor(s) shall not use any information collected in connection with the service issued from this contract for any purpose other than fulfilling the service. Notwithstanding the foregoing, the vendor(s) may use nonindividually identifiable information collected in connection with the service issued from this contract for the purpose of data compilation, statistical analyses and other studies.

Verizon Clarification

Verizon manages data protection in a systematic and structured manner to enforce confidentiality requirements throughout the data's lifecycle of creation, transmission, storage, modification, retention and destruction. Based on risk, industry standard encryption is used to protect data-in-transit and data-at-rest.

Data Location

The vendor(s) shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage of contract data shall be restricted to information technology systems within the Continental United States. The vendor(s) shall not allow its personnel or sub-contractors to store contract data on personal portable devices, including personal computers, except as specified and allowed by the contract, and then only on devices that are used and kept at its data centers within the Continental United States. The vendor(s) shall permit its personnel and Vendor(s) to access contract data remotely only to provide technical support and as specified or required by the contract. The State acknowledges that the vendor(s) will from time to time provide confidential translation services from outside of the Continental United States. Under no circumstances shall the provision of such translation services include access to systems containing contract data that is required to be housed and remain within the Continental United States.

In performing its obligations under this Agreement, vendor(s) may gain access to Confidential Information of the State. Confidential Information includes any and all information owned or managed by the State of New Hampshire - created, received from or on behalf of any Agency of the State or accessed in the course of performing contracted Services including any information provided by the State, of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes but is not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and Confidential Information. The vendor(s) shall not use the Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Agreement, except as directly connected to and necessary for the performance of the Agreement. Vendor(s) shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all Confidential Information.

In the event of the unauthorized release of Confidential Information, vendor(s) shall immediately notify the State's Information Security Officer, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: Shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof:

Was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party:

Is developed by the receiving Party independently of, or was known by the receiving Party prior to, any disclosure of such information made by the disclosing Party; or is disclosed with the written consent of the disclosing Party.

A receiving Party also may disclose the disclosing Party's Confidential Information to the extent required by an order of a court of competent jurisdiction. Any disclosure of the Confidential Information shall require the prior written approval of the State. Vendor(s) shall immediately notify the State if any request, subpoena or other legal process is served upon vendor(s) regarding the Confidential Information, and Vendor(s) shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

Vendor Exception

Most of the services provided by Verizon Wireless are provided from the United States. However, Verizon Wireless, like other large organizations, does occasionally engage employees and vendors abroad to assist us in performing some functions like IT systems development and fixes. We use commercially reasonable efforts to safeguard customer information when working with such employees and vendors, such as anonymizing data or restricting access.

Vendor Confidential Information

Vendor(s) shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the contractor's designation of material as confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by vendor(s) as confidential, the State shall notify vendor(s) and specify the date the State will be releasing the requested information. At the request of the State, vendor(s) shall cooperate and assist the State with the collection and review of vendor(s)' information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be vendor(s)' sole responsibility and at vendor(s)' sole expense. If vendor(s) fail to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to vendor (s), without any liability to the State.

This covenant shall survive the termination of any subsequent contract.

Security Incident or Data Breach

The successful vendor(s) shall inform the State of any security incident or Data Breach in accordance with State and Federal law.

Incident Response:

The successful vendor(s) may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the State shall be handled on an urgent as-needed basis, as part of the contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

Security Incident Reporting Requirements:

The vendor(s) shall report a security incident to the State identified contact immediately if there has been a security incident that affects the security of any resultant State owned and/or User Personal Data.

Breach Reporting Requirements:

If the vendor(s) has actual knowledge of a confirmed data breach that affects the security of any resultant State Owned and/or User Personal Data that is subject to applicable data breach notification law, the vendor(s) shall (1) immediately notify the appropriate State identified contact(s), and (2) take commercially reasonable measures to promptly address the data breach.

The successful vendor(s) shall promptly notify the appropriate State identified contact by telephone and email in accordance with the agreed upon security plan or security procedures if there has been a security incident that affects the security of the Plan's data.

The successful vendor(s) shall at a minimum:

Cooperate with the State as reasonably requested by the State to investigate and resolve the Data Breach:

Promptly implement necessary remedial measures, if necessary; and

Document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

In the event of a Data Breach, the successful vendor(s) shall bear the costs associated with:

The investigation and resolution of the Data Breach:

Notifications to participating employers, individuals, regulators, or others required by State or federal law:

A credit monitoring service required by State or federal law; and

A website or a toll-free number and call center for affected individuals required by State or federal law.

The successful vendor(s) shall complete all required corrective actions within a reasonable, mutually agreeable time frame

NATIONAL SERVICE COMPATIBILITY:

The service shall be interactive with other vendor services allowing functionality throughout most areas of the United States.

INTERNATIONAL SERVICE COMPATIBILITY:

Successful vendor(s) may offer international services allowing the use of multi-band telephones (or single band phones) that operate under GSM (Global Special Mobile) or alternate technologies used in Europe or other areas of the world. International Services shall be ordered by the end user on an as needed basis.

E911 AND FCC SERVICE COMPATIBILITY:

Successful vendor(s) services and equipment must meet all FCC, State E911 and Federal E911 mandates.

SERVICE FEATURES:

The successful vendor(s) shall offer service features as defined below. All offered features shall be clearly defined and priced in the Offer Section.

- Call Forwarding

Forwarding of calls to alternate lines and/or voice mail. Transfer may be invoked either if calls are unanswered after a designated number of rings or if line is busy.

- Voice Mail

An answering system allowing calls to forward to an automated message center for call message recording and playback.

- Text Messaging

Users shall have the ability to send and receive text messages using telephones.

- Caller ID

Display of originating caller telephone number.

B.1 Vendor Company and Staff Qualifications (Experience)

Successful vendor(s) shall have a minimum of five (5) years of experience in provisioning wireless cellular and data services to larger entities, preferably inclusive of government customers. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. In order to demonstrate market experience and breadth, identify other product offering or tools from your company within the response. Please describe your experience.

C. Subcontractors (Solution)

- 1) Any contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other vendor without prior written approval by the State.
- 2) If subcontractors are to be used, the successful vendor(s) must clearly explain their participation.

- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references for clients they are currently servicing.
- 4) The successful vendor(s) shall be directly responsible for any subcontractor's performance and work quality when used by the contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant contract.

D. Additional Requirements

- 1) The State requires ten (10) days' advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the vendor(s)' employees, equipment or supplies. The vendor(s) shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the vendor(s) to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the vendor(s).
- 3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the vendor(s) to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.
- 4) The vendor(s) or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The vendor(s)' personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.
- 8) All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A vendor(s)' disclosure or distribution of an RFP other than to DAS, Division of Procurement and Support Services may be grounds for disqualification.
- 9) RFP prices must be in US dollars and must include delivery and all other costs required by this RFP invitation. Special charges, surcharges, processing charges (including credit card transaction fees), delivery charges, or fuel charges of any kind (by whatever name) may not be added on at any time.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the bidder".

- 10) **Warranty: Unless otherwise specified in this RFP**, the successful vendor(s) shall be required to warrant all of the equipment awarded to vendor(s) for a period of not less than two (2) years or the manufacturer's standard period of time, whichever is greater, from the date the items are received, inspected and accepted by the State of New Hampshire. The warranty shall cover 100% of all parts, shipping, labor, travel, lodging and expenses.

Vendor Exception with Clarification

As part of the wireless device equipment package, your employees will receive a manufacturer's equipment warranty, which is typically one year in length. Your users may contact Customer Service at any time to speak with Tech Support if

an issue arises. Your users may contact Customer Service at any time to speak with Tech Support if an issue arises. If Tech Support is unable to resolve the issue, these options are available to you.

0 to 30 Days

Your government users may return or exchange new wireless equipment purchased from us for any reason within 30 days of the original date of purchase. Please Note: If the device was activated before returning/exchanging it, the State will be liable for any service charges associated with the line.

31 Days to 12 Months

If a device is found to be defective after 30 days but less than 12 months after the purchase date, and the malfunctioning device is within the manufacturer's warranty period, you may obtain a new device. The remaining unused term of the original manufacturer equipment warranty or a total of 90 calendar days, whichever is greater, will transfer to the exchanged unit.

13 Months to 23 Months

If the defective device is beyond the manufacturer's warranty period and is not covered by a device protection program such as Total Mobile Protection for Business, a replacement device may be purchased for a reduced price.

Please contact your Account Manager to determine your best option.

24 Months or More

If a device is found to be defective 24 months or more after the purchase date, and is not covered by an equipment protection program, your government user may be eligible to upgrade at your discounted government equipment price, based on your Agreement.

PART III PROCESS FOR SUBMITTING A PROPOSAL

A. Proposal Submission, Deadline, and Location Instructions

CHAPTER ADM 600 PROCUREMENT AND PROPERTY RULES APPLY TO AND ARE MADE A PART HEREOF.

Proposals submitted in response to this RFP must be received by the Bureau of Purchase and Property no later than the time and date specified in the Timeline section, herein. Proposals may be submitted by e-mail, U.S. Mail or delivery service.

- via email NH.Purchasing@DAS.NH.Gov
 - o If email submission, 1 complete proposal with pricing as a separate document
- via U.S. Mail or delivery service:
 - o If hard copy submission, 1 complete with pricing and 5 copies with no pricing

Hard copy proposals must be addressed to:

RFP#2640-23, Andrea Olsson, Purchasing Agent
NH Bureau of Purchase & Property
25 Capitol Street - Room 102
Concord NH 03301

Email responses must be labeled with the following information:

State of New Hampshire RFP# 2640-23
Due Date: December 15, 2022
Wireless Cellular and Data Services

Late submissions will not be accepted and will be returned to the bidders unopened. Delivery of the Proposals shall be at the bidder's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Bureau of Purchase and Property, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail or mail that is not delivered or is undeliverable for any reason. Any damage that may occur due to shipping shall be the bidder's responsibility.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated points of contact:

AGENT EMAIL: NH.Purchasing@DAS.NH.Gov

Inquiries must be received no later than the conclusion of the Vendor Inquiry Period (see Timeline). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and may not be considered.

C. Addenda

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the Bureau of Purchase and Property will post on our web site any Addenda. Before your submission and periodically prior to the RFP closing, vendors are required to check the site for any addenda or other materials that may have been issued affecting the RFP. The web site address is <https://das.nh.gov/purchasing/purchasing.aspx>

D. Restriction of Contact with State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a vendor, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP points of contact listed in the Proposal Inquiries section, herein. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any vendor during the selection process, unless otherwise authorized by the RFP points of contact.

E. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting contract, whichever is later.

PART IV CONTENT AND REQUIREMENTS FOR A PROPOSAL

Proposals shall follow the following format and provide the required information set forth below. Elaborate proposals beyond what is sufficient to present a complete and effective proposal are not desired.

A. Transmittal Letter

B. Executive Summary (1-2 Pages) 10 Points Maximum

Vendor(s) Executive Summary, identifying how the Response satisfies the RFP requirements. The executive summary must include an overview of the vendor(s)' proposed services, general company operations, a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training. The vendor(s) must clearly identify their qualifications to meet the requirements defined in the RFP and reveal a clear understanding of the RFP requirements.

C. Bidder Qualifications (1-2 Pages) 10 Points Maximum

Provide full details regarding the following items in support of the vendor(s) Experience and ability to provide services. Include:

- Full legal company name
- Year business started
- If applicable, information on any parent/subsidiary relationships with any other company or companies
- State of incorporation
- Location of headquarters
- Current number of people employed
- Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability
- Presence in the State of New Hampshire
- Identification of which services are provided via the vendor(s) and those being resold or provided by a subcontractor
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing

D. References: (2-4 Pages) 10 Point Maximum

- Provide three (3) detailed examples where the vendor(s) has provided wireless cellular and data services of similar size/scope. Details must include customer contact information allowing the State to contact the respective vendor(s) customer. All contact information must be current. The State shall not be responsible to search for contact individuals to verify information;
- Provide detailed examples of other implementations vendor(s) has put in place. Vendor shall discuss implemented services, implementation schedule and any significant project milestones;
- Provide three (3) detailed references for each sub-contractor used by the vendor(s) for performance of an impending contract. Details must include customer contact information allowing the State to contact the respective vendor(s) customer. All contact information must be current. The State shall not be responsible to search for contact individuals to verify information.

E. Providing Services (up to 10 Pages) 20 Points

- Describe how the proposed services meet or exceed the requirements of the State, addressing all aspects of the RFP: Traditional Cellular Telephones, Smartphones, ISP, etc., Coverage Maps, Proposed Service Team.
- If awarded a contract, describe in detail your migration plan for moving agencies across to your contract. Provide a timeline based upon the current contract expiration of March 31, 2023 with April 1, 2023 the start of the new contract(s).
- Describe in detail, if a contractor holding a current Statewide contract for Wireless Cellular and Data Services, how you plan to cease services for those users migrating to a new provider.

F. Value Added Services: (1-2 Pages) 10 Points Maximum

Vendor(s) are invited to offer Value Added Services not defined within but related to wireless cellular and data services. Define all such offerings as included in the Value Added Services in the Offer Section and narrative within the response. The State shall be the sole determinant in acceptance or rejection of any additional services offerings and inclusion in a resulting contract.

PART V EVALUATION OF PROPOSALS

Criteria for Evaluation and Scoring

The Evaluation Committee will use a scoring scale of 100 points, a maximum of 40 points awarded based on the Price Proposal, a maximum of 60 points awarded for the Technical Proposal includes the following: Executive Summary -10 points maximum; Company Profile - 10 points maximum; Reference -10 points maximum; Providing Services- 20 points maximum and Value Added Services – 10 points maximum. The maximum points that will be awarded are shown in the table below.

Formal Presentations/Demonstrations/Discussions:

During the evaluation process the State of New Hampshire may require a vendor(s) to answer questions with regard to the proposal, require vendor(s) to make formal presentations to the evaluation team, and/or provide demonstrations. If formal presentations are required the State shall invite up to the five (5) highest scoring vendors.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	
Executive Summary	10
Company Profile Vendor's Experience and ability to provide services	10
References Examples of similar services implemented	10
Providing Services Detailed response on how the State's requirements shall be met	20
Value Added Services Additional offerings not specified in the requirements, but related to wireless cellular and data services	10
PRICE PROPOSAL with the following potential maximum score	40
TOTAL POTENTIAL TECHNICAL AND PRICE POINTS	100
Formal Presentations (if required)	

The State's evaluation team will select a vendor(s) based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Initial technical scoring will be based off of consensus scoring from vendor(s)' submitted proposal. The State intends to invite up to five (5) initial high-scoring vendors for vendor presentations. Upon conclusion of presentations, the State may adjust technical scoring.

The financial scoring will be based on the Total Cost as requested in the "Cost of Proposed Solution" tables located in the "OFFER" section of this RFP. The selected lowest cost proposal will receive all 40 points allocated for the financial score. Financial scores for all other proposals will be calculated using the following equation (scores will be rounded to the nearest whole number):

Lowest overall cost + Offer Section Pricing/Vendor x 40 points = Points Assessed

Example: Vendor A (totals of section A,B,C & D) \$13,000
Vendor B (total of section A,B,C & D) \$15,000

Vendor A: $\$13,000/\$13,000 \times 40 = 40$ Points Assessed to Vendor A

Vendor B: $\$13,000/\$15,000 \times 40 = 35$ Points Assessed to Vendor B

B. Award

The award shall be made to the responsible vendor(s) meeting the criteria established in this RFP and providing the highest Evaluation Process score. The State reserves the right to reject any or all proposals or any part thereof and add/delete locations at the contract price. If an award is made, it shall be in the form of a State of New Hampshire contract(s).

The intent of the State is to award multiple contracts. A vendor must bid on a minimum of four (4) sections listed as A, B, C, and D for the purpose of award. Section E (Traditional Cellular – voice only, Traditional Cellular with text and data, s Smartphones, ISP Data, and Machine-to-Machine) is informational and will not be calculated for the purposes of award. The State shall award multiple contracts when it is in its best interest to do so. In order to be considered for award a vendor shall score a minimum of 75 points for Technical and Price.

If the State, determines to make an award, the State will issue an "intent to negotiate" notice to a vendor based on these evaluations. Should the State be unable to reach agreement with the selected vendor during contract discussions, the State may then undertake contract discussions with the second preferred vendor and so on, or the State may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

PART VI TERMS AND CONDITIONS RELATED TO THE RFP PROCESS

A. RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The vendor(s)' signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other contractors and without effort to preclude the State from obtaining the best possible competitive Proposal.

C. Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the vendor(s). Upon contract award, the State reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any contract resulting from this RFP. A vendor(s)' disclosure or distribution of Proposals other than to the Bureau of Purchase and Property will be grounds for disqualification.

E. Public Disclosure

Generally, the full contents of any bid or proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and vendor presentations) are subject to public disclosure under the NH RSA chapter 91-A (the "right-to-Know" Law) after the approval of the contract by the Governor and Executive Council. Certain Information concerning proposals, including by not limited to pricing or scoring, is available to the public even before this time, in accordance with the provisions of NH RSA 21-G:37.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91- A;5, IV. Any and all information contained in or connected to a bid or proposal that a vendor considers confidential shall be clearly designated in the following manner:

If the bidder considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are "confidential." Use of any other term or method, such as stating that a document or portion thereof is "proprietary", "not for public use", or "for client's use only", is not acceptable. In addition to providing an additional fully redacted copy of the proposal submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential must be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. The State will generally assume that a bid or proposal submitted without an additional redacted copy contains no information which the vendor deems confidential. Bids and proposals which contain no redactions, as well as redacted versions of submissions that have been accepted by the State, may be released to the public, including by means of posting on State web sites.

The State shall have no obligation to maintain the confidentiality of any portion of a bid, proposal or related material which is not marked in accordance with the foregoing provisions. It is specifically understood and agreed that the bidder waives any claim of confidentiality as to any portion of a response to this RFB or RFP that is not marked as indicated above, and that unmarked (or improperly marked) submissions may be disseminated to any person, without limitation. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public's right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

If a request is made to the State by any person or entity to view or receive copies of any portion of a proposal and if disclosure is not prohibited under NH RSA 21-G:37 or any other applicable law or regulation, bidders acknowledge and agree that the State may disclose any and all portions of the proposal or related materials which is not marked as confidential. In the case of bids, proposals or related materials that contain portions marked confidential, the State shall assess what information it believes is subject to release; notify the bidder that the request has been made; indicate what, if any, portions of the proposal or related material shall not be released; and notify the bidder of the date it plans to release the materials. The State is not obligated to comply with a bidder's designation regarding confidentiality. The State shall have no obligation to advise a bidder that an individual or entity is attempting to electronically access, or has been referred to, materials which have been made publicly available on the State's web sites.

By submitting a bid or proposal, the bidder agrees that unless it obtains and provides to the State, prior to the date specified in the notice described in the paragraph above, a court order valid and enforceable in the State of New Hampshire, at its sole expense, enjoining the release of the requested information, the State may release the information on the date specified in the notice without any liability to the bidder.

Notwithstanding NH RSA 91-A:4, no information shall be available to the public, or to the members of the general court or its staff concerning specific responses to this bid invitation from the time this bid is published until the closing date for responses.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Bureau of Purchase and Property to award a contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, a bidder agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a bidder in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any State agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

PART VII CONTRACT TERMS AND AWARD

A. Non-Exclusive Contract

Any resulting contract from this RFP will be a non-exclusive contract. The State reserves the right, at its discretion, to retain other contractors to provide any of the services or deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total proposal.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the contract by Governor and Executive Council of the State of New Hampshire.

C. Standard Contract Terms

The State will require the successful vendor(s) to execute a Not to Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire of which a sample is provided as Attachment A.

The State may consider modifications of this form during negotiations. To the extent that a vendor believes that exceptions to the standard form contract will be necessary for the vendor to enter into the Agreement, the vendor should note those issues during the vendor inquiry period. The State will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the State accepts a vendor(s)' exception the State will, at the conclusion of the inquiry period, provide notice to all potential vendors of the change to the P-37 and indicate that change is available to all potential vendors.

Any exceptions to the standard form contract that are not raised during the vendor inquiry period are waived. In no event is a vendor to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

Vendor Clarification

Verizon has respectfully submitted redlines to the State's standard form contract as an attachment to this response for the State's review and consideration. These minimal proposed edits are consistent with the agreement for services today.

IF AWARDED A CONTRACT, The vendor must complete the following sections of the attached Agreement State of New Hampshire Form #P-37;

Section 1.3 Contractor(s) Name

Section 1.4 Contractor(s) Address

Section 1.11 Contractor(s) Signature

Section 1.12 Name & Title of Contractor(s) Signor

- Provide certificate of insurance with the minimum limits required as described below.
- Provide certificate of workers' compensation.
- Provide a certificate of good standing from the NH Secretary of State or proof of your completion of and payment for the start of the registration process.

CERTIFICATE OF INSURANCE:

Vendor(s) awarded a contract(s) shall be required to submit proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall include comprehensive, general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

CONTRACT(S) TERM:

The term of the contract shall commence April 1, 2023, or upon approval of by the Governor, and Executive Council, whichever is later (the "Effective Date"), through March 31, 2026, and shall continue thereafter for a period of approximately three (3) years.

The contract may be extended for up to an additional two (2) years thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful vendor(s) and the State with the approval of the Governor and Executive Council.

TERMINATION:

The State of New Hampshire shall have the right to terminate the contract at any time by giving the successful vendor(s) a thirty (30) day written notice.

VENDOR CERTIFICATIONS:

All vendors must be duly registered as a vendor authorized to conduct business in the State of New Hampshire.

- **STATE OF NEW HAMPSHIRE VENDOR APPLICATION:** Prior to award, vendors must have a completed Vendor Application Package on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee: <https://DAS.NH.Gov/Purchasing>)
- **NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:** An award, in the form of a contract(s), will ONLY be awarded to a vendor who is registered to do business AND in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: <https://sos.nh.gov/corporation-division/>
- **CONFIDENTIALITY & CRIMINAL RECORD:** If required by the using agency, the vendor(s) will have signed by each of its employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

Vendor Exception with Clarification

Vendor respectfully takes exception to this requirement as these forms have not been provided to Vendor for review. Further, criminal records checks required under this provision are not required for the following reasons: Vendor's staffing process requires potential employees to pass certain requirements in order to become regular employees of Vendor. Applicants must first answer a series of job related questions whereby Vendor determines

if they meet the basic qualifications of the position. Then applicants must go through an assessment that has been validated as relevant to the position for which they have applied. Once an applicant "passes" the assessment he/she then completes an online employment application. Assuming there are no major felonies or convictions on record, Vendor will continue to move the applicant through the staffing process which includes an interviewing phase. Once interviews have been completed, the best "fit" is selected for the open position. At this point in the process, an applicant must successfully complete a drug screen and a background check prior to being offered a position with Vendor.

TERMS OF PAYMENT:

Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance to the State's satisfaction.

Vendor Clarification

Invoices are due within thirty (30) days after the receipt of an invoice. In the event of disputed wireless charges, the Eligible Participant/State must provide Verizon with written notice within one hundred eighty (180) days from the date of the invoice of the disputed amounts. The written notice must also include why the Eligible Participant/State is disputing the charges and supporting documentation. The Eligible Participant/State may withhold payment of a disputed charge, up to the amount of the dispute, only if the Eligible Participant/State disputes such charge(s) on or before the applicable bill due date.

We have a group dedicated to resolving billing errors by investigating the issue, identifying and fixing affected lines, and correcting the bill. We will use good faith efforts to resolve billing issues within ninety (90) days from the date we receive the notification along with supporting documentation. Particularly complex issues may take longer to resolve. When applicable, credits will be issued when this process is completed. If a billing issue is resolved in the Eligible Participant's/State's favor, we will issue a credit within a commercially reasonable timeframe.

PAYMENT:

Payment method (P-Card or ACH). **Payments shall be made via ACH or Procurement Card (P-card = Credit Card) unless otherwise specified by the State of New Hampshire. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>** Eligible participants shall negotiate their own payment methods with the successful vendor.

INVOICING:

Itemized Invoices shall be submitted to the corresponding State agency in strict accordance with invoicing and reporting requirements defined herein.

TERMS OF PAYMENT:

Payment shall be made in full within thirty (30) days after receipt of the invoice and acceptance of the corresponding goods and/or services to the State's satisfaction.

NOTIFICATION AND AWARD OF CONTRACT(S):

Proposal results will not be given by telephone. For vendors wishing to attend the proposal closing: only the number of bidders submitting responses will be made public. Specific response information will not be given out. Proposal results (bidder names and rank or scores) will be made public five days prior to submission to Governor and Council for final approval of the contract(s).

Proposal results may be viewed on our website at: <https://das.nh.gov/Purchasing/vendorresources.asp> when they become public.

AUDITS AND ACCOUNTING:

The successful vendor(s) shall allow representatives of the State of New Hampshire to have complete access to all records for the purpose of determining compliance with the terms and conditions of this bid invitation and in determining the award and for monitoring any resulting contract.

At intervals during the contract term, and prior to the termination of the contract, the successful vendor(s) may be required to provide a complete and accurate accounting of all products and quantities ordered by each agency and institution and by political sub-divisions and authorized non-profit organizations.

USAGE REPORTING:

The successful vendor(s) shall be required to submit a quarterly and annual usage report for analysis for each state agency or eligible participant. Reports are due no later than 30 days after each end of each calendar quarter Bureau of Procurement Services, Andrea Olsson and sent electronic to Andrea.I.Olsson@das.nh.gov. At a minimum, the Report shall include:

- Contract Number
- Utilizing Agency and Eligible Participant
- Services/Products Purchased (showing the manufacturer, item, part number, and the final cost.)
- Recycling documentation with respect to content used in the manufacture, development and distribution process of goods and services sold. This report shall include but not be limited to:
 - Percentage of recycled materials contained within finished products
 - Percentage of waste recycled throughout the manufacturing process
 - Types and volume of packaging used for transport
 - Any associated material avoided and/or recycled as applicable under contract
 - A standardized reporting form will be provided after contract award
- Total Cost of all Services/Products Purchased. Ability to sort by agency/eligible participant.
- Preferred in Excel format

ESTABLISHMENT OF ACCOUNTS:

Each State of New Hampshire agency shall have its own individual customer account number. There may also be instances where divisions or bureaus within an agency will need their own individual customer account numbers. Should any State of New Hampshire agency place an order under the contract, the successful vendor agrees to establish an account within three business days from the date the order is placed. However, there shall be no delay in any shipment; the agency shall receive the items ordered in accordance with the delivery time required under this bid invitation, as if an account already exists for the agency.

ELIGIBLE PARTICIPANTS:

Political sub-divisions (counties, cities, towns, school districts, special district or precinct, or any other governmental organization), or any nonprofit agency under the provisions of section 501c of the federal internal revenue code, are eligible to participate under this contract whenever said sub-division or nonprofit agency so desires. These entities are autonomous and may participate at their sole discretion. In doing so, they are entitled to the prices established under the contract. However, they are solely responsible for their association with the successful vendor. The State of New Hampshire assumes no liability between the successful vendor(s) and any of these entities.

PART VIII OFFER

Vendor(s) hereby offers to perform the services to the State of New Hampshire as specified at the prices quoted below, in complete accordance with general and detailed specifications included herewith. Please see attachment B- Offer Sheet.

VENDOR CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding this bid response.

Patrick Hale, Client Executive - SLED Sales	617.694.4739	800.922.0204
Contact Person	Local Telephone Number	Toll Free Telephone Number
patrick.hale@verizonwireless.com	www.verizonwireless.com	968904698
E-mail Address	Company Website	DUNS #
Cellco Partnership d/b/a Verizon Wireless	One Verizon Way, Basking Ridge, NJ 07920	
Bidder Company Name	Bidder Address	

ATTACHMENTS:

The following attachments are an integral part of this bid invitation:

Attachment A: Sample P-37 Form

Attachment B: Offer Sheet

Note: To be considered, bid shall be signed and notarized on front cover sheet in the space provided.

The Bid Opening is open to the public online at the following:

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting

Meeting ID: 289 590 474 835

Passcode: ZrveEv

Download Teams | Join on the web

Or call in (audio only)

+1 603-931-4944,,261234743# United States, Concord

Phone Conference ID: 261 234 743#

Find a local number | Reset PIN

Learn More | Meeting option



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
12/21/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Northeast, Inc. New York NY Office One Liberty Plaza 165 Broadway, Suite 3201 New York NY 10006 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURED Cellco Partnership dba Verizon Wireless 1095 Avenue of the Americas New York NY 10036 USA	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Liberty Mutual Fire Ins Co	NAIC # 23035
	INSURER B: LM Insurance Corporation	NAIC # 33600
	INSURER C: Liberty Insurance Corporation	NAIC # 42404
	INSURER D:	
	INSURER E:	

COVERAGES **CERTIFICATE NUMBER:** 570096923864 **REVISION NUMBER:** 1

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU Coverage is Included GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			T82691550588142	06/30/2022	06/30/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$2,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COM/PROP AGG \$2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WA569D550588092 AOS WC5691550588082 WI, MN	06/30/2022	06/30/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER The State of New Hampshire Department of Administrative Services 25 Capitol Street Concord NH 03301 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Northeast, Inc</i>
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Holder Identifier :

Certificate No : 570096923864





ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Northeast, Inc.		NAMED INSURED Cellco Partnership dba Verizon Wireless	
POLICY NUMBER See Certificate Number: 570096923864			
CARRIER See Certificate Number: 570096923864	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
	WORKERS COMPENSATION						
C		N/A		WA769D550588072 MA	06/30/2022	06/30/2023	



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
04/21/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Northeast, Inc. New York NY Office One Liberty Plaza 165 Broadway, Suite 3201 New York NY 10006 USA	CONTACT NAME: _____		
	PHONE (A/C. No., Ext.): (866) 283-7122	FAX (A/C. No.): (800) 363-0105	
E-MAIL ADDRESS: _____			
INSURED Verizon Wireless 1095 Avenue of the Americas New York NY 10036 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Liberty Mutual Fire Ins Co		23035
	INSURER B: LM Insurance Corporation		33600
	INSURER C: Liberty Insurance Corporation		42404
	INSURER D:		
	INSURER E:		

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570099107062 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	Limits shown are as requested	
							LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU Coverage is included GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TB2691550588142	06/30/2022	06/30/2023	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$2,000,000
							MED EXP (Any one person)	\$10,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMPROP AGG	\$2,000,000
A	AUTOMOBILE LIABILITY			AS2-691-550588-122 AOS	06/30/2022	06/30/2023	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
A	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-691-550588-132 NH - Primary	06/30/2022	06/30/2023	BODILY INJURY (Per person)	
A				TL2-691-550588-182 NH - Excess	06/30/2022	06/30/2023	BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE	
							AGGREGATE	
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WA569D550588092 AOS	06/30/2022	06/30/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
B	<input checked="" type="checkbox"/> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in MN) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC5691550588082 WI, MN	06/30/2022	06/30/2023	E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No. : 570099107062

Certificate No. :

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Department of Administrative Services Bureau of Purchase and Property 25 Capitol St., Rm 102 Concord NH 03301 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Northeast, Inc</i>

SAMPLE FORM TO BE COMPLETED UPON AWARD

FORM NUMBER P-37 (version 12/11/2019)

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature Date:		1.12 Name and Title of Contractor Signatory	
1.13 State Agency Signature Date:		1.14 Name and Title of State Agency Signatory	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: Director, On:			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: On:			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: G&C Meeting Date:			

Contractor Initials _____
Date _____

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference (“Services”).

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 (“Effective Date”).

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to ~~withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination.~~ The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States (as applicable) access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State’s representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer’s decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder (“Event of Default”):

8.1.1 failure to perform the Services satisfactorily or on schedule; 8.1.2 failure to submit any report required hereunder; and/or 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions: 8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a

greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State reasonably determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 if the Event of Default is not cured within the time period indicated in 8.2.1, give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 if the Event of Default is not cured within the time period indicated in 8.2.1, give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. ~~In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.~~

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State except where required by law.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, provided, however, for the avoidance of doubt, Change of Control shall not extend to any internal corporate reorganization where Contractor continues to be owned by the same ultimate parent, or (b) the sale of all or substantially all of the assets of the Contractor. 12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The Contractor will work in good faith with the State to provide documentation showing compliance with this provision. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, in breach of this Agreement, or including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force and shall require any subcontractor or assignee to obtain and maintain in force substantially the same insurance as required of Contractor with limits commensurate with the work or service to be provided, the following insurance:

14.1.1 commercial general liability insurance with limit of \$1,000,000 per occurrence against all claims of bodily injury, death or property damage, in amounts of not less than \$4,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property. 14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed, authorized or permitted to conduct business in the State of New Hampshire. 14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement ~~no later than ten (10) days prior to the expiration date of each insurance policy.~~ within fifteen (15) days of the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain workers compensation insurance in compliance with the statutory requirements of the State of New Hampshire, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with Services provided by Contractor under this activities which the person proposes to undertake pursuant to this Agreement. ~~and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with Services provided by Contractor under this activities which the person proposes to undertake pursuant to this Agreement.~~ The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281- A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, ~~or any subcontractor or employee of Contractor,~~ which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement. If applicable, the Contractor shall require any subcontractor to obtain and maintain workers compensation insurance as required under N.H. RSA chapter 281-A ("Workers Compensation").

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is

the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

**State of New Hampshire, Department of Administrative Services –
Contract # XXXXXX – Eligible Participant Agreement**

Verizon Wireless ("Vendor") and the State of New Hampshire, Department of Administrative Services have entered into a contract for Cellular and Data Equipment & Services ("Contract") with an effective date beginning on _____, 20xx through and any and all amendments and/or addenda thereto. Pursuant to the Contract, [Enter Customer/Municipality Name], a government entity, not-for-profit entity or a private education entity is eligible to participate under the Contract as an Eligible Participant ("Eligible Participant").

In accordance with the Contract, the Eligible Participant may, pursuant to this Eligible Participant Agreement (the "EPA"), purchase wireless services and products under the terms, conditions, and pricing established by the Contract for Eligible Participant participation. Participation is further subject to any and all applicable state and local purchasing statutes and ordinances. Orders placed under the Contract through a Verizon online portal are subject only to the Contract terms and conditions; any online Verizon "Terms of Service" do not apply to purchases made under the Contract. The Eligible Participant states, acknowledges and agrees, as follows:

- 1) It is an Eligible Participant as defined under the terms of the Contract;
- 2) Eligible Participant is eligible and desires to purchase wireless services and products from Vendor pursuant to the terms and conditions of the Contract, EPA Agreement, and any and all amendments, addenda and schedules thereto, as well as the terms and conditions of all plans activated under this EPA Agreement, which are incorporated herein by reference;
- 3) Eligible Participant will provide documentation and substantiate Eligible Participant status as appropriate and as requested from time to time by Vendor;
- 4) The Eligible Participant by signing below agrees to be subject to the terms and conditions of the Contract. By placing an order under the Contract, each and every Eligible Participant provides its consent to the disclosure, by Verizon Wireless to the State of New Hampshire, Department of Administrative Services or its designee, upon the State of New Hampshire, Department of Administrative Services request or as part of a contractual reporting requirement to the State of New Hampshire, Department of Administrative Services, of its Customer Proprietary Network Information (CPNI), as defined by the Federal Communications Commission (FCC), or other Eligible Participant/account information, for purposes of managing the Services and Products provided under this Contract;
- 5) This EPA Agreement will be effective when executed by the Eligible Participant and accepted by Vendor;
- 6) Eligible Participant acknowledges and agrees that the State of New Hampshire, Department of Administrative Services and Vendor may modify the Contract at any time and Eligible Participant shall be subject to all of the terms and conditions set forth in the Contract as so modified, and agrees to be bound by such modifications that are agreed upon by Vendor and Customer/Municipality. If Verizon Wireless and Customer/Municipality execute a new agreement that supersedes the Contract, any EPA Agreement previously entered into under the Contract that is still in effect shall be deemed subject to the new agreement. Eligible Participant will ensure that wireless services and products purchased under the Contract via this EPA Agreement will only be used for government, not-for-profit or private education business;
- 7) The undersigned is duly authorized by the Eligible Participant to designate the individual(s) (the "Authorized Contacts") set forth below who are authorized to access the Eligible Participant's account, established pursuant to this EPA Agreement, to purchase equipment, add lines of service, cancel lines of service and make changes to the account that financially bind the Eligible Participant to the terms and conditions of this EPA Agreement, and the Contract;

- 8) The Contract specifically authorizes the purchase of wireless services and products only by an Eligible Participant. No third party, including but not limited to Eligible Participant's agents, contractors, vendors, distributors, contract employees, members, franchisees, parents or affiliates, is permitted to purchase under this EPA Agreement, except upon written agreement between Eligible Participant and Vendor. Additionally, Eligible Participant may not resell wireless services or products purchased under the Contract to any third party. Eligible Participant shall be the customer of record for purchases made under the Contract and this EPA Agreement, and may not modify the price for wireless services and products utilized by its Government Subscribers;
- 9) Applications added by device manufacturers or downloaded by end users may enable capabilities (such as file sharing, presence, cloud storage, etc.) that are not managed by Verizon. It is the responsibility of the Customer/Municipality to take appropriate actions to ensure these applications are securely managed and monitored to meet their security requirements as Verizon does not make any representations or guarantees that these products meet any contract security requirements;
- 10) Verizon Wireless requires that an authorized representative of your Customer/Municipality approve the delegation of an Authorized Contact on your account in writing using this form. An Authorized Contact is defined as an individual who is designated and granted authority to act on behalf of the Customer/Municipality for any and all matters contemplated by the Parties' Agreement to include access to the account, ability to purchase equipment, add lines of service, cancel service, and make changes to the account that financially bind the Customer/Municipality ("Government Subscriber billed lines"). Government Subscriber billed lines of service are billed under the "Customer/Municipality Name" and "Customer/Municipality Federal Tax ID". At the request of the Authorized Contact, monthly billing for corporately billed lines of service can be sent to the Customer/Municipality address or to an employee home address. By completing Schedule 'A' - "Request for Authorized Contact" and signing this form you have certified that you are an officer or owner of the Customer/Municipality and have the authority to financially bind the Customer/Municipality. Whether payment is made directly by the Customer/Municipality or by an employee, you have agreed that your Customer/Municipality will accept legal liability for payment. The following employee(s) are authorized to access the account, purchase equipment, add lines of service, cancel service, make changes to the account and to sign a Verizon Wireless customer service order for corporately billed lines of cellular and paging service. Subsequent changes or removal of an Authorized Contact or Point of Contact information on your account must be in writing.

Schedule 'A' – Request for Authorized Contact - List below the Municipal employee(s) that you are designating as Authorized Contact(s).	
Print Name:	Print Name:
Title:	Title:
Office Phone:	Office Phone:
Cell Phone:	Cell Phone:
Email Address:	Email Address:

Schedule 'B' - Customer/Municipality Information - Enter below the Customer/Municipality's information.

Print Name:		
Address:		
City:	State:	Zip Code:
Federal Tax Identification Number:	Dun & Bradstreet Number:	

The Eligible Participant represents and warrants that: (a) it has received or read a copy of the Contract; (b) the execution, delivery and performance of this Eligible Participant Agreement has been duly authorized by all necessary action to the extent applicable; and (c) the person signing this Agreement is duly authorized to execute this Agreement and bind the Eligible Participant.

Signed:	Title:
Print Name:	Email Address:
Date:	

State of New Hampshire
PROPOSED PRICING CATALOG
Submitted as Part of RFP 2640-23
January 3, 2023

Definitions:

1. **Customer:** An Eligible Participant as defined under the Agreement
2. **Eligible Data Feature(s):** Any generally available Verizon Wireless data feature with a monthly access fee of \$24.99 or higher, added to an Eligible Calling Plan, that does not prohibit discounts.
3. **Eligible Plan(s):** Any generally available Verizon Wireless voice, data or M2M plan with a monthly access fee of \$34.99 or higher that does not prohibit discounts.
4. **Equipment:** Wireless telephones, data modems and similar devices and ancillary accessories used in conjunction with Wireless Service.
5. **Government Subscriber:** An employee of Customer utilizing Wireless Service whose account is set up in Customer's name and for which Customer bears payment responsibility.
6. **Machine to Machine Service (M2M Service):** M2M refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision.
7. **M2M Line(s):** An individual line of M2M Service used under this Pricing and Equipment Proposal which is set up in Customer's name and for which Customer bears responsibility.
8. **Subsidized Equipment:** Purchased at Verizon Wireless government matrix and/or government promotional price.
9. **Subsidized Plan:** Verizon Wireless voice, data or M2M plan under this agreement eligible for Subsidized Equipment purchase.
10. **Wireless Service:** Each and every radio service provided directly or indirectly by Verizon Wireless.

Plans, Features, Rates and Charges: The voice, data or M2M plan and any options, features or applications that are selected by the Customer determine the applicable rates, charges, allowance of minutes or megabytes and Wireless Service coverage area for each line. Some plans may have restrictions on the type of Equipment that can be activated on them. Commercially Available Plans options, features, and applications may be made available under this agreement. Information about Commercially Available Plans, options, features, and applications (i.e., any calling plan, IoT solution, or turnkey solution that is made commercially available to Verizon's B2B and/or Consumer customers) and their terms and conditions may be obtained on verizonwireless.com or from Verizon Wireless government sales representatives. Commercially Available Plans, options, features, and applications may be modified and/or removed from the contract at any time as they are modified or discontinued commercially. The voice, data or M2M plan monthly access fees and non-promotional allowance of minutes and/or megabytes for each line will not change during the Line Term as long as Customer does not change plans on that line. If Customer changes or upgrades Equipment, Verizon Wireless may require it to change to a then-current plan that is compatible with the changed or upgraded Equipment. Customer may not activate Equipment purchased at a discount from Verizon Wireless on M2M Lines. Government discounts and pricing may not be available to purchases made through agents or at retail store locations.

Term of Lines (Line Term): The term for each line (the "Line Term") begins on the date Wireless Service is activated for that line and continues for the period required by the calling plan or Equipment selected for that line (24 months or 2 years). Line Term extensions are required when Customer: (a) takes advantage of promotions or services that require a Line Term extension; or (b) purchases or upgrades Equipment except for

State of New Hampshire

ancillary accessories used in conjunction with Wireless Service. When the Line Term expires, Wireless Service continues on a month-to-month basis. Activation fees are waived for Government Subscribers on voice and data plans and for M2M Lines.

Upgrade Eligibility: The Contract permits a device upgrade for Government Subscribers at twenty-four (24) months on a two-year line term.

M2M Management Center (ThingSpace Manage): The Machine-to-Machine Management Center ("M2M Management Center") provides Customer with the ability to remotely monitor and manage its M2M devices. If Customer desires to access and use the M2M Management Center, it must so request in writing, and Verizon Wireless shall provision the M2M Management Center on Customer's account. Applicable rates and charges, if any, shall be set forth in this Addendum. The M2M Management Center set-up time is estimated to take four to six weeks. The rights granted to Customer herein for access to and use of the M2M Management Center are specific to Customer and may not be transferred to another party without Verizon Wireless' prior written consent. Verizon Wireless retains full and exclusive ownership of all intellectual property rights associated with the M2M Management Center including any alterations, modifications, improvements and derivative works thereof.

Access Discount: Government Subscribers are eligible for a 17% access discount on qualified plans and features where noted.

Accessory Discount. Government Subscribers are eligible to receive a 25% discount from the retail price of qualifying accessories.

Subsidized Equipment: Subsidized equipment (Equipment) purchased under Contract is provided to the Customer at a significant discount, subject to the Customer meeting certain conditions. If the Customer fails to activate the Equipment under the designated price plan within thirty (30) days following delivery, or, at any time during the first 24 months after the Equipment is activated, moves the Equipment to a Lesser Price Plan or disconnects the Equipment from the network, the Customer shall pay an Offer Recovery Fee (as defined below). A Lesser Price Plan is: a) for smart phones, any plan that is less than \$19.99 per month, plus required data feature (voice and data bundles qualify) after any applicable discounts; b) for internet devices, any plan that is less than \$19.99 per month after any applicable discounts; and c) for basic phones, any plan that is less than \$14.99 per month after any applicable discounts.

Offer Recovery Fee: We are able to make Equipment available to our government customers at significantly lower prices than the manufacturer's list prices by offering various subsidies in exchange for the customer meeting certain conditions. Here, if the Customer purchases Equipment from Verizon Wireless at a discounted price and then fails to activate the Equipment under the designated price plan within thirty (30) days following delivery, or, prior to the expiration of 24 months after the date of activation, disconnects the Equipment from the Verizon network or moves the Equipment to a Lesser Price Plan, Verizon Wireless may recover an Offer Recovery Fee for the disconnected Equipment. The Offer Recovery Fee will be the difference between the full retail price of the Equipment at time of purchase and the discounted price paid by the Customer for the Equipment, plus any additional service discounts, credits, waived fees, and other offers provided, less 1/24 of that amount for each month the Equipment was connected to the line of service.

Legacy Plans: Verizon Wireless will allow Eligible Participants who are currently procuring services from Verizon Wireless pursuant to previously offered calling plans contained in their existing agreements ("Legacy Agreements"), to continue receiving such services at the pricing, terms and conditions contained in such Legacy Agreements until such Government Subscribers either migrate to the pricing under this Agreement as set forth

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

below or terminate pursuant to the Legacy Agreements; however such inactive calling plans and associated discount programs contained in the Legacy Agreements will no longer be available for Government Subscribers activating service, upgrading a device, or changing calling plans upon execution of the Contract. Any monthly access discounts, usage discounts, revenue discounts or rebates currently offered under such Legacy Agreements shall be discounted upon execution of the Contract.

Public Safety Plans

Custom 4G Unlimited Basic Phone Plan for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$22.99 (16810)
Monthly Minutes in U.S	Unlimited
Domestic Messaging Allowance	Unlimited
Domestic Data Allowance	100MB
Domestic Data Overage	\$10.00 per GB

NOTE: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. This service plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

Government Liabile Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$39.99 (16807)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance ⁽¹⁾	Unlimited
Domestic Messaging Allowance	Unlimited
Optional Features	
Domestic Mobile Hotspot	\$5.00 additional per month (76440)
Push-to-Talk Plus	\$2.00 additional per month (81129/81174)

NOTE: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. ⁽¹⁾ Data usage on this rate plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. This service plan is available to National Security, Public Safety, and First Responders customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses) 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private)	922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 926150 Regulation, Licensing, and Inspection of Commercial Sectors 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices
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State of New Hampshire

Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$37.99 (20312)
Domestic Data Allowance⁽¹⁾	Unlimited
<p>NOTE: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only 4G LTE devices can be activated on this plan. (1) Data usage on this rate plan is not subject to speed reductions (“throttling”) within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 720p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile device applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan. This plan is only available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
<ul style="list-style-type: none"> 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 	<ul style="list-style-type: none"> 922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices

State of New Hampshire

Custom 4G Unlimited Push to Talk Plus Only Plan for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$17.99 (96626)
Monthly Push to Talk Plus Minutes	Unlimited
Domestic Voice Per Minute Rate	\$0.25
<p>NOTE: ** Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.** No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. This service plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
<p>485111 Mixed-Mode Transit Systems (Rail & Buses) 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private)</p>	<p>922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 926150 Regulation, Licensing, and Inspection of Commercial Sectors 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices</p>

Mobile Broadband Priority Feature for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

Monthly Access Fee Per MDN	\$0.00 (86124)
<p>NOTE: Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This feature is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
<p>485111 Mixed-Mode Transit Systems (Rail & Buses) 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices</p>	<p>922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 921150 American Indian and Alaska Native Tribal Governments</p>

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

922160 Fire Protection (except private)	921190 Other General Government Support 921110 Executive Offices
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Verizon Wireless Preemption Service Feature for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

Monthly Access Fee Per MDN	\$0.00 (86428 Basic/Smart Phone and 86433 Non-Phone)
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NOTE: Preemption Service ("Preemption") is a capability that reallocates network resources to customers so that they can connect in emergencies. In those uncommon times when the network is fully utilized, Preemption automatically activates to provide approved personnel uninterrupted access to the network. It helps ensure our national security, public safety, and first responder customers can continue to communicate with each other during times of high network use. Preemption capability is available on the Verizon Wireless 3G and 4G LTE data network. While Preemption capability may also be available on the networks of Verizon Wireless's domestic roaming partners, Verizon Wireless makes no representation of Preemption availability or reliability on such networks. Preemption is limited to select service rate plans and cannot be used in conjunction with devices or service plans utilized with dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited from using this feature. Please note: Calls to 911 are never preempted. This feature is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

State of New Hampshire

Private Responder Core Service for National Security, Public Safety, and First Responders Government Liable Subscribers Only

Monthly Access Fee	\$0.00
<p>Verizon Wireless Private Responder Core Service for National Security, Public Safety, and First Responders ("Private Core"): Private Core separates wireless data communications from commercial and consumer traffic on our network. This service is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
<p>National Security/First Responders /Public Safety</p> <ul style="list-style-type: none"> • 621910 Ambulance Service • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices • 922160 Fire Protection (except private) • 922190 Other Justice, Public Order and Safety Activities • 928110 National Security • 921190 Other General Government Support • 921110 Executive Offices • 921150 American Indian/Alaska Native Tribal Governments <p>Water</p> <ul style="list-style-type: none"> • 924110 Water Infrastructure • 221320 Sewage Treatment Facilities • 221310 Water Supply and Irrigation Systems <p>Transportation</p> <ul style="list-style-type: none"> • 482111 Railway Transportation • 481111 Passenger Air Transportation • 481112 Freight Air Transportation • 483111 Shipping Transportation • 926120 Transportation Administration • 491110 Postal Service • 926120 Public Transportation • 926120 Regulation and Administration of Transportation Programs • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems <p>Information Technology</p> <ul style="list-style-type: none"> • 541512 Computer Integration • 541519 Computer Disaster Recovery 	<p>Chemical</p> <ul style="list-style-type: none"> • 561612 Protective Services • 541330, 541690 Chemical Engineering and Consulting • 239210 Pharmaceutical <p>Communications</p> <ul style="list-style-type: none"> • 517110 Telecommunications, Wired • 517212 Cellular and other Wireless Telecommunications • 238210, 334290 and 561620 Alarm Systems <p>Critical Manufacturing</p> <ul style="list-style-type: none"> • 237310 Highway, Street and Bridge Construction • 811310 Industry Equipment Repair • 236210 Industrial Building Construction • 211113 Extraction; 236220 Construction Management • 926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors <p>Energy</p> <ul style="list-style-type: none"> • 333611 Wind Turbine • 221111 Hydroelectric Power Generation • 221122 Electric Power Distribution • 221118 Other Electric Power Generation • 221210 Natural Gas Distribution • 926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities • 221113 Nuclear Electric Power Generation • 562211 Hazardous Waste Treatment and Disposal <p>Healthcare and Public Health</p> <ul style="list-style-type: none"> • 621112 Health Care Practitioners • 923120 Public Health Programs

State of New Hampshire

Wireless Priority Service (WPS)	
The calling feature below reflects the monthly access charge discount. No additional discounts apply.	
	Wireless Priority Service
Discounted Monthly Access Fee	\$0.00
Discounted Feature Initiation Charge	\$0.00
Per Minute of Use Charge	\$0.00
<p>NOTE: Wireless Priority Service Access (WPS Access) is subject to the plan details of your customer agreement and calling plan. WPS Access functions on a limited portion of the Verizon Wireless owned and operated LTE and CDMA network, and is available only to individuals authorized by the Office of Emergency Communications Division (OEC) division of the Department of Homeland Security (DHS). WPS Access provides end users with the ability to be given priority for the next available wireless voice channel ahead of end users not subscribing to WPS Access. Verizon Wireless makes no assurances regarding waiting times associated with WPS, nor can Verizon Wireless ensure that WPS Access calls will be connected. The WPS Access charges if applicable, including the \$0.00/minute charge, are all in addition to the charges associated with your Verizon Wireless calling plan. Contact your Verizon Wireless representative for complete details on WPS Access.</p>	

Voice Plans

Custom Unlimited Basic Phone Business Plan (Subsidized)	
Government Subscribers Only	
This plan is NOT eligible for Monthly Access Fee Discounts	
Monthly Access Fee	\$25.00 (96650)
Domestic Anytime Minutes	Unlimited
Domestic Night and Weekend Minutes	Unlimited
Domestic Mobile to Mobile Minutes	Unlimited
Domestic Messaging (Text/Picture/Video)	Unlimited
Domestic Long Distance	Included
Domestic Data Sent and Received	\$1.99 per MB/or per data package
Optional Feature	
Domestic Push to Talk Plus	\$0.00 (Device Dependent)
<p>Notes: ** Push to Talk Plus Disclaimer. While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.** Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be obtained by contacting the Government Account Manager. Lines activated on this plan must be on 4G LTE basic phones</p>	

State of New Hampshire

Voice & Data Plans

Custom 4G Unlimited Smartphone Plan for Public Sector Government Subscribers Only The plan below reflects the monthly access fee discount. No additional discounts apply.	
Monthly Access Fee (pre-discount)	\$65.00 (23655)
Monthly Access Fee (21% discount applied)	\$53.95
Monthly Anytime Minutes	Unlimited
Data Allowance ¹	Unlimited
Mobile Hotspot ²	Unlimited
Domestic Long Distance Toll Free	Included
Domestic and International Messaging Allowance ³	Unlimited
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on this plan must be on 5G Nationwide or 4G LTE smartphones.</p> <p>¹After 10 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p.</p> <p>²Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If 10 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.</p> <p>³Unlimited messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.</p>	
G-53480	

***Plan 23655 is eligible to use Travel SPO 383. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

Custom Business 5G Ultra Wideband Bolt-On Feature Government Subscribers Only Not eligible for discounts.	
Monthly Access Fee	\$10.00 (1545)
<p>Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, where available. Current coverage details can be found at www.verizonwireless.com/5G. This feature is only available to 5G UWB capable smartphones on Custom Unlimited Business Plan for Smartphones (Plan Codes 23655).</p>	

State of New Hampshire

4G Business TravelPass Feature¹

Government Subscribers Only
Rates are not eligible for discounts.

Canada and Mexico Daily Rate ²	\$5.00 (SPO 383)
Rest of World Daily Rate ^{2,3}	\$10.00
Non-Travel Pass Countries ⁴	Pay As You Go Rates

Notes: ¹This feature requires a 4G World Device or 5G World Device. ²The daily rate covers a 24-hour time period. ³For eligible countries, ⁴non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This is a generally available retail feature and is subject to change without notice.

This feature can only be added to lines activated on the following plan under this Agreement: Custom 4G Verizon Unlimited Smartphone Plan for Public Sector (23655)

State of New Hampshire

Custom Business Share Plans with Shared 4G Business Email (Subsidized)

Government Subscribers Only

These plans are NOT eligible for Monthly Access Fee Discounts

Monthly Access Fee	\$40.00 (29135)	\$45.00 (29142)	\$55.00 (29145)	\$50.00 (37885)
Data Allowance	2 GB	4 GB	10 GB	Unlimited ^{1,2}
Monthly Anytime Minutes	Unlimited			
Data Overage Rate	\$10.00 per GB			
Domestic Night and Weekend Minutes	Included			
Domestic Mobile to Mobile Minutes	Included			
Domestic Long Distance	Included			
Domestic Messaging (Text/Picture/Video)	Unlimited			
Optional Features				
Domestic Mobile Hot Spot	\$0.00 ¹			
Domestic Push to Talk Plus	\$0.00 (Device Dependent)			

Notes: ** Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.** Coverage includes the Verizon Wireless 5G Nationwide network and 4G LTE network Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be obtained by contacting the Government Account Manager. Lines activating on these plans must be on 5G Nationwide or 4G LTE smartphones.

¹Mobile Hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices.

²Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold.

Data Sharing (Domestic Only): Lines on the same profile can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs. The Unlimited Data plan does not share its allowance.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

SingleRate for Enterprise Domestic Shared Business Email and Messaging with International Travel Voice, Email, and Messaging (Subsidized - Discounted)

Government Subscribers Only

These plans are not eligible for monthly access fee discounts.

Monthly Access Fee	\$65.00 (94911)	\$85.00 (94913)
Monthly Domestic Voice Allowance in US/Canada/Mexico	Unlimited	Unlimited
Domestic Data Allowance in U.S. (with Sharing)	2 GB	3 GB
Domestic Data Overage Rate	\$10.00 per GB	\$10.00 per GB
Mobile Hotspot*	Included	Included
Domestic and International Travel Messaging Allowance [†]	Unlimited	Unlimited
International Travel Voice Allowance (ROW)**	120 Minutes	180 Minutes
International Travel Voice Overage Rate	\$0.40 per minute	\$0.30 per minute
International Travel Data Allowance**	1 GB	1 GB
International Travel Data Overage Rate	\$45.00 per GB	\$40.00 per GB
International Long Distance – Toll Free	Included	Included

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Domestic coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only a 5G or 4G World smartphone can be activated on these plans.

**The international travel data allowance applies in Canada, Mexico, and the **rest of the world (ROW), where coverage is available; aircraft and cruise ship data usage is not included. To see supported countries, go to www.verizonwireless.com/international. *Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices. International travel voice minutes and international travel data allowances do not share.

[†]Prevailing rates apply to all other messaging types. Verizon Wireless reserves the right to terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to the customer.

Data Sharing (Domestic Only) Profile Share: Lines on the same profile can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs.

49068

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Mobile Broadband Plans

Business Unlimited Plus Data Device Plan Government Subscribers Only This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee*	\$45.00 (53537)
4G and 5G Ultra Wideband Data Allowance including Mobile Hotspot^{1, 2}	Unlimited
<p>Notes: This is a generally available retail plan, and is subject to change without notice. Coverage includes the Verizon Wireless 5G Nationwide[®] network, 5G Ultra Wideband network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G mobile broadband data device, including jetpacks, USBs/air cards, netbooks; and notebooks. A 5G device is required to receive 5G Ultra Wideband (UWB) service.</p> <p>*Corporate Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.</p> <p>¹If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G or 5G Nationwide network area congestion and Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage. For data usage in Canada and Mexico, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.</p> <p>²Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices.</p> <p>To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 720p while on the 4G and 5G Nationwide networks, and, will apply video streaming up to 4K when on the 5G UWB network.</p>	
72169	

***Plan 53537 is eligible to use Travel Pass SPO 1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

State of New Hampshire

Business Unlimited Tablet Pro Plan	
This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	\$40.00 (52599)
Data Allowance¹	Unlimited
5G Ultra Wideband Data Allowance	Unlimited
Mobile Hotspot²	Unlimited
<p>Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network, 5G Ultra Wideband network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G LTE tablet.</p> <p>¹This plan includes the United States, Canada, and Mexico for voice, messaging, and data. After 35 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. A 5G device is required to receive 5G Ultra Wideband (UWB) service. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G and 5G Nationwide network areas, and, will apply video streaming up to 4K when in 5G UWB network service areas. For data usage in Canada and Mexico, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.</p> <p>²Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G Mobile Hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G and 5G Nationwide network areas, and, will apply up to 3 Mbps when in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.</p>	
72515	

***Plan 52599 is eligible to use Travel Pass SPO 1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

4G Unlimited Mobile Broadband Plan	
(Subsidized - Discounted)	
The calling plan below reflects the monthly access charge discount. No additional discounts apply.	
Monthly Access Fee	\$39.99 (96292)
Domestic Data Allowance	Unlimited*
<p>NOTE: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network, 5G Ultra Wideband network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines on these plans must be on 5G Nationwide[®] or 4G LTE mobile broadband devices.</p> <p>*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. Verizon Wireless reserves the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.</p>	

State of New Hampshire

Public Sector Mobile Broadband Share Plans: Government Subscribers Only

The data plans below reflect the monthly access charge discount. No additional discounts apply.

Public Sector Mobile Broadband Share Plans	5 GB	10 GB	20 GB
Monthly Access Fee	\$39.99 (90239)	\$59.99 (90240)	\$99.99 (90241)
Shared Domestic Data Allowance	5GB	10GB	20GB
Overage Per Gigabyte	\$8.00 Per Gigabyte		

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. Current Mobile Broadband coverage details can be found at www.verizonwireless.com. New activations on these service plans require 4G LTE devices. Existing customers transitioning to one of these service plans are able to utilize existing 3G devices. The 5GB, 10GB, and 20GB Public Sector Mobile Broadband Plans are able to share with each other on the same account.

Data Sharing (Domestic Only): Account Share. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector*

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$45.00
5G Ultra Wideband (C-Band) Speed Tier Limit (Up to) ¹	100 Mbps
5G Ultra Wideband (C-Band) Domestic Data Allowance	Unlimited
Service Rate Plan #	53974

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. These price plans are restricted to the Verizon Wireless 5G Ultra Wideband * network and 4G network (domestic and international roaming are not available). Service may fall back to the 4G LTE network if the Verizon Wireless 5G Ultra Wideband network becomes temporarily unavailable. The Verizon Wireless 4G LTE network is a separate network from the Verizon Wireless 5G Ultra Wideband network. *This plan is for mobile broadband service and can only be activated on select compatible Customer-provided data routers that enable 5G Ultra Wideband (specifically C-Band) service. Customer will be required to purchase or provide a Verizon Wireless approved, compatible 5G-enabled C-Band receiver/router, and any necessary installation or connection to the Verizon Wireless network. Customer should contact Customer's account representative to determine if a Customer-provided router is compatible. ¹Speeds represent the maximum download speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds.

This plan is a fixed location plan, and 5G Ultra Wideband service is being provided at the qualified service address that Verizon Wireless approved at the time the Service was activated. Where Customer chooses to use the Service in a mobile environment, Customer acknowledges and agrees that Service may fall back to the Verizon Wireless 4G LTE network where Verizon Wireless 5G Ultra Wideband service is not available. In order to protect its network, operations, and other customers, Verizon Wireless may suspend or terminate service to affected lines with prior written notice, deny activation of new lines or, upon Legal Notice, may terminate the Service, if Customer uses the Wireless Service or Devices (a) in an illegal or improper manner (including "spamming" or other abusive messaging or calling); (b) in a manner prohibited by these terms; or (c) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations or customers.

State of New Hampshire

LTE Business Internet 10 Mbps Speed Tier Mobile Broadband Plans*

These plans are eligible for monthly access fee discounts.

Monthly Access Fee ¹	\$70.00 (48816)	\$90.00 (48817)	\$140.00 (48818)	\$190.00 (48868)
Speed Tier Limit (Up to) ²	10 Mbps	10 Mbps	10 Mbps	10 Mbps
Data Deprioritization Threshold ³	25 GB	50 GB	100 GB	150 GB
Data Throughput Limit Threshold ⁴	50 GB	100 GB	200 GB	300 GB
Throttled Speed (Up to)	600 Kbps	600 Kbps	600 Kbps	600 Kbps

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. These plans are restricted to the Verizon Wireless 5G Nationwide[®] network and 4G network (domestic and international roaming are not available). For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. *These plans are for mobile broadband service, and only available to select Customer-provided data routers.

¹The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle.

²Speeds represent the maximum speed but may be lower in the event of network congestion.

³After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion.

⁴If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed.

Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a \$0.20 per message charge for messages sent or received.

These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon Wireless.

71318

State of New Hampshire

LTE Business Internet 50 Mbps Speed Tier Mobile Broadband Plans*

These plans are eligible for monthly access fee discounts.

Monthly Access Fee ¹	\$80.00 (48008)	\$100.00 (48011)	\$150.00 (48012)	\$200.00 (48014)
Speed Tier Limit (Up to) ²	50 Mbps	50 Mbps	50 Mbps	50 Mbps
Data Deprioritization Threshold ³	25 GB	50 GB	100 GB	150 GB
Data Throughput Limit Threshold ⁴	50 GB	100 GB	200 GB	300 GB
Throttled Speed (Up to)	600 Kbps	600 Kbps	600 Kbps	600 Kbps

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com.

These plans are restricted to the Verizon Wireless 5G Nationwide[®] network and 4G network (domestic and international roaming are not available). For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. *These plans are for mobile broadband service, and only available to select Customer-provided data routers.

¹The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle.

²Speeds represent the maximum speed but may be lower in the event of network congestion.

³After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion.

⁴If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed.

Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a \$0.20 per message charge for messages sent or received.

These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon Wireless.

71300

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Machine-to-Machine

4G Machine-to-Machine (M2M) Wireless Backup Router Plan

Government Subscribers Only

The plan below reflects the monthly access fee discount. No additional discounts apply.

Monthly Access Fee	\$10.00 (28075)
Monthly Data Allowance	25 MB
Data Overage Rate	\$10.00 per GB

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

During an outage of the primary connection, all usage within the billing cycle in excess of the 25 MB allowance will be charged at the overage rate of \$10.00 per GB. Text messaging feature packages may be added to this plan. The Wireless Router Plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. Verizon Wireless reserves the right to move Customer to the standard commercial 5 GB M2M price plan should usage on the lines provisioned on the M2M Wireless Backup Router Plan exceed 1 GB for three (3) consecutive months.

Public Sector Machine to Machine (M2M) Share Plans

The data plans below reflect the monthly access charge discount.

No additional discounts apply.

Monthly Access Fee	\$39.99 (90231)	\$59.99 (90234)	\$99.99 (90235)
Domestic Data Allowance (Shared)	5GB	10GB	20GB
Domestic Overage Per Gigabyte	\$8.00 Per Gigabyte		

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. New activations on these service plans require 4G LTE devices. Netbook, Smartphone, and Tablet devices are not eligible for M2M pricing. Customer must provide its own authenticated equipment approved for use on the Verizon Wireless network. Equipment purchased from Verizon Wireless must be purchased at full retail. The 5GB, 10GB, and 20GB Public Sector Machine to Machine Plans are able to share with each other on the same account.

Data Sharing (Domestic Only): Account Share. Sharing among M2M Lines is available only among M2M Lines active on this plan. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Custom Machine-to-Machine Share Plans: Low Usage Group¹

The plans below reflect the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	\$5.00 (ASH-87640) (PSH-87660)	\$7.00 (ASH-87641) (PSH-87661)	\$10.00 (ASH-87642) (PSH-87662)	\$15.00 (ASH-87643) (PSH-87663)	\$18.00 (ASH-87644) (PSH-87664)
Data Allowance - Shared	1 MB	5 MB	25 MB	50 MB	150 MB
Data Overage Rate Per MB	\$1.00 per MB				

Custom Machine-to-Machine Share Plans: High Usage Group²

Plans with a monthly access charge of \$34.99 or higher are eligible to receive a monthly access charge discount.

Monthly Access Fee (pre-discount)	\$20.00 (ASH-87645) (PSH-87665)	\$25.00 (ASH-87646) (PSH-87668)	\$50.00 (ASH-87647) (PSH-87671)	\$80.00 (ASH-87648) (PSH-87673)
Monthly Access Fee (17% discount applied)	N/A	N/A	\$41.50	\$66.40
Data Allowance - Shared	250 MB	1 GB	5 GB	10 GB
Data Overage Rate Per MB	\$0.015 per MB			

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide[®] network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide[®] network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G machine-to-machine devices. Government subscribers may supply their own authenticated Equipment (CPE) approved by Verizon Wireless to be activated on these plans. Netbook, Smartphone, and Tablet devices are not eligible for Machine-to-Machine pricing.

¹The Low Usage Group plans can share data with each other. They do not share with the High Usage Group plans. Profile Sharing will require separate profiles.

²The High Usage Group plans can share data with each other. They do not share with the Low Usage Group plans. Profile Sharing will require separate profiles.

Account Share Data Sharing: Sharing among M2M lines is available only among M2M lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of other lines on the same account, beginning with the line with the lowest overage.

Profile Share Data Sharing: Sharing among M2M lines on the same profile/Company ID is available only among M2M lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to all lines with an overage. Any remaining overage will be billed in KBs.

State of New Hampshire

Other Voice Plans

Custom 4G Wireless Home Phone for Government Voice Plan¹	
Government Subscribers Only	
This plan is NOT eligible for monthly access fee discounts	
Monthly Access Fee	\$20.00 (93792)
Monthly Anytime Minutes	Unlimited
<p>Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Activation on this plan requires a separate billing account. Activations on the plan are limited to no more than 9 lines per account. This is not a Home Phone service. This service is generally utilized to replace POTS lines.</p> <p>¹Lines activated on this plan must be on a 4G Wireless Home Phone approved voice-only device. Lines activated on this plan cannot be used outside the United States. Data usage is not available with devices on this plan.</p>	

Single Basic Phone Unlimited Talk Plus 500MB Plan	
(Business Phone Connect)	
Government Subscribers Only	
This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	\$30.00 (36677)
Monthly Anytime Minutes	Unlimited
BPC Data Rate 500 MB	\$10.00 per GB overage rate
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network.</p> <p>*May only be activated on a Verizon Wireless Business Phone Connect Approved Device. This is not a Home Phone Service. This service is generally utilized to replace POTS lines. No Domestic Roaming or Long Distance Charges. This is a generally available retail plan, and is subject to change without notice.</p>	

State of New Hampshire

International

4G Global Data Package Features			
These Features are not eligible for discounts. /			
Monthly Line Access	Data Allowance (non-share)	Data Overage for	Data Overage for
		Included Countries	Rest of World
\$45.00 per device	1 Gigabyte	\$0.25 per MB	\$2.05 per MB
Notes: This feature requires a 4G LTE GSM/UMTS global-capable MIFI, USB, tablets, and embedded laptop devices and may only be added to Mobile Broadband Plans with a monthly access of \$34.99 or greater. Cannot be combined with any unlimited MBB Plans.			
4G Global Data Package Features Country List (for Data Allowance)			
Aland Islands	Albania	Andorra	Anguilla
Antigua	Argentina	Armenia	Aruba
Australia	Austria	Azerbaijan	Bahamas
Barbados	Barbuda	Belarus	Belgium
Bermuda	Bolivia	Bonaire	Bosnia and Herzegovina
Brazil	Bulgaria	Canada	Cayman Islands
Chatham Island	Chile	China	Christmas Island
Colombia	Croatia	Curaçao	Cyprus
Czech Republic	Denmark	Dominica	Dominican Republic
Ecuador	Egypt	England	Estonia
Faroe Islands	Finland	France	French Guiana
Georgia	Germany	Gibraltar	Grand Bahamas
Greece	Greenland	Grenada	Guadeloupe
Guam	Guernsey	Guyana	Haiti
Hong Kong	Hungary	Iceland	India
Ireland	Ireland, Northern	Isle of Man	Israel
Italy	Jamaica	Japan	Jersey
Kazakhstan	Korea, South	Latvia	Liechtenstein
Lithuania	Luxembourg	Macao	Macedonia

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Malta	Martinique	Mayotte Island	Mexico
Moldova	Monaco	Montenegro	Montserrat
Netherlands	Netherlands Antilles	New Providence (Nassau)	New Zealand
Northern Mariano Islands	Norway	Palestinian Authority	Paradise Island
Paraguay	Peru	Philippines	Poland
Portugal	Reunion	Romania	Russia
Saba	Saipan	Samoa	San Marino
Scotland	Serbia	Singapore	Slovakia
Slovenia	South Africa	Spain	St. Barthelemy
St. Eustatius	St. Kitts and Nevis	St. Lucia	St. Maarten
St. Martin	St. Vincent & Grenadines	Svalbard	Sweden
Switzerland	Taiwan	Thailand	Tortola
Trinidad & Tobago	Turkey	Turks and Caicos Islands	Ukraine
United Kingdom	Uruguay	Uzbekistan	Vatican City
Venezuela	Vietnam	Virgin Gorda	Virgin Islands, British
Wales			

Additional Wireless Options

4G Smartwatch with NumberShare¹ Unlimited Plan - Government	
This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	\$10.00 (13413)
Domestic Anytime Minutes	Unlimited
Domestic Data Allowance ²	Unlimited
Domestic and International Messaging Allowance ³	Unlimited
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin)), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices.</p> <p>1. Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data.</p> <p>2. Usage may be prioritized behind other customers in the event of network congestion.</p>	

State of New Hampshire

3. Unlimited messaging from within the United States to anywhere in the world where messaging services are available.

4G Business Unlimited Smartwatch Plan (Standalone)

Government Subscribers

This plan is Not eligible for monthly access fee discounts.

Monthly Access Fee	\$20.00 (32836)
Voice Minutes Allowance	Unlimited
Domestic Data Allowance ¹	Unlimited
Unlimited Domestic Text Messages	Included
International Text Messages while in the U.S.	Included

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Only select smartwatch devices can be activated on this plan.

¹After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. If 10 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p.

²Data usage generated in Canada and Mexico will be billed at the rates in the table above and will be aggregated to determine the applicable data usage tier for that month. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

This is a current retail plan and is subject to change or be discontinued without notice to the customer. This Business Unlimited Plan is not compatible with Private Network Traffic Management (PNTM) or Private Network.

State of New Hampshire

One Talk Solution: Government Subscribers Only

The plans/features below reflect any applicable discount. No additional discounts apply.

One Talk is a mobile first business telephone system that combines Smartphones and Desk phones (standard and 4G) capabilities into a fully integrated office solution providing a single telephone number ("Mobile Data Number/MDN") with the same type of advanced calling and messaging features.

Desk Phone/Mobile Client (App)

Price Plan Type	Line Level Plans (e.g., Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g., Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk Price Plan (100 MB Data)	\$10.00	\$0.00 (the new Verizon Plans)
One Talk Feature	\$15.00	\$15.00
One Talk Line Access Charge	N/A	\$10.00

Auto Receptionist (AR) and Hunt Group (HG)

Price Plan Type	Line Level Plans (e.g., Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g., Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk AR Price Plan (100 MB Data)	\$10.00	\$0.00
One Talk AR Feature	N/A	\$10.00
One Talk AR Line Access Charge		
One Talk HG Price Plan (100 MB Data)	\$0.00	\$0.00
One Talk Hunt Group Feature	N/A	
One Talk Hunt Group Line Access Charge		

One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only³

Business App Integrations

One Talk Basic Integrations³ provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity site. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations.

One Talk Basic Integrations	\$0.00 (SPO 1922)
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Optional Features

One Talk Premium Visual Voicemail for Android Smartphone	\$2.99
One Talk Premium Visual Voicemail for Desk Phone & Mobile App	
One Talk Voicemail To Text for iOS Smartphones	
One Talk Caller Name ID	

Additional Devices per MDN¹

Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile App, a maximum of up to eight (8) additional devices can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile Apps.

Additional Device Pricing

Smartphone Device	One Talk Standard Desk Phone	Mobile Client (App) ²
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January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

		(Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices.</p> <p>One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a Smartphone, or Mobile drop if either party leaves Verizon 4G and/or Wi-Fi coverage. When outside of the 4G coverage area and without 4G or WiFi service, the Smartphone device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user.</p> <p>For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ¹Each One Talk phone number can be shared between devices with the following limits: Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. ²The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device). Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. ³All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.</p> <p>The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.</p> <p>This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.</p> <p>For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/</p>		

4G Business Unlimited One Talk Plans	
Government Subscribers Only	
These plans are NOT eligible for monthly access fee discounts.	
Auto Receptionist	
Monthly Access Fee	\$10.00 (99319)
Voice Minutes Allowance	Unlimited
Data Allowance ¹	Unlimited
Mobile Client (App)/Standard One Talk Desk Phone	
Monthly Access Fee	\$10.00 (99320)
Voice Minutes Allowance	Unlimited
Data Allowance ¹	Unlimited
SMS (Text) Domestic Messaging	Unlimited (73503)
One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only ⁵	
Business App Integrations	

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

<p>One Talk Basic Integrations⁵ provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations</p>		
One Talk Basic Integrations		\$0.00 (SPO 1922)
Additional Devices per MDN³		
<p>Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile Client, a maximum of up to eight (8) additional devices can be shared with the MON as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile clients.</p>		
<p>One Talk Connected 4G Desk Phones: For MDN's activated on a One Talk Connected desk phone, a maximum of up to seven (7) additional devices can be shared with the MON as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) mobile clients</p>		
Additional Device Pricing		
Smartphone Device	One Talk Standard Desk Phone	Mobile Client (App)⁴ (Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network.</p> <p>One Talk service is applied to the Verizon Wireless MON and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.</p> <p>For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ³Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. ⁴The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MON (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. ⁵All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.</p> <p>The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.</p> <p>¹After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.</p> <p>For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/</p>		

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

This is a current retail plan and is subject to change or be discontinued without notice to the customer. Business Unlimited One Talk Plans is not compatible with Private Network Traffic Management (PNTM) or Private Network.

One Talk Call Queue		
Government Subscribers Only		
No Domestic Roaming or Long Distance Charges		
This plan is NOT eligible for monthly access fee discounts.		
Monthly Access Fee	\$25.00	\$45.00
Calls in Queue	10 calls held in queue	25 calls held in queue
Monthly Call Queue Agent Feature	\$1.00 per line/per month*	
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. ¹One (1) additional Desk Phone can be added as an additional device per MDN. ²Mobile Client (App) eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers), wireless and WiFi tablets; limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.</p> <ol style="list-style-type: none"> 1. Call queue has a maximum limit of 40 agents per call queue setup. 2. Dial MDN direct or be routed through Auto Receptionist 		
<p>For additional information regarding One Talk please visit: https://www.verizonwireless.com/business/products/voice-collaboration/unified-communications/one-talk/</p>		

One Talk Messaging for Hunt Group	
This feature is not eligible for further discounts	
Monthly Access Fee	\$9.99 (88212)
Hunt Group Recipients	Up to 20 maximum per line
SMS/MMS Unlimited ¹	Included
<p>Note: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon MDN and Hunt Group delivers one or more One Talk phone numbers to provide specialized support to customers. Mobile devices associated with the One Talk App can send and receive text messages to Hunt Groups.</p> <p>¹One Talk SMS is only available on the Mobile Client (App).</p> <p>*Messaging for Hunt Groups can support having simultaneous call sequence - once a customer sends out an SMS it will be sent to all the Messaging for Hunt Group members*</p> <p>For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/</p>	

State of New Hampshire

One Talk Connected 4G Desk Phone Plans				
Government Subscribers Only				
These plans are NOT eligible for monthly access fee discounts.				
Plan	Monthly Access	Voice Minutes Allowance	Data Allowance	Data Overage
47598 – Flexible Business LTE Desk Phone Unlimited Talk and Text	\$10.00	Unlimited	500 MB (Share)	\$10.00/GB
48043 – Nationwide for Business LTE Desk Phone Unlimited Talk and Text			500MB	
48083 – One Talk LTE Desk Phone Unlimited Talk and Text				
48084 – Business Unlimited LTE Desk Phone			Unlimited	N/A
Auto Receptionist and Hunt Group				
One Talk Primary MDN	Monthly Access			
	Line Level Plans	Account Level Plans		
One Talk Auto Receptionist Feature	\$10.00	\$0.00		
One Talk Auto Receptionist Line Access Charge	N/A			
One Talk Hunt Group Feature	\$0.00			
One Talk Hunt Group Line Access Charge	N/A			
Optional Features				
One Talk Premium Visual Voicemail for Android Smartphone	\$2.99			
One Talk Premium Visual Voicemail for Desk Phone & Mobile Client (App)				
One Talk Voicemail To Text for iOS Smartphones				
One Talk Caller Name ID				
Additional Devices per MDN ¹				
For MDN's activated on a One Talk Connected desk phone, a maximum of up to seven (7) additional devices can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) Mobile Clients (Apps).				
*Current One Talk customers adding a One Talk Connected desk phone must change to this configuration.				
One Talk Standard Desk Phone	Mobile Client (App) ² (Includes Smartphones and Tablets)			
\$0.00 for additional devices (excluding Smartphone devices)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)			

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

with One Talk Dialers)	
<p>Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. Only One Talk Connected desk phone devices can be activated on this plan. Not eligible for Mobile HotSpot (MHS)</p> <p>One Talk service is applied to the Verizon Wireless MON and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected 4G desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.</p> <p>For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ¹Each One Talk phone number can be shared between devices with the following limits: •Up to five smartphones:and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. ²The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. ³All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.</p> <p>The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.</p> <p>This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.</p> <p>For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/</p>	

Call Filter	
This feature is NOT eligible for monthly access fee discounts.	
Monthly Access Fee¹	\$0.00
<p>Notes: Additional feature information can be found at www.verizonwireless.com. ¹This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. ** 4G LTE GSM/UMTS capable devices, require VoLTE/HD Voice. Call Filter features are billed separately; however, all supported options will appear and cannot be blocked.</p>	

Call Filter Plus	
This feature is NOT eligible for monthly access fee discounts.	
Monthly Access Fee¹	\$0.75 (87867)

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Notes: Additional feature information can be found at www.verizonwireless.com. ¹This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. Call filter features are billed separately; however, all supported options will appear and cannot be blocked.

Name ID Features

The features below reflect the monthly access charge discount. No additional discounts apply

Feature	Monthly Access
Share Name ID	\$0.00
Company Name ID	\$1.99 per line

Note: Depending upon the service provider and/or carrier to which the called party is subscribed, the called party (terminating device) may or may not be able to view the caller's name. The Call Filter Plus feature is purchased separately.

Company Name ID

- Allows Government customers to display their agency name, number and logo on outbound calls on a line-by-line basis to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
- The Logo display service is compatible only with Android Devices.
- Users must be subscribed to the My Business portal to use this feature.

Share Name ID

- A free service that allows Government customers to personalize their name (as per Account Owner's Billing Name) on outbound calls to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
- Users must be subscribed to the My Business portal to use this feature.

State of New Hampshire

Private Network

Private Network/Dynamic Mobile Network Routing (DMNR)/Service Based Access (SBA)				
Static IP – Isolated Pool w/Fixed End System (FES) [Internet Restricted]				
The Account Set-Up Fees below reflect any applicable discount. No additional discounts apply.				
Mobile Broadband and metered data plans or features only				
Configuration	Cost			
Per Account FES Connect Set-Up (One time fee)	\$1500.00			
	Private Network Only	Private Network with DMNR	Private Network with SBA	Static IP Only
Per Account Level Set-Up (One time fee)	Waived for SONH subscribers	\$250.00	\$250.00	Waived for SONH subscribers
DMNR or SBA (Per build)	\$250.00 (Adding to existing Private Network Only)			
Public Safety Subscribers' Account Set-Up: Verizon Wireless will waive all account set-up fees including the \$1500.00 connection fee, \$500.00 Account Set-up Fee and the DMNR/SBA for new Public Safety builds classified with the following NAICS (formerly SIC) Codes only				
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems			
<p>Note: Set-Up fees apply to new Private Network/DMNR/SBA builds (Verizon Home Agent Portal (VHAP)). This applies to New Private Networks built as Standard, Parent or Child. Subscribers that are placed into this pool will be limited to utilizing the Verizon Wireless Network for transport to and from their FES connections to the Verizon Wireless Network. Static IP addresses will be available on remote access, Mobile Broadband and Unlimited metered data plans or features only. Fees may not apply in certain VPN environments. Fees are per account level (regardless of the number of IPs ordered) selecting Static IP, and may apply in addition to \$1500.00 Connect Fee in certain configurations. Does not include MPLS.</p> <p>Static IP: Fees are per account level (regardless of the number of IPs ordered). Static IP addresses will be available on remote access, Mobile Broadband and metered data plans or features only. Static IP addresses may be reserved and should be assigned to the mobile numbers within 90 days. De-activated Static IP addresses will go into an "ageing pool" for 24 hours. After 24 hours, these Static IP addresses will be returned to reserved status for the account. Reserved Static IP addresses will be shown at the account level and can be viewed from the billing system. Feature activations will be stored in the "data warehouse" database along with the Static IP Address for reporting. A Static IP address is associated with the device's MDN (Mobile Dialing Number). Each time the subscriber initiates a data session the Static IP address that is associated with their MDN is assigned to their device for each session. Subscribers completing an ESN (Electronic Serial Number) change will retain their Static IP address.</p> <p>Eligible 3G/4G data service: Mobile Broadband, Mobile Broadband Wireless Router, Telemetry (M2M), Wireless Email, or usage-based Megabyte pricing. DMNR and SBA are optional features that can co-exist on a Customer's Private Network profile</p>				

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

4G LTE Private Network Traffic Management (PNTM) Private IP Only (fixed WAN) Government Subscribers Only			
Metered Data Pricing only. Not compatible with Unlimited Data Plans			
The plans below reflect any applicable discount. No additional discounts apply.			
Class of service ("CoS")	Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected.		
Mission Critical CoS Applications	Recommended for video, Voice over IP, interactive services, and other mission critical applications.		
Best Effort CoS Applications	Suitable for best effort applications (e.g. email, web browsing)		
PNTM Service Options:	Enhanced (Entry Level)	Premium (Mid Level)	Public Safety (Highest Level) (Qualifying Public Safety NAICS Only)
Monthly Access Fee (per line)	Waived - \$0.00	Waived - \$0.00	Waived - \$0.00
Mission Critical CoS Speeds	Mapped Up to 0.5 Mbps	Mapped Up to 2 Mbps	Mapped Up to 2 Mbps
Best Effort CoS Applications Speeds	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth
RF Priority on access network	N/A	N/A	During heavy network usage periods
Qualifying Public Safety NAICS: Public Safety Subscribers classified with the following NAICS codes, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.			
485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems 621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private)	922190 Other Justice, Public Order, and Safety Activities 923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices		
Notes: 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)			

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Push to Talk/ Mission Critical Push To Talk

Group First Response provides the next tier, in terms of Push To Talk features. Specifically it allows fast setup time, ability to handle very large groups, and a strong security and priority handling. Group First Response is based on international 3GPP standards (Mission Critical Push To Talk (MCPTT)) that ensures that the user gets "LMR like" features.

Group First Response for National Security, Public Safety, and First Responders Government Subscribers Only		
Features are NOT eligible for monthly access discounts.		
Description	Feature Code	Monthly Access Fee
^Group First Response ¹	87781	\$23.75
Push to Talk Plus Video ^{1,2}	87787	\$20.00
Note: Group First Response features work with 5G Nationwide [®] network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide [®] network is a separate network from Verizon's 5G Ultra-Wideband network.		
¹ Group First Response is a Push to Talk Plus bolt-on feature. All lines must have a Push to Talk Plus feature to be eligible to purchase Group First Response.		
² Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.		
^As a condition for accessing and using Group First Response, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.		
Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.		
****Disclaimer: These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.		
** Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**		
These features are available to National Security, Public Safety, and First Responder customers only as defined by the below NAICS (formerly SIC) codes.		
National Security/ First Responders / Public Safety <ul style="list-style-type: none"> • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems • 621910 Ambulance Services • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions 	<ul style="list-style-type: none"> • 928110 National Security • 926120 Regulation and Administration of Transportation Programs • 926150 Regulation, Licensing, and Inspection of Commercial Sectors • 926130 Regulation and Administration of Comms, Electric, Gas, Utilities • 921150 American Indian and Alaska Native Tribal Governments 	

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

<ul style="list-style-type: none">• 922150 Parole Offices and Probation Offices• 922160 Fire Protection (except private)• 922190 Other Justice, Public Order, and Safety Activities• 923120 Administration of Public Health Programs	<ul style="list-style-type: none">• 921190 Other General Government Support• 921110 Executive Offices
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State of New Hampshire

Group First Response for Non Public Safety Customers

Features are NOT eligible for monthly access discounts.

Description	Feature Code	Monthly Access Fee
^Group First Response ¹	89355	\$30.00
Push to Talk Plus Video ^{1, 2}	87787	\$20.00

Note: Group First Response features work with 5G Nationwide® network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra-Wideband network.

¹Group First Response is a Push to Talk Plus bolt-on feature. All lines must have an active Push to Talk Plus feature to be eligible to purchase Group First Response.

²Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.

^Group First Response requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature.

Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.

******Disclaimer:** These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.

****Push to Talk Plus Disclaimer:** While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**

These features are available to the below NAICS codes.

<p>Water 924110 Water Infrastructure 221320 Sewage Treatment Facilities 221310 Water Supply and Irrigation Systems</p> <p>Transportation 482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 491110 Postal Service</p> <p>Information Technology 541512 Computer Integration 541519 Computer Disaster Recovery</p> <p>Chemical 561612 Protective Services 541330, 541690 Chemical Engineering and</p>	<p>Telecommunications 238210, 334290 and 561620 Alarm Systems</p> <p>Critical Manufacturing 237310 Highway, Street and Bridge Construction 811310 Industry Equipment Repair 236210 Industrial Building Construction 211113 Extraction 236220 Construction Management</p> <p>Energy 333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal</p> <p>Healthcare and Public Health</p>
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January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Consulting 239210 Pharmaceutical	621112 Health Care Practitioners 923120 Public Health Programs
Communications 517110 Telecommunications, Wired 517212 Cellular and other Wireless	

Group First Response Dispatch and Video Bundles Government Subscribers Only License bundles are NOT eligible for a monthly access discount			
Description	License Bundles	Frequency	Price
Dispatch Group Command With Video	DIS_PTT_GROUP_CMD_VIDEO	Monthly	\$300.00
Dispatch Group Advance with LMR and Video	DIS_PTT_GROUP_ADV_LMR_VIDEO	Monthly	\$281.00
Dispatch Group Command with LMR and Video	DIS_PTT_GROUP_CMD_LMR_VIDEO	Monthly	\$306.00
Dispatch PTT+ with LMR and Video	DIS_PTT_LMR_VIDEO	Monthly	\$236.00
Dispatch Group Advance with Video	DIS_PTT_GROUP_ADV_VIDEO	Monthly	\$275.00
Dispatch PTT+ with Video	DIS_PTT_VIDEO	Monthly	\$230.00
PTT Cross Carrier Group Advance LMR Video	PTT_CC_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Cross Carrier Group Advance Video	PTT_CC_GROUP_ADV_VIDEO	Monthly	\$29
PTT Cross Carrier Group Command LMR Video	PTT_CC_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Cross Carrier Group Command Video	PTT_CC_GROUP_CMD_VIDEO	Monthly	\$35
PTT Cross Carrier LMR Video	PTT_CROSS_CARRIER_LMR_VIDEO	Monthly	\$31
PTT Cross Carrier Video	PTT_CROSS_CARRIER_VIDEO	Monthly	\$25
PTT Tablet Group Advance LMR Video	PTT_TABLET_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Tablet Group Advance Video	PTT_TABLET_GROUP_ADV_VIDEO	Monthly	\$29
PTT Tablet Group Command LMR Video	PTT_TABLET_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Tablet Group Command Video	PTT_TABLET_GROUP_CMD_VIDEO	Monthly	\$35
PTT Tablet LMR Video	PTT_TABLET_LMR_VIDEO	Monthly	\$31
PTT Tablet Video	PTT_TABLET_VIDEO	Monthly	\$25
PTT Dispatch Group First Response	DISP_PTT_GFR	Monthly	\$300
PTT Dispatch LMR Group First Response	DISP_PTT_LMR_GFR	Monthly	\$306
PTT Dispatch Video LMR Group First Response	DISP_PTT_LMR_VIDEO_GFR	Monthly	\$506
PTT Dispatch Video Group First Response	DISP_PTT_VIDEO_GFR	Monthly	\$500

Note: All Licenses must have a Group First Response compatible device with an active Push to Talk Plus and MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles. ** Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**

State of New Hampshire

Push to Talk Plus Group Advanced Feature Only (when added to a Basic/Smartphone Device with PTT+) No additional discounts apply.	
Basic/Smartphone Device Feature (87381)	\$3.00
<p>Note: **Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.** Group Advanced cannot be added to any device without Domestic Push To Talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Command and Group Advanced on the same device.</p> <p>The new Group Advanced features include:</p> <ul style="list-style-type: none"> • Large Groups. Increased group sizes up to 3000 members. • Urgent Calling. Urgent calling can be initiated by a user or remotely by an authorized user. This call provides a distinct tone and is the highest priority call within the PTT+ application. <ul style="list-style-type: none"> ○ If a Dispatch license is the "Authorized User," the location of the Urgent Caller displays on the map. o Either the Initiator of the call or the Authorized User can end the "urgent call". ○ The "destination" of Urgent call must be on PTT+ client version R9.0 or later. • Location-Based Temporary Groups. These are dispatcher-managed geographic groups. Members inside the geographic area can be added to Dispatch selected contacts or pre-defined groups. <ul style="list-style-type: none"> ○ Requires new PTT+ Group Advanced Dispatch software license. <p>Note: Push to Talk Group Advanced requires Push to Talk Plus (PTT+).</p> <p>Group Advanced Feature Requirements</p> <ul style="list-style-type: none"> • PTT+ Group Advanced feature requires the Push to Talk Plus (PTT+) feature. • At launch (3/28/19), this bundle only works on smartphones. Select basic devices are supported, beginning in 2Q2019. • End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/19) for the functionality to show on devices as well as the PTT+ management portal (ECM). • PTT+ Group Advanced works with the optional LMR feature/functionality. PTT+ Portal Information • Large Groups <ul style="list-style-type: none"> ○ Within the PTT+ portal (ECM), there is a new group type "Large Group" under the Create Groups tab. When the group is created, only those contacts with the new PTT+ Group Advanced feature / SKU can be added to the group. • Urgent Calling <ul style="list-style-type: none"> ○ The company POC is able to set the "Authorized User" as well as the primary and secondary contacts that are recipients when the Urgent Call is initiated. "Authorized users" also have to have the PTT+ Group Advanced feature / SKU. • Location-Based Temporary Groups <ul style="list-style-type: none"> ○ No impact on the PTT+ management portal (ECM). 	

Push to Talk Plus Group Command Feature Only (when added to a Basic/Smartphone Device with PTT+) No additional discounts apply.	
Basic/Smartphone Device Feature (87382)	\$7.50

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Note: ****Push to Talk Plus Disclaimer:** While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated. **** Group Command cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Advanced and Group Command on the same device.**

The new features, effective 5/2/19, include:

- Discreet listening. Enables an authorized user or dispatcher to remotely listen to a user's PTT+ voice communication.
- User Check. Allows an authorized PTT+ user or dispatcher to obtain user information from another Group Command user, such as:
 - Presence and location
 - Device signal strength (Wi-Fi and cellular)
 - Device battery level
- Enable/Disable Radio
 - The ability to temporarily remove a device from a group conversation
- Includes Group Advanced functionality (large groups and urgent calling)

Group Command Feature Requirements

- PTT+ Group Command feature requires Push to Talk Plus (PTT+) feature
- This bundle works on Smartphones, Tablets and basic phones
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/2019) for the functionality to show on both the device as well as the PTT+ management portal (ECM).
- End users **MUST** enable RADIO MODE for the PTT+ Group Command features to work
- PTT+ Group Command SFO works with the optional LMR feature / functionality
- PTT+ Group Advanced and PTT+ Group Command features are mutually exclusive

Push to Connect – (PTT+)

Customers who use Smartphones, Tablets and basic phones are able to leverage Push to Connect to:

- Share pictures and videos from Gallery, as well as use native device camera
- Share location (current location or meeting location)
- Group Supervisor can set a Geofence, and receive messages when members come or leave area
- Leave a voice message, or create a voice message, and send to an individual or a group
- Send a PDF file to a contact or group

For customers who are familiar with PTT+ LMR Interoperability, PTT+ now has an optional "LMR Client" look, which provides a streamlined interface which simplifies the user experience to 1 screen.

Customers can now leverage Web Browsers to access the PTT+ Dispatch solution, rather than downloading software. Verizon also has a developer portal for any third-party companies that are interested in integrating the PTT+ voice functionality (developer.pushtotalkplus.com)

PTT+ also has an option to preset the PTT+ button (Programmable key) to a contact or group and works, even when the security screen is enabled.

Verizon offers different levels of Professional Services to facilitate the installation/integration of this functionality. See LMR Interop Professional Services in Detail.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Group Command Software Sku's No additional discounts apply.			
SKU Name	SKU Description	Term	Cost
PTT+ Group Command for Dispatch	PTT+ Group Command for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Command features (large group and urgent calling).	Monthly (658952)	\$100.00
PTT+ Group Command for Dispatch-LMR	PTT+ Group Command for Dispatch-LMR includes support for PTT+ Group Command features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (658953)	\$106.00
PTT+ Group Command for Cross-Carrier	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658954)	\$11.25
PTT+ Group Command for Cross Carrier-LMR	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658955)	\$15.75
PTT+ Group Command for Tablet	PTT+ Group Command for Tablet supports the PTT+ Group Command functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658956)	\$11.25
PTT+ Group Command for Tablet-LMR	PTT+ Group Command for Tablet-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658957)	\$15.75
Group Advanced Software Sku's No additional discounts apply.			
PTT+ Group Advanced for Dispatch	PTT+ Group Advanced for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	Monthly (657452)	\$75.00
PTT+ Group Advanced for Dispatch LMR includes PTT+ for Dispatch functionality and support for PTT+	PTT+ Group Advanced for Dispatch-LMR includes support for PTT+ Group Advanced features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (657453)	\$81.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Group Advanced features (large group and urgent calling).			
PTT+ Group Advanced for Cross-Carrier	PTT+ Group Advanced for Cross Carrier supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657454)	\$6.75
PTT+ Group Advanced for Cross Carrier-LMR	PTT+ Group Advanced for Cross Carrier-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657455)	\$11.25
PTT+ Group Advanced for Tablet	PTT+ Group Advanced for Tablet supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657456)	\$6.75
PTT+ Group Advanced for Tablet-LMR	PTT+ Group Advanced for Tablet-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657457)	\$11.25
Note: Sku's are not interchangeable. Group advance Sku's must be used with the group advanced feature code and Group command Sku's must be used with the group command feature code.			

Push to Talk Plus (PTT+): Government Subscribers Only	
Push to Talk+ is not eligible for any further discounts.	
Product	Monthly Access
Tablet	\$3.75 (590919)
Inter-carrier (only any device)	\$3.75 (594853)
3rd Party Web (HTML) API Client	\$3.75 (594854)
Dispatch (License) Windows PC with PTT and mapping	\$22.50 (590918)
Notes: Current coverage details can be found at www.verizonwireless.com . See attached Calling Plan and Feature Details for important information about calling plans, features and options. Push to Talk license only. Push to Talk Plus requires PTT+ capable device. **Push to Talk Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated **	

State of New Hampshire

Land Mobile Radio (LMR) for PTT+ : Government Subscribers Only Push to Talk Plus service is required.	
LMR is not eligible for any further discounts.	
Product	Monthly Access
LMR Channel per account	\$0.00 (590921)
Notes: Customer may have multiple channels.	
LMR FEATURE Only (When added to a Basic/Smartphone Device with PTT+)	
Basic/Smartphone Devices (FEATURE)	\$4.50 (85280)
Notes: LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.	
LMR with PTT+	
Tablet	\$8.25 (600952)
Inter-carrier (any device)	\$8.25 (600954)
3rd Party Web (HTML) API Client	\$8.25 (600953)
LMR with Dispatch (for Windows PC with PTT+ and mapping)	\$27.00 (615952)
Notes: Current coverage details can be found at www.verizonwireless.com . See attached Calling Plan and Feature Details for important information about calling plans, features and options. Land Mobile Radio (LMR) Interoperability works with all PTT+ capable devices. To use PTT+, Customer needs a PTT+ feature (or a software license for tablets and dispatch) and a PTT+ compatible device. An Internet Protocol (IP) link is required to connect Verizon's PTT+ service with the customer's LMR network through the "IP Gateway". By purchasing the Land Mobile Radio for PTT+ Customer consents to the tracking of Land Mobile Radio for PTT+ equipment and must obtain authorized consent to tracking from all users and affected persons. No guarantee of accuracy of information transmitted, disclosed, displayed or otherwise conveyed or used. Service could be interrupted or disrupted due to atmospheric conditions, inaccurate ephemeris data and other factors associated with use of satellites and satellite data. **Push to Talk Plus Disclaimer: While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**	

State of New Hampshire

Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment							
Additional Discounts Not to Apply for Virtual Deployments.							
*Virtual Deployment type	Price	Provide d Via Email	Provided Via Phone	Project Managem ent	Configuratio n of Equipment	Testing of Equipment	Up to 4 Talk Groups
	Software Plan Id and Description						
Onetime Fee							
ROIP Assisted Virtual Deployment	\$2,500	Included	Not Included	Not Included	Not Included	Not Included	Not Included
	623458: PTT+/LM R Assisted Install: ONE TIME						
Onetime Fee							
ROIP Managed Virtual Deployment	\$8,000	Included	Included	Included	Included	Included	Included
	623459: PTT+/LM R Managed Remote: ONE TIME						
Onetime Fee							
ISSI Managed Virtual Deployment	\$25,000	Included	Included	Included	Included	Included	Included
	623461: PTT+/LM R Managed Plus P25:						

State of New Hampshire

	ONE TIME					
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Note: *Customer must select a type of Virtual Deployment; selection cannot be mixed and/or matched. Customer must also purchase separately a ROIP gateway and cables. Customer must physically install the gateway and provide Virtual Private Network ("VPN") connectivity to the gateway. In addition, Customer must purchase an associated Land Mobile Radio ("LMR") feature and associated authorizations.

Virtual Deployments include on-boarding one single facility, accessible by Customer site to site VPN (Verizon Wireless will not go on-site for any Virtual Deployment). Warranty: Verizon Wireless makes no warranties, express or implied, with respect to ROIP or ISSI Virtual Deployment which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of ROIP or ISSI Virtual Deployment cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY.

ROIP Assisted Virtual Deployment

Customer Requirements:

Physical Installation and configuration.	Access to add network elements to Customer's network (IT administration).
VPN turn up capability (IP Network expertise).	Purchase and configure ROIP Gateway(s) and cables for connected LMR.
Assign a single point of contact.	Provide mobile radio for connectivity to each channel connected to ROIP Gateway(s).
Assign individual to receive and program ROIP Gateway(s) (The customer must have an acute knowledge on how to program land mobile radio equipment).	Provide VPN peer details.

Virtual Deployment provided: ROIP Assisted Virtual Deployment is only provided via email. Requests for deployment assistance can be reached at KODVZLMRSupport@motorolasolutions.com.

ROIP Assisted Virtual Deployment ends once a successful configuration and functional test occur:

A successful configuration for ROIP and ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group Mobile Directory Number's (MDN) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon Push to Talk (PTT) Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon Push to Talk Plus Service handsets when LMR User is speaking

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment

State of New Hampshire

Virtual Deployment Includes:

Working with Customer to engineer network segments for ROIP	Engage with Customer on VPN solution completion
Develop milestones	Verify Customer is configured in PTT Plus Service
Project manage critical milestones	Finalize ROIP Gateway tuning settings including latency and call setup timers based on Customer's network.
Present final design	Validate all configuration steps of the IP Gateway
Define technical parameters for VPN	Configure ROIP Gateway(s)

Requests for managed deployment assistance can be reached at:

Phone Requests: (469) 476-0820

Email Requests: KODVZLMRSupport@motorolasolutions.com.

Customer Requirements: Customer shall be required to do the following:

Assign a project Single Point of Contact.	Provide mobile / portable radio for connectivity to each channel connected to ROIP Gateway(s).
Backhaul Technology Selection.	Manage schedule and report availability for turn up.
Provide VPN Peer Details.	Approve necessary authorizations to be billed to the account.
Order IP Gateway.	Review designs.
Complete Site Survey Web Form.	Provide resulting LMR Group MDN authorization numbers assigned in Enterprise Contact Management (ECM) Tool to Verizon.
Physical Installation.	Approve the one-time Virtual Deployment charges for managed install.
Build Talk Groups in PTT+ online portal Enterprise Contact Management (ECM), including ROIP Gateway authorization.	Configure VPN on local network to data center.
Assign single point of contact for VPN configuration.	Customer to confirm the required networking elements completed.
Assign individual to receive ROIP Gateway(s).	Configure network elements as needed (if sourced as a part of project).
Access to add network elements to Customer's network.	Test and successfully complete calls between Push to Talk Plus Service and the LMR network.
Purchase separately ROIP Gateway(s) and cables for connected LMR.	

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment end once a successful configuration and functional test occur:

A successful configuration for ROIP or ISSI occurs when:

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group MDN(s) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon PTT Plus Service handsets when LMR User is speaking

State of New Hampshire

Mobile Device Management

Verizon Mobile Device Management (MDM): Government Subscribers	
These calling features reflect the monthly access charge discount. No additional discounts apply.	
Verizon MDM Feature	Access Fee
Broadband Hotspot Management ¹	\$1.49/device per month or \$15/device per year
Unified Endpoint Management ²	\$1.00/device per month or \$10/device per year
<p>Note: See attached Calling Plan and Feature Details for important information about calling plans, features and options. VzMDM supports select devices and operating systems and may require installation of a software agent. VzMDM features are ordered and billed separately; however, all supported options will appear and cannot be blocked. The Verizon MDM portal is a CLOUD BASED SYSTEM and accessed via an Internet Browser.</p> <ul style="list-style-type: none"> ➤ ¹ Broadband Hotspot Management (BBHS) currently supports the SG M1000, MiFi 8800L, MiFi 7730L, AC791L, Jetpack 6620L, MHS 900L/LS, Orbic Speed RC 400L, 8PC-100 (Business Phone Connect), and USB730L. <ul style="list-style-type: none"> ○ Requires iOS 10 or Higher ○ iPad OS 13 and higher ➤ ² Unified Endpoint Management (UEM) requires smartphones and Tablets to be under supervision with their respective device enrollment programs, prior to managing device configurations from the VzMDM's customers' instance. <ul style="list-style-type: none"> ○ All services are billed at the account level ➤ Verizon customers, who want to assess new firmware or need more time for custom/corporate applications, are guided towards the Vienna Channel program <p>**Due to a number of features that require HTML 5, Verizon MDM requires the latest generation browsers (Google Chrome and Microsoft Edge) or two generations earlier.</p>	

VZ MDM Implementation Services			
This service does not qualify for additional discounts			
A certified VZ Solutions Engineer ("SE") will be assigned to provide a full and complete virtual implementation of the VZ MDM solution, including:			
<ul style="list-style-type: none"> ➤ Facilitate customer through onboarding of mobile devices in the Verizon Mobile Device Enrollment Program (DEP); ➤ Creation and assignment of policies and groups, ensuring group and policy orientation meets customer's project needs ➤ Provide portal training; ➤ Oversee a testing phase with a control group; ➤ Oversee initial production rollout 			
SKU#	Description	Term	Cost
VZ_IOT_VZMDM_1-10	License Quantity 1-10	One time fee	\$99.00
VZ_IOT_VZMDM_11-499	License Quantity 11-499	One time fee	\$350.00
VZ_IOT_VZMDM_500-999	License Quantity 500-999	One time fee	\$650.00
VZ_IOT_VZMDM_1000_PLUS	License Quantity 1000+	One time fee	\$0.70/ license
<p>Notes: This service can be found under the VZ MDM category in BuSS. Multiple tiers cannot be combined during purchase. Separate configurations may use separate tiers.</p>			

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

This service is to be used in conjunction with one of the following VZ MDM Services:

1. Broadband Management
2. Unified Endpoint Management

IBM® MaaS360® Enterprise Mobility Management (EMM) Unified Endpoint Management (UEM)

IBM® MaaS360® Enterprise Mobility Management (EMM)					
A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.					
IBM MaaS360 UEM offers a comprehensive, highly secure platform that manages and protects Devices and Things (smartphones, tablets, laptops, desktops,), People and Identity (authentication, authorization, Single Sign On, secure use access), Apps and Content combined with cognitive technology.					
Enterprise Mobility Suites: Core Products					
License Type	Product	SKU	Description	Monthly	Annual
Per Device: One (1) license per device	Essentials	D1P3GLL	Essentials Suite per Device	\$2.25 598456	\$27.00 598455
	Deluxe	D1P3LLL	Deluxe Suite per Device	\$3.75 598457	\$45.00 598458
	Premiere	D1P3RLL	Premier Suite per Device	\$4.69 598459	\$56.25 598460
	Enterprise	D1P3WLL	Enterprise Suite per Device	\$6.75 598461	\$81.00 598462
Per User: One (1) license per single user with multiple devices	Essentials	D1P3ILL	Essentials Suite Per User	\$4.50 598463	\$54.00 598464
	Deluxe	D1P3NLL	Deluxe Suite per User	\$7.50 598465	\$90.00 598466
	Premiere	D1P3TLL	Premier Suite per User	\$9.38 598467	\$112.50 598468
	Enterprise	D1P3YLL	Enterprise Suite per User	\$13.50 598469	\$162.00 598470
Notes:					
<ul style="list-style-type: none"> • <u>No setup or deployment fee for 50 licenses and up.</u> • All subscriptions are a 1-year term, and customer has the option to pay annually or monthly. • Any reduction in the number of licenses can only be made at the time of renewal for both annual and monthly plans. No proration. • <u>IBM Fast Start Customer Setup is required for less than 50 licenses.</u> 					

IBM® MaaS360® Enterprise Mobility Management: Add-On Products

A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.

- ✓ These SKUs require an active subscription from the Core Products list (see above).
- ✓ This SKU must match the core product exactly (i.e., 1:1). Example: If the customer has 100 Essential Core Products then the customer must order 100 Team Viewer add-ons.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

License Type	Product	SKU	Description	Monthly	Annual	
Per Device: One (1) license per device	Mobile Threat Management	D1AJPLL	Mobile Threat Mgmt per Device	\$0.75 598473	\$9.00 598474	
	Secure Mobile Browser	D1AGWLL	Secure Mobile Browser per Device	\$0.75 598953	\$9.00 598954	
	TeamViewer	D0048ZX	TeamViewer Remote Support SaaS for IBM MaaS360 per Device	\$0.75 625453	\$9.00 714502	
Per User: One (1) license per single user with multiple devices	Mobile Threat Management	D1AJSLL	Mobile Threat Mgmt per User	\$1.88 599454	\$22.50 599455	
	Secure Mobile Browser	D1AGZLL	Secure Mobile Browser per User	\$1.88 598955	\$22.50 598956	
	TeamViewer	D0047ZX	TeamViewer Remote Support SaaS for IBM MaaS360 per User	\$1.50 625454	\$18.00 714452	
Product		SKU	Description	Plan ID	Monthly	Annual
Laptop Location		D1AM8LL	Laptop Location	598471	\$0.38	
				598472		\$4.50

IBM® MaaS360® Enterprise Mobility Management Professional Services				
IBM MaaS360 EEM Professional Services are not eligible for discounts.				
Product	SKU	Plan ID	Description	One-time Cost
IBM Email Setup - One Time Charge	D01XLZX	741452	Provides remotely delivered expertise and guidance in setting up and configuring the MaaS360 Email Access Gateway. The IBM consultant will participate in the discussions and setup remotely via WebEx. Through the initial conversation, the consultant will recommend the appropriate scenario to leverage, and also provide recommendations for redundancy and load balancing as needed. The consultant will assist in deploying any of the following scenarios: (1) Email gateway for any access, (2) Email gateway to allow only MaaS360 Secure Mail clients, (3) Email gateway with client authentication using corporate credentials.	\$730.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Health Check Success Service	D1RTALL	644452	IBM will assess your current deployment against your use cases, future goals, and industry best practices in a 1 day session. Receive a report with a score and recommendations on how to utilize MaaS360 to its full potential.	\$2,800.00
IBM Fast Start Customer Setup Service	D1X6SLL	636958	<u>Fast Start is required for accounts activating less than 50 licenses.</u> Provides set up assistance during a 2-hour phone call with a MaaS360 expert	\$500.00
EMM 30-Day Trial	D1P3TRL	598957	One-Time EMM 30-Day Trial. Customer can trial MaaS360 for 30 days. At the conclusion of the trial (but before the 30 day period ends), customer may convert the account to a paid subscription. Once the order is processed, the number of paid licenses can be provisioned to the account. Note. If the trial expires past the 30 day period customer must contact Verizon.	\$0.00
Mobility Training Success Service	D1RTBLL	644453	A 2 day, curriculum based training workshop to skill up your helpdesk, operations team, and administrators on enterprise mobility and IBM MaaS360. Get hands-on with the product in this course with real world scenarios and demos.	\$5,700.00
Quick Start Success Service	D1RT9LL	644454	Quick Start Services deliver fast and exceptional enterprise mobility implementation guidance to maximize your investment in less than a week.	\$14,000.00

IBM MaaS360 EMM Core Products

Included features are determined by IBM MaaS360 UEM License Type

Feature

Functionality

Included Features by License

State of New Hampshire

		EMM Essential	EMM Deluxe	EMM Premier	EMM Enterprise
Device Management	Manage smartphones, tablets & laptops featuring iOS, Android, Windows 10 Mobile, Windows 7, Windows 10 & macOS	✓	✓	✓	✓
App Management	Deploy custom enterprise app catalogs Blacklist, whitelist & require apps	✓	✓	✓	✓
Patch and Update Management	Identify & report on missing OS patches Schedule distribution and installation of Windows OS & macOS patches	✓	✓	✓	✓
Identity Management	<i>Single sign-on & touch access</i> <i>Conditional access to trusted devices</i> <i>Identity federation with apps</i>	✓	✓	✓	✓
Advisor	Improve IT operational efficiency by applying best practices & learning from industry & peer benchmarks	✓	✓	✓	✓
Container App	A separate, corporate mobile workplace for iOS, Android & Windows Productivity apps for work in one place	✓	✓	✓	✓
Mobile Expense Management	Monitor mobile data usage with real-time alerts Set policies to restrict or limit data & voice roaming	✓	✓	✓	✓
Secure Mobile Email	Contain emails, attachments & chat to prevent data leakage Enforce authentication, copy/paste & forwarding restrictions FIPS 140-2 compliant, AES-256 bit encryption for data at res	x	✓	✓	✓
Secure Mobile Chat	Contain all chat mobile conversations and data Establish quick connections via corporate directory lookup	x	✓	✓	✓
OS VPN	Leverages the hosted MaaS360 Certificate Authority to issue authentication certs Deployed alongside your corporate VPN solution	x	x	✓	✓
Secure Browser	A feature-rich web browser for secure access to intranet sites Define URL filters & security policies based on categories Block known malicious websites	x	x	✓	✓
Gateway for Browser	Enable MaaS360 Secure Mobile Browser to access enterprise intranet sites, web apps & network resources Access seamlessly & securely without needing a VPN session on mobile device	x	x	✓	✓
Content Management	Enforce authentication, copy/paste & view-only restrictions	x	x	✓	✓

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Gateway for Documents	Secure access to internal files: e.g., SharePoint & Windows File Share	x	x	✓	✓
App Security	Enforce authentication & copy/paste restrictions	x	x	✓	✓
Gateway for Apps	Add per app VPN to Application Security to integrate behind-the-firewall data in private apps	x	x	✓	✓
Mobile Document Editor	Create, edit & save content in a secure, encrypted container	x	x	x	✓
Mobile Document Sync	Restrict copy/paste & opening in unmanaged apps Store content securely, both in the cloud & on devices	x	x	x	✓
Mobile Threat Management	Detect and analyze mobile malware on compromised devices Automate remediation via near real-time compliance engine Take action on jailbroken/rooted devices over-the-air	x	x	x	✓

Notes: Customer may purchase IBM MaaS360 software licenses and services ("IBM MaaS360 Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the IBM MaaS360 Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. IBM MaaS360 Services are manufactured by International Business Machines Corporation, Inc. Any license for IBM MaaS360 Services must be obtained directly from IBM MaaS360 either upon purchase or receipt of notification from IBM of access to IBM MaaS360 Services. IBM MaaS360 Services are subject to IBM MaaS360's terms and conditions and can be viewed here: <http://www-03.ibm.com/software/sla/sladb.nsf/sla/saas>. Verizon Wireless will direct IBM MaaS360 to fulfill Customer's IBM MaaS360 Services order. Customer support for IBM MaaS360 Services must be obtained directly from International Business Machines Corporation, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to IBM MaaS360 Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate IBM MaaS360 representatives.

Samsung Knox for Government

Samsung Knox Workspace

Samsung Knox licenses are not eligible for any further discounts.

Knox Workspace is an on-device container that isolates business applications and data from personal ones with government-grade security. Knox Workspace also provides enhanced granular controls over device features to agency IT administrators. Requires an additional MDM/EMM (like Knox Premium) to manage the container. Manage the container by integrating Knox IT policies with your existing MDM solution. Only available for Samsung Devices. <https://www.samsungknox.com/en/eula>

Subscription	Monthly (Month to Month)	1 – Year Term (Prepaid)	2 – Year Term (Paid in advance)
License Fee	\$2.70 (684455)	\$32.40 (684466)	\$64.80 (684464)
SKU#	MI-OSKPM01GUT2	MI-OSKP101GUT2	MI-OSKP201GUT2

Samsung Knox Configure Customization

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Knox Customization is a comprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transform Samsung devices into purpose-built solutions for any industry. *Requires upfront proof of device ownership. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OVKPS01G	Customization Setup	One Time Charge	\$1,499.00/ per license (684452)

Samsung Knox Configure (Samsung Devices Only)

Knox Configure is a cloud based management tool that allows organizations to remotely configure a large number of Samsung devices and tailor them to meet specific needs. Transform Samsung devices into purpose-built solutions for any industry. Upfront proof of device ownership is required, along with Samsung Knox Software v. 2.8+. There are 3 types of Knox Configure licenses: <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKCS11GUT2	KC Setup- 1 Year	1 year (Prepaid)	\$3.75 (684463)
MI-OSKCS21GUT2	KC Setup- 2 Year	2 year (Prepaid)	\$7.50 (684462)
MI-OSKCD11GUT2	KC Dynamic- 1 Year	1 year (Prepaid)	\$7.50 (684461)
MI-OSKCD21GUT2	KC Dynamic- 2 Year	2 year (Prepaid)	\$15.00 (684460)
MI-OSKCD12GUT2	KC-D (per seat) 1 years	1 year (Prepaid)	\$9.00 (684456)
MI-OSKCD22GUT2	KC-D (per seat) 2 years	2 year (Prepaid)	\$18.00 (686452)

Knox Manage EMM

Knox manage is a cloud-based cross-platform agency mobility management solution combined with an on-device secure container for Samsung devices. Manage devices in the cloud. Compatible with Samsung Android, Android, iOS and windows 10 devices. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKMM10GUT2	Manage Monthly	Month – to – Month	\$1.50 (684459)
MI-OSKM110GUT2	Manage- 1 Year	1 year (Prepaid)	\$18.00 (684458)
MI-OSKM210GUT2	Manage- 2 Year	2 year (Prepaid)	\$36.00 (684457)

Knox Quick Start

SKU#	Description	Term	Price
MI-OVCPK2G	Quickstart II	One Time Charge	\$499.00 (684454)
MI-OVCPK3G	Quickstart III	One Time Charge	\$1,599.00 (684453)

Notes: Customer may purchase Samsung Knox for Enterprise licenses and services ("Knox Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Knox Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Knox Services are

State of New Hampshire

manufactured by Samsung Electronics Co., Ltd. ("Samsung"). Any license for Knox Services must be obtained directly from Samsung either upon purchase or installation of the Knox Services. Knox Services are subject to Knox Services' terms and conditions and can be viewed here: <https://www.samsungknox.com/en/eula>. Verizon Wireless will direct Knox Services to fulfill Customer's Knox Services order. Customer support for Knox Services must be obtained directly from Samsung. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Knox Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Knox Services representatives.

State of New Hampshire

MobileIron [Acquired by Ivanti] Secure Unified Endpoint Management (UEM) with Direct Support Bundles: Government Subscribers				
The pricing below reflects the monthly access fee discount. No further discounts apply				
MobileIron Secure UEM Bundle. Endpoint management for any device (iOS, android, macOS, Windows) Apps@Work, Help@Work, and Sentry.				
Optional ADD-ON features: Mobile Threat Defense (MTD) or Mobile Threat Defense Premium (MTD Premium)				
SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit/ Per Year
MI-UEM-D-1YMC-D	MobileIron Secure UEM	Per Device Cloud Subscription License for 1 Year with Direct Support.	\$3.00 (693472)	\$36.00 (693470)
MI-UEM-U-1YMC-D	MobileIron Secure UEM	Per User (5 Devices/User) Cloud Subscription License for 1 Year with Direct Support.	\$4.50 (693516)	\$54.00 (693517)
MI-UEM-D-1YS-D	MobileIron Secure UEM	Per Device Subscription (On-Premise) License for 1 Year with Direct Support.	\$3.00 (693618)	\$36.00 (693620)
MI-UEM-U-1YS-D	MobileIron Secure UEM	Per User (5 Devices/User) (On-Premise) Subscription License for 1 Year with Direct Support.	\$4.50 (693475)	\$54.00 (693476)
MobileIron Secure UEM Premium Bundle: for UEM, Tunnel, AppConnect, Apps, Conditional Access, ZSO One				
The pricing below reflects the monthly access fee discount. No further discounts apply				
Optional ADD-ON features: Mobile Threat Defense (MTD), Mobile Threat Defense Premium (MTD Premium), Zero Sign-on (ZSO)				
SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit / Per Year
MI-UEMP-D-1YMC-D	MobileIron Secure UEM Premium	Per Device Cloud Subscription License for 1 Year with Direct Support.	\$5.63 (693563)	\$67.50 (693562)
MI-UEMP-U-1YMC-D	MobileIron Secure UEM Premium	Per User (5 Devices/User) Cloud Subscription License for 1 Year with Direct Support.	\$9.00 (693511)	\$108.00 (693512)
MI-UEMP-D-1YS-D	MobileIron Secure UEM Premium	Per Device Subscription (On-Premise) License for 1 Year with Direct Support.	\$5.63 (693614)	\$67.50 (693613)
MI-UEMP-U-1YS-D	MobileIron Secure UEM Premium	Per User (5 Devices/User) Subscription (On-Premise) License for 1 Year with Direct Support.	\$9.00 (693464)	\$108.00 (693465)
*Refer to the Additional Requirements below for important information				

MobileIron Zero Sign-On (ZSO) Feature: Cloud				
Adaptive security and conditional access for any cloud service or in-house apps				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit / Per Year	Annual Cost Per Unit / Per Year

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

MI-ZSO-U-1YC-D	MobileIron Secure UEM	Per User (5 Devices/User) Subscription License for 1 Year with Direct Support.	\$2.25 (693523)	\$27.00 (693520)
NOTE: This feature is an add-on to Secure UEM Premium SKUs only				
*Refer to the Additional Requirements below for important information				

MobileIron Threat Defense Features: Cloud				
Compatible with both MobileIron Cloud and MI Core/On premise				
The pricing below reflects the monthly access fee discount. No further discounts apply				
MobileIron Threat Defense Feature: Intrusion prevention system integrated into the MobileIron Client to defend against Device, Network, and Application based cyber-attacks				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTD-D-1YS-D	MobileIron Threat Defense	Per Device Cloud Subscription for 1 year with Direct Support.	\$3.00 (658460)	\$36.00 (633460)
MI-MTD-U-1YS-D	MobileIron Threat Defense	Per User (5 devices/user) Cloud Subscription for 1 year with Direct Support.	\$4.50 (658463)	\$54.00 (633462)
MobileIron Threat Defense Premium Feature: Intrusion prevention system integrated into the MobileIron Client and Advanced App Analysis				
The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTDPLUS-D-1YS-D	MobileIron Threat Defense Premium	Per Device Cloud Subscription for 1 year with Direct Support.	\$4.50 (658462)	\$54.00 (633461)
MI-MTDPLUS-U-1YS-D	MobileIron Threat Defense Premium	Per User (5 devices/user) Cloud Subscription for 1 year with Direct Support.	\$6.75 (658464)	\$81.00 (633463)
Notes: Includes zConsole (Cloud-based Command & Control Center) Zimperium's mobile threat management platform that monitors security incidents on zIPS-protected mobile devices and provides mobile forensic details (one per customer)				
*Refer to the Additional Requirements below for important information				

<p>Additional Requirements: MobileIron Secure UEM Bundles, MobileIron Secure UEM Premium Bundles, MobileIron Zero Sign-On (ZSO) Feature, MobileIron Threat Defense Features</p> <p>Purchase Requirements:</p> <ul style="list-style-type: none"> ➤ MobileIron Cloud: Minimum first time purchase of 25 licenses of Unified Endpoint Management Bundle required ➤ MI Core/On premise: Minimum 500+ Licenses Required for initial order/installation required ➤ Deployment services are required for all first time deployments. ➤ Support levels must match across all products purchased ➤ Max of 5 devices/user for Secure UEM and Secure UEM Premium bundles ➤ Customers upgrading from per Device to per User cannot downgrade

State of New Hampshire

➤ **Enterprise Support** requires Direct Support

Customer may purchase MobileIron, Inc. [Acquired by Ivanti] ("MobileIron") licenses and services ("MobileIron Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the MobileIron Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. MobileIron Services are manufactured by MobileIron, Inc. Any license for MobileIron Services must be obtained directly from MobileIron either upon purchase or installation of the MobileIron Services. MobileIron Services are subject to MobileIron's terms and conditions and can be viewed here: <https://www.ivanti.com/company/legal?miredirect>. Verizon Wireless will direct MobileIron to fulfill Customer's MobileIron Services order. Customer support for MobileIron Services must be obtained directly from MobileIron, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to MobileIron Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate MobileIron representatives.

MobileIron incapptic Connect Feature: On-Premise Self-service portal for Customer's custom app development The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	Product Name	Product Description	Price Plan ID	Annual Cost (Per 10 Apps)
MI-INCAPP TIC-BAS-D-1YS-D	MobileIron incapptic Connect	Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.	693468	\$15,000.00
MI-INCAPP TIC-APP-D-1YS-D	MobileIron incapptic Connect	Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.	693567	\$15,000.00

Note: Statement of Work required.

MobileIron Professional Services - Custom Scope SOW Required The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-SOW-PUF	Professional Services - Custom defined scope (e.g. multi-site, certificate integration, health checks, follow-on services) provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour SOW required Billed Upfront	682954	\$250.00
MI-RESIDENT-ANY	Resident Services - Resource to assist with the management of MobileIron environment. SOW required.	Rate per hour. 3-month period minimum. SOW required	510404	\$130.00

Note: Statement of Work required.

State of New Hampshire

MobileIron Professional Services - Open Scope				
The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-HOURS-PUF	Professional Services -Custom undefined scope, services provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour	682955	\$250.00
Note: Statement of Work required.				

State of New Hampshire

MobileIron Professional Services - Deployment/Implementation Packages				
The pricing below reflects the monthly access fee. No discounts apply				
MobileIron Professional Services: Deployment				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-SECURE-UEM-CORE	Core Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693623	\$6,250.00
MI-PS-SECURE-UEM-CLOUD	Cloud Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693525	\$3,750.00
MI-PS-SECURE-UEM-PREM-CORE	Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693569	\$15,000.00
MI-PS-SECURE-UEM-PREM-CLOUD	Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693477	\$12,500.00
MI-PS-SECURE-UEM-PREM-ADV-CORE	Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.	N/A	693524	\$18,750.00
MI-PS-SECURE-UEM-PREM-ADV-CLOUD	Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.	N/A	693478	\$16,250.00
MobileIron Professional Services: Implementation				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-PREMIUM-IMP	Premium Implementation Service - Combination of Advisory Services consultant to plan, oversee and provide best practices guidance along with an Implementation Engineer for design, setup and validation of all technical components. Will also include basic	Bundled Strategy, Advisory, and Implementation * On-Site Work is required and need a PO for Travel	510397	\$25,000.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

	strategic alignment sessions to ensure mobile strategy is being satisfied by the implementation results.			
MI-PS-MTD-ENT	MTD Implementation (1000+ devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole, zConsole policy configuration, and OS and device vulnerability risk analysis.	Remote implementation Must be purchased with or added to MobileIron Core or Cloud implementation services	693570	\$5,000.00
MI-PS-MTD-SMB	MTD Implementation (up to 1,000 devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole and zConsole policy configuration.	Remote implementation Must be purchased with or added to MobileIron Core or Cloud implementation services	693622	\$2,500.00

Note: Statement of Work required.

MobileIron Professional Services –Other				
The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Description	Notes	Price Plan ID	Price per Unit
MI-PS-EBF-MIGRATOR-DEVICE-LICENSE	Access to EBF Migrator per Device License(s) to support a migration to MobileIron Cloud or MobileIron Core.	50 minimum quantity purchase. Must be purchased with MobileIron Professional Services to assist with the migration (MI-PS-SOW, MI-PS-SOW-PUF, MI-PS-FIXED, MI-PS-HOURS-PUF, any of the MI-PS-C2C-MIGRATE-XXX SKUs)	682962	\$7.50

Note: Statement of Work required.

MobileIron Professional Services –Enterprise Support				
The pricing below reflects the monthly access fee. No discounts apply				
SKU	Product Name	Product Description	Price Plan ID	Price per Unit
MI-PS-ENTERPRISE	MobileIron Professional Services	Enterprise Support and Strategic Account Management (annual fee). Must also have MobileIron Annual Direct Maintenance and Support	682964	\$60,000.00

Note: Statement of Work required.

MobileIron SKU Mapping for Legacy SKUs		
Current Product	New Product	Add-On
Silver	MobileIron Secure UEM	MTD or MTD Premium
Gold*	MobileIron Secure UEM OR	*Dependent upon MI Secure UEM product selected

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

	MobileIron Secure UEM Premium	
Platinum	MobileIron Secure UEM Premium	MTD or MTD Premium, ZSO
*Note: Current MobileIron Gold subscriber mapping is dependent upon individual customer requirements. See your account representative for additional details.		

State of New Hampshire

Additional Services

SIM SECURE SERVICE OVERVIEW. SIM-Secure ensures a SIM will only function when it is used in conjunction with the device with which the customer intends it to work. If a SIM is removed from the authorized device and placed in an unauthorized device, SIM-Secure will prevent the device from successfully authenticating to the Verizon network. If the SIM is placed back in the authorized device, the SIM will successfully authenticate to the network.

SIM-SECURE SERVICE					
	Description	SKU	Billing Frequency	Price Per Unit	QTY
Non IoT devices - monthly	SIM-Secure Monthly Non-IoT License	SIMSec-NonIoT-	Monthly	\$0.69 (695512)	1
Non IoT devices - lifetime	SIM-Secure Lifetime Non- IoT License	SIMSec-NonIoT- LT-	Once	\$10.00 (698965)	1
<p>Verizon Wireless grants Customer a limited, nonexclusive, revocable, non-transferable license (without the right to sublicense) to use SIM-Secure for its own internal business purposes and only for lawful purposes. Customer shall not have the right to, and shall not permit any third party to, resell, sublicense, rent, lease, time-share, copy, modify, create derivative works of, translate, reverse engineer, decompile or disassemble the Services or otherwise attempt to derive the source code, access the Service in order to build a competitive product or service or to copy any ideas, features or functions of SIM-Secure or use SIM-Secure. Customer does not acquire any other rights, express or implied, in SIM-Secure. VERIZON WIRELESS RESERVES ALL RIGHTS NOT EXPRESSLY GRANTED HEREUNDER. Verizon Wireless and its suppliers own and retain all right, title and interest in and to SIM-Secure, all intellectual property rights in or associated with SIM-Secure, and any derivative works thereof. SIM-SECURE IS PROVIDED "AS IS" AND VERIZON WIRELESS MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO USEFULNESS, FUNCTIONALITY, OPERABILITY, TIMELINESS AND NON-INFRINGEMENT. VERIZON WIRELESS HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.</p> <p>IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL OR PUNITIVE DAMAGES OR FOR LOSS OF USE OR LOST BUSINESS, REVENUE, PROFITS, SAVINGS, OR GOODWILL, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, SIM-SECURE, OR DOCUMENTATION, HOWEVER CAUSED, WHICH ARE INCURRED BY THE OTHER PARTY AND WHICH ARISE OUT OF ANY ACT OR FAILURE TO ACT RELATING TO THIS SS SERVICE ATTACHMENT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE CLAIM OR POTENTIAL CLAIM OR OF THE POSSIBILITY OF SUCH DAMAGES.</p>					

State of New Hampshire

VZ IoT Managed Services			
This service does not qualify for additional discounts			
Private Network Professional Services is a white-glove service for Verizon Wireless Private Network customers which provides remote configuration support for customer premise equipment (CPE) to ensure successful turn-up.			
SKU#	Description	Time	Cost
690957: VZ-CoE-MPN-ENGG-SPRT: ONE TIME	Professional Services	Up to 2 hours	\$500.00
Notes: This service is for Verizon Wireless Private Network Customers and any customers who are interested in general configuration expertise on any of the products specified routers. Customers may purchase additional hours of engineering services in 2 hour blocks for \$500.			

Enterprise Messaging (Open Market)

These plans are being offered as Open Market.

Contingent upon execution of a Blanket Purchase Agreement between the parties

Enterprise Gateway for Public Safety		
Enterprise Messaging for Public Safety is NOT eligible for monthly access fee discounts		
# Messages Included	Monthly Access	Per Message Rate After Allowance
Public Safety Unlimited* (83431)	\$0.00 (For Public Safety/First Responders only as defined below*)	N/A
Note: This plan is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.		

Enhanced Messaging Features		
SMS Only for EMAG Enhanced Features		
The monthly access fee discounts are reflected in the pricing below. NO Further discounts apply.		
# Messages Included	Monthly Access	Per Message Rate After Allowance
1,000,000* (22119)	\$0.00	\$0.013
Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.		

State of New Hampshire

*The \$0.00 Monthly Access Unlimited plan and the \$0 Enhanced Messaging Plans above are only available to Public Safety/First Responders classified with the following NAICS Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

The monthly access fee discounts are reflected in the pricing below. <i>NO</i> further discounts apply.		
Text Only (SMS)		
# Messages Included	Monthly Access	Per Message Rate After Allowance
15,000 (98209)	\$37.50	\$0.01
100,000 (98212)	\$150	\$0.01
500,000 (98213)	\$731.25	\$0.01
1,000,000 (98215)	\$1,387.50	\$0.01
5,000,000 (98233)	\$6,750	\$0.005
Note: This feature is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.		
Text & Multimedia (SMS/MMS)		
# Messages Included	Monthly Access	Per Message Rate After Allowance
15,000 (98234)	\$75	\$0.02
100,000 (98235)	\$300	\$0.02
500,000 (98236)	\$1,462.50	\$0.02
1,000,000 (98238)	\$2,775	\$0.02
5,000,000 (98239)	\$13,500	\$0.01

State of New Hampshire

Enhanced Messaging Features SMS Only for EMAG Enhanced Features The monthly access fee discounts are reflected in the pricing below. NO Further discounts apply.			
Enhanced Messaging Features (SMS Only)			
# Messages Included		Monthly Access	Per Message Rate After Allowance
15,000	(22041)	\$75	\$0.02
100,000	(22054)	\$468.75	\$0.02
500,000	(22088)	\$2,250	\$0.015
1,000,000	(22119)	\$4,200	\$0.013
5,000,000	(22127)	\$20,250	\$0.008

Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.

Verizon Wireless Network Performance Service

1. **Service Description.** Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the "Service"). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.
2. **Service Features.** The Service includes basic and premium features. Premium can be added for an additional fee.
 - 2.1. **Basic features.** Basic features include the following:
 - 2.1.1. **Ticket Tracking.** Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
 - 2.1.2. **Unplanned Events.** Near real-time network events displayed on a map, hover over to get more details.
 - 2.1.3. **Planned Maintenance.** Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
 - 2.1.4. **Data Usage.** Shows the enterprise level data usage for the time period of the 15th to the 14th of each month.
 - 2.1.5. **Device Models.** Bar chart for the top 10 devices used by the enterprise customer.
 - 2.1.6. **Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.
 - 2.2. **Premium features.** Premium features include all of the basic features in addition to the following:
 - 2.2.1. **Experience.** Single device's overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.
 - 2.2.2. **Site Proximity.** Shows the azimuth and approximate distance for the nearest servicing nodes
 - 2.2.3. **Near-Real Time LTE coverage.** Provides map of LTE network coverage, updated about every 15 minutes.

State of New Hampshire

2.2.4. **Device Location.** Shows the general location (within 1000 meters) of connected 3G and 4G devices

2.2.5. **Connected Devices.** Number of devices connected to the network in the last one hour.

2.2.6. **Weather Overlays.** Provides weather overlays, including radar from last 2 hours.

2.2.7. **Custom map Analytics.** Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).

2.2.8. **Service Notifications.** Virtualized self-portal for setting up custom alert on different features.

2.2.9. **Service Diagnostics Tool.** Device level troubleshooting reports.

3. **Service Limitations.** The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

4. Customer Obligations.

4.1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool.

4.2. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.

5. **Fees.** Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.

6. **Privacy; Notice and Consent.** "Mobile Device" (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. "End User" means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. "Location Information" means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.
 - 6.1. **Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information.** Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties (as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users. Depending upon the type of service and the means by which the notices can be presented to the End User, the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.
 - 6.2. **Revocation of Consent.** As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.
 - 6.3. **Use and Storage of Location Information.** Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.
 - 6.4. **Privacy and Safeguard Considerations.** Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.
 - 6.5. **Record Retention.** Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.
7. **Customer Representations and Warranties.** Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal

State of New Hampshire

requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and supplemental to Customer's compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location-Based Services.

Exhibit A

Wireless Network Performance Fees

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

The licenses are not eligible for further monthly access discounts.						
Description	SKU Name	Perpetual Plan ID	Monthly Plan ID	Tiers	Monthly Cost	Annual Cost
WNP-BASIC-GOV	WNP-BASIC-GOV	709053	709052	1-499	\$ 7.70	\$ 88.55
				500 - 999	\$ 11.55	\$ 123.20
				1,000 - 4,999	\$ 19.25	\$ 207.90
				5,000 -9,999	\$ 38.50	\$ 415.80
				10,000 - 99,999	\$ 57.75	\$ 616.00
				100K -5M	\$ 77.00	\$ 770.00
WNP-PREMIUM-GOV	WNP-PREMIUM-GOV	709103	709102	1-499	\$ 77.00	\$ 770.00
				500 - 999	\$ 385.00	\$ 4,158.00
				1,000 - 4,999	\$ 770.00	\$ 8,316.00
				5,000 -9,999	\$ 1,925.00	\$20,790.00
				10,000 - 99,999	\$ 3,850.00	\$41,580.00
				100K -5M	\$ 7,700.00	\$80,850.00
<p>Note: Verizon's Wireless Network Performance (WNP) is a central portal that will provide two broadband capabilities that can be leveraged:</p> <ul style="list-style-type: none"> • Analytics • Mapping <p>Customers will be able to access WNP through My Business after purchase and must be subscribed to the MyBiz portal to use these licenses. Customer's Tier is determined by the number of active lines in service at the time of purchase. See your account representative for additional information.</p>						

Verizon Connect NWF Service Options for NVLPT

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

The Service Options below have been discounted. No additional discounts apply.

Service Options	Purchase Cost (Monthly Recurring Charge)
Connect	\$2.95
Customizable Update Rates ("CUR") 1 Minute	\$0.00
Customizable Update Rates ("CUR") 45 Seconds	\$1.00
Customizable Update Rates ("CUR") 30 Seconds	\$2.00
Customizable Update Rates ("CUR") 15 Seconds	\$3.00
Satellite	\$34.95
Data Services	\$0.00

Notes: Must be on a 12 month service agreement. Applicable taxes are not included in the above pricing. Any applicable taxes will be applied to the billing invoice. Additional terms & conditions apply to Verizon Connect NWF Service that are subject to review by end user government agencies.

Customizable Update Rates (CUR). Authorized registered user may change a device update rate through the Self Service Portal (SSP) to 60 seconds at no additional cost. Please note, if the device update rate is changed to a 45 (CUR45), 30 (CUR30), or 15 (CUR15) second update rate, an additional charge per device would apply per the CUR list price for the selected rate.

Item Number	Accessory	Price (One Time Charge)
PARTS 030	Reinstallation Kit	\$3.00
PARTS 031	Tamper Resistant Zip Ties (100 per pack)	\$50.00
PARTS032	Combination Antenna A (standard)	\$30.00
PARTS037	AT-1400 Replacement Battery	\$45.00
PARTS039	AT-1400 Bracket	\$20.00
PARTS069	OBD Harness Extension	\$10.00
PARTS070	16-Pin Heavy Duty Harness	\$35.00
PARTS053	Garmin FMI 45 Cable with Traffic for Connect	\$145.95
PARTS054	Garmin FMI Modified Cable	\$55.00
A-PEM001	PEM Port Expansion Module	\$140.00
PARTS059	Quick Install Harness	\$10.00
A-SAT001	Satellite Modem	\$550.00
PARTSS063	Satellite Antenna	\$50.00
PARTSS064	Satellite Harness	\$50.00
KIT-SAT	Satellite Kit (includes one modem, antenna & harness)	\$650.00
PARTS095	ID Reader Adapter Install Kit	\$30.00
PARTS060	Driver ID Reader	\$15.00
PARTS061	Driver ID Key	\$3.50
PARTS087	Audible Driver ID Alert	\$15.00
PARTS071	Bluetooth Extension	\$0.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

PARTS093	Universal Harness (6100)	\$10.00
PARTS058	Universal Harness	\$10.00
PARTS097	5000 9-Pin "D" Mount Harness Type 2	\$35.00
PARTS098	5000 9-Pin Square Harness Type 2	\$35.00
PARTS111	USM 9-Pin "D" Mount Harness Type 2 Pins F-G	\$35.00
PARTS112	USM 9-Pin Square Harness Type 2 Pins F-G	\$35.00

Item Number	Installation Type	Pricing (per unit)	Notes
I-INSTALL-UNIT	Base Installation – Plug/Play or 3 Wire	\$65.00	Base Installation includes 1 Device and 1 Harness
I-INSTALL-FMI	Add-On to Base Installation (Garmin)	\$35.00	
I-INSTALL-SENSOR	Add-On to Base Installation (Sensor)	\$65.00	Sensor Install is \$65.00 PER SENSOR
I-INSTALL-PMC	Add-On to Base Installation (Pelican Micro Case)	\$35.00	
I-INSTALL-PEM	Add-On to Base Installation (Port Expansion Module)	\$35.00	
I-INSTALL-SAT	Add-On to Base Installation (Satellite)	\$35.00	
I-INSTALL-DID	Add-On to Base Installation (Driver ID)	\$35.00	
I-INSTALL –BTE	Add-On to Base Installation (Bluetooth)	\$35.00	
I-SWAP-UNIT	Device Swap	\$65.00	
I-TRANSFER-UNIT	Device Transfer	\$65.00	
I-REMOVAL-UNIT	Removal	\$65.00	Removal of device.
I-NOSHOW	No Show	\$75.00	Applies per trip if the installer makes the trip and the designated vehicle is not available so the unit cannot be installed.
I-TROUBLESHOOT-UNIT	Troubleshoot; Mileage	\$65.00	Per Trip
TRAINING-HALF	½ Day Installation Training	\$150.00	
TRAINING-FULL	Full Day Installation Training	\$300.00	

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

NetMotion				
These products Do Not qualify for additional discounts				
<p>NetMotion is a Mobile Performance Management (MPM) - Software that accelerates, optimizes and secures all traffic with mobile devices across any network, application or operating system. It provides adaptive policies so that IT can specify parameters to fine tune the mobile user experience by prioritizing applications and network access. NetMotion provides insight into both user behavior and network activity enabling diagnostics to pinpoint and resolve issues. It has highly optimized connectivity even across coverage gaps or when switching networks. NetMotion prevents data from being lost, applications from crashing and users from having to repeat logins. NetMotion provides faster throughput with optimized data delivery across even the most bandwidth constrained network.</p>				
SKU	Description	Function	Term	Price
NMSVZW-GOV-SILVER	Mobility VPN - Mobility Only	"Mobility VPN" (Virtual Private Network for wireless connections) - An encrypted, secure tunnel for mobile devices	Monthly	\$4.33
			Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
NMSVZW-GOV-GOLD	Mobility VPN + Modules	"Mobility VPN" + "Modules" (Policy, Network Access Control, Mobile Analysis)	Monthly	\$6.93
			Annual	\$83.20
			2 Year	\$166.40
			3 Year	\$249.60
NMSVZW-GOV-DIAMOND	MIQ - Operational Intelligence	Mobility VPN + "Modules" + "Diagnostics" + "Mobile IQ" which includes performance assessment, threat defense, cost control, location intelligence and inventory, troubleshooting and system-wide status	Monthly	\$8.67
			Annual	\$104.00
			2 Year	\$208.00
			3 Year	\$312.00
NMSVZW-GOV-DIAGS	Diagnostics (add-on)	Comprehensive data collection and root cause detection software (add-on feature)	Monthly	\$4.33
			Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
NMSVZW-GOV-MIQ	MobileIQ (add-on)	Visual troubleshooting, analytics and alerting dashboards (add-on feature)	Monthly	\$4.33
			Annual	\$52.00
			2 Year	\$104.00
			3 Year	\$156.00
'11NMPS-GOV-8HR-S	Prof. Services - Up to 8 Hours	Professional Services - Up to 8 Hours	One time Charge	\$2,000.00
11NMPS-GOV-4HR-S	Prof. Services - Up to 4 Hours	Professional Services - Up to 4 Hours	One time Charge	\$1,000.00
11NMTR-GOV-C	Mobility Cert. Training	Mobility Certification Training	One time Charge	\$2,295.00
11NMETS-GOV	Elite Tech Svc. 0 - 4999 lic's	Elite Technical Service (0 - 4,999 licenses)	One time Charge	\$30,000.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

11NMETSSK-GOV	Elite Tech Svc. 5000+ lic's	Elite Technical Service (5,000+ licenses)	One time Charge	\$50,000.00
11NMPS-GOV-TAM	Dedicated Tech Acc't Mgr-1 yr	Dedicated Technical Account Manager (1 year)	One time Charge	\$40,000.00

Note: Customer may purchase NetMotion Software, Inc. ("NetMotion") licenses and services ("NetMotion Services") at the prices listed above. NetMotion Services listed in the pricing sheet marked with an asterisks *** cannot be mixed or matched with other NetMotion Licenses or Services. Verizon Wireless is not the licensor of the NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. NetMotion Services are manufactured by NetMotion. NetMotion Software is subject to a separate End User License Agreement (EULA) with NetMotion, found at <https://www.netmotionsoftware.com/legal-and-copyright>. Use of the NetMotion licenses or NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.

Any additional NetMotion Services must be obtained directly from NetMotion either upon purchase or installation of the NetMotion Services. NetMotion Services are subject to NetMotion's terms and conditions and can be viewed here: <https://www.netmotionsoftware.com/legal-and-copyright>.

Verizon Wireless will direct NetMotion to fulfill Customer's NetMotion Services order. Basic functionality questions and other general customer support can be obtained by calling Verizon Wireless Customer Support. All other customer support questions and issues for NetMotion Services must be obtained directly from NetMotion Software, Inc. If Verizon Wireless, in its sole discretion, determines that an inquiry from a subscriber is related to NetMotion Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate NetMotion representatives

Intrepid Networks®: Government Subscribers

Discount reflected below. No additional discounts apply.

Intrepid Networks provides a real-time situational awareness solution for both public and private organizations. Intrepid Networks solution suite is suited for emergency response agencies within the public sector, as well as any private sector companies that require day-to-day operational efficiencies and tracking needs. The solution provides critical end-user-level situational awareness which substantially improves operational efficiency and reduces the communication loop.

Description	SKU	Price										
<table border="1"> <thead> <tr> <th>SKU</th> <th>Name</th> <th>Description</th> <th>Price Plan ID</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>INT_RESPONSE_LOCATE</td> <td>INTREPID RESPONSE: LOCATE MODULE ANNUAL SUBSCRIPTION</td> <td>One year subscription for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can</td> <td>690053</td> <td>\$60.75</td> </tr> </tbody> </table>	SKU	Name	Description	Price Plan ID	Cost	INT_RESPONSE_LOCATE	INTREPID RESPONSE: LOCATE MODULE ANNUAL SUBSCRIPTION	One year subscription for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can	690053	\$60.75		
SKU	Name	Description	Price Plan ID	Cost								
INT_RESPONSE_LOCATE	INTREPID RESPONSE: LOCATE MODULE ANNUAL SUBSCRIPTION	One year subscription for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can	690053	\$60.75								

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

		be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.		
INT_RESPONSE_CONNECT	INTREPID RESPONSE: CONNECT MODULE ANNUAL SUBSCRIPTION	One year subscription for an Intrepid Response: Connect Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689460	\$60.75
INT_RESPONSE_ACTIVATE	INTREPID RESPONSE: ACTIVATE MODULE ANNUAL SUBSCRIPTION	One year subscription for an Intrepid Response: Activate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689952	\$27.00
INT_RESPONSE_LOCATE+	INTREPID RESPONSE: Locate+	One year subscription for an Intrepid Response: Locate+ Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine	689953	\$135.00

State of New Hampshire

		product updates. Locate+ contains all the features of Locate plus additional capabilities directed at surveillance, undercover, cell phone tracking and technical operations teams. These include faster GPS ping rates, live cell phone locations, cell tower analytics and finishing tool integrations		
INT_RESPONSE_LOCATE_TRIAL	INTREPID RESPONSE: LOCATE MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689956	\$0.00
INT_RESPONSE_CONNECT_TRIAL	INTREPID RESPONSE: CONNECT MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Connect Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689954	\$0.00
INT_RESPONSE_ACTIVATE_TRIAL	INTREPID RESPONSE: ACTIVATE MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Activate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single	689955	\$0.00

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

		device. The same unique credentials can be used for the web application and mobile application at the same time.		
INT_RESPONSE_LOCATE+_TRIAL	INTREPID RESPONSE: LOCATE+ MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Locate+ Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	690003	\$0.00
TRAINING_AT_CUST	One (1) TRAINING DAY AT CUSTOMER'S SITE ANY PRODUCT(S)	One (1) day of on-site training for any product at client's desired location (U.S. only). Cost includes travel, training materials & instructor.	597972	\$1,875.00
TRAINING_AT_INTREPID	1 TRAINING DAY AT INTREPID FACILITY ANY PRODUCT(S)	One (1) day of training for any product at Intrepid location. Cost includes training materials & instructor.	597971	\$750.00

Customer may purchase Intrepid Networks licenses and services ("Intrepid Networks Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Intrepid Networks Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Intrepid Networks Services are manufactured by Intrepid Networks®. Any license for Intrepid Networks Services must be obtained directly from Intrepid Networks either upon purchase or installation of the Intrepid Networks Services. Intrepid Networks Services are subject to Intrepid Networks' terms and conditions and can be viewed on the attached document.

Verizon Wireless will direct Intrepid Networks to fulfill Customer's Intrepid Networks Services order. Customer support for Intrepid Networks Services must be obtained directly from Intrepid Networks®. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Intrepid Networks Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Intrepid Networks representatives.

State of New Hampshire

Asavie Moda is a network-based "all-in-one" web portal security and data management solution that enables organizations to easily and effectively manage security and productivity, along with rich reporting insights on all their mobile devices.

The Asavie Moda solution extends the security provided by the customer's Mobile Device Management platform into the network by delivering real-time visibility, control and security of the data in transit for any mobile device.

Asavie Moda					
Government Customers Only					
The price below reflects the monthly access discounts. No additional discounts apply.					
Description	SKU Name	Plan ID	Quantity	Annual	Monthly
¹ Asavie Moda for MPN Gov Customers	ModaMPNG	677970 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677971 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75
² Asavie Moda Global (OTT) Gov Customers	ModaGLOBAL	677969 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677968 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

¹Asavie Moda for MPN Gov Customers – *Does* require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

²Asavie Moda Global (OTT) Gov Customers – *Does not* require Private Network.

Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <https://support.moda.us.asavie.com/About/eulagreement-government.htm>. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Asavie IoT Connect[®] provides Private Network connectivity on demand for remote sites and IoT devices. Provides direct, enterprise-grade connection that bypasses the public Internet, helping to reduce exposure to possible cyber threats.

Asavie IoT Connect [®] Government Customers Only					
The price below reflects the monthly access discounts. No additional discounts apply.					
Name	SKU Name	Plan ID	Quantity	Annual	Monthly
IoT MPN 25 MB	IOTCMPN25MBG	677959 (Annual)	1-199	\$24.22	\$2.24
			200-499	\$20.59	\$1.91
			500-999	\$18.16	\$1.68
		677958 (Monthly)	1000-2499	\$15.74	\$1.46
			2500-9999	\$14.53	\$1.35
			10000+	\$12.11	\$1.12

Notes. Asavie IoT Connect runs over Verizon's secure Private Network.
¹ Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.
 Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <https://support.moda.us.asavie.com/About/eulagreement-government.htm>. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

State of New Hampshire

Asavie IoT Connect® with Cloud Connect Government Customers Only					
The price below reflects the monthly access discounts. No additional discounts apply.					
IoT MPN 25 MB CC	IOTCMPN25 MBCCG	677953 (Annual)	1-199	31.46	2.99
			200-499	26.74	2.54
			500-999	23.59	2.24
		677952 (Monthly)	1000-2499	20.45	1.95
			2500-9999	18.87	1.80
			10000+	15.73	1.5
IoT MPN 150 MB	IOTCMPN15 OMBG	677957 (Annual)	1-199	\$40.42	\$3.74
			200-499	\$34.36	\$3.18
			500-999	\$30.31	\$2.81
		677956 (Monthly)	1000-2499	\$26.27	\$2.43
			2500-9999	\$24.25	\$2.25
			10000+	\$20.21	\$1.87
IoT MPN 150+ MB	IOTCMPN15 OMBPLUSG	677955 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.78	\$6.37
			500-999	\$60.69	\$5.62
		677954 (Monthly)	1000-2499	\$52.60	\$4.87
			2500-9999	\$48.55	\$4.50
			10000+	\$40.46	\$3.75
<p>Notes. Asavie IoT Connect runs over Verizon's secure Private Network. ¹ Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows. Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: https://support.moda.us.asavie.com/About/eulagreement-government.htm. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.</p>					

State of New Hampshire

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Verizon Secure Cloud Gateway Powered by iboss

Secure Cloud Gateway is a cloud-based secure web gateway service that provides security for web traffic and protects users from internet-threats through enforcement of internet policy compliance. Built for the cloud and the modern, distributed organization, Secure Cloud Gateway helps meet the cybersecurity needs of today's organizations who are challenged with enforcing internet policy and security across decentralized networks, branch offices, and remote and mobile users. The Secure Cloud Gateway service is powered by iboss, a leading web security company.

These licenses are not eligible for monthly access discounts.

SKU	Price Plan ID	Description	Frequency	Cost
CF-WIRELESS-NNI-SLED	737952	Core Gateway	Monthly	\$2.72
MDF-WIRELESS-NNI-SLED	699514	Malware Defense	Monthly	\$4.17

Note: Secure Cloud Gateway powered by iboss solution requires a Mobile Private Network Tiered Hierarchy design where iboss operates the parent private network and each mutual customer of iboss and Verizon Wireless must have a private network built as a child of the iboss parent. *A minimum quantity of 100 user licenses per order is required. Licenses bill in full monthly increments with no prorations with a one year line term.

*Devices that are certified for private network include:

- Verizon Jetpacks
- LTE Enabled routers – [Consult with sales and product manager for the number of licenses associated with multi user devices.]
- LTE enabled tablets, phones and laptops

¹These SKUs are mutually exclusive and cannot be combined.

Verizon Secure Cloud Gateway Core Package: Web Gateway

Verizon Secure Cloud Gateway Plus Package: Malware Defense

Core Package delivers compliance based web gateway features to all devices

- Web and Content Filtering
- Protection for outdated browsers and Operating System (OS)
- Secured Socket Layer (SSL) visibility and traffic management
- Single pane of glass management
- Cloud apps and social media controls
- Advanced, near real-time reporting
- Flexible data traffic re-direction for devices, virtually everywhere

Plus Package delivers all Core Package features and advanced malware defense

- Advanced malware detection and prevention for polymorphic threats.
- Command and Control (CnC) callback monitoring across enterprise ports and protocols.
- Signature based intrusion detection and prevention.
- Protection across all devices and locations including HQ, remote offices, mobile and Bring Your Own Device (BYOD).
- Behavioral Malware Sandboxing

Note: Pricing includes 24/7 Mission Critical Support and Basic Implementation Support (8 hours of policy setup and dashboard help).

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

doForms					
A discount has been applied. doForms Licenses and Professional services are not eligible for any further discounts					
Core Subscription Costs					
Sku Name	Sku	Per User	Pricing Frequency	Cost	
				Monthly	Annual
30 Day Free Trial ¹	GDF30	Per User	30 days	\$0.00	
Standard	GDFSTD	Per User	Monthly or 1 yr.	\$9.95	\$99.95 (675956)
Advanced	GDFADV	Per User	Monthly or 1 yr.	\$14.95	\$149.95 (675960)
Premium	GDFPRE	Per User	Monthly or 1 yr.	\$19.95	\$199.95 (675958)
Professional Services – One Time Charges					
Sku Name	Sku	Pricing Frequency		Price	
Professional Services	GDFPSV	One Time Charge per Hour		\$95.00 (675953)	
One Time Charges³					
The below credits do not expire					
1000 Credits	GDFCR1	One Time Charge		\$250.00 (675952)	
5000 Credits	GDFCR5	One Time Charge		\$1,000.00 (675954)	
<p>Note: Core subscription include access to the doForms web portal to build, manage, and view mobile forms. All Subscriptions are per user and can be accessed via web or mobile on iOS or Android devices. Products cannot be mixed. See attached calling plan and feature details for important information about calling plans, features, and product details options.</p> <ol style="list-style-type: none"> 1. 30 Day Free Trial. Limit 1 30-day trial at no cost per customer profile. 2. Professional Services. Provides custom forms, custom reports, custom PDF templates, integration support, training, product enhancements, design consulting, custom development. 3. Credit. Credits are required for forms completed or sent outside of the doForms mobile app. Credits are used to when forms are sent as links in emails or embedded in documents as hyperlinks for each form submitted. Website forms require a credit for each form submitted. Scheduled reports require a credit each time they are run (distribution is unlimited). Dispatched form links or Fill & Send forms require a credit when sent and submitted. C <p>* doForms Credits do not expire as long as Customer's subscription remains active*</p> <p>**Should a Business Associate Agreement (BAA) be required, the agreement would be between doForms and the Customer.**</p> <p>Products shown or referenced are provided by doForms Inc. ("doForms"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. doForms can connect to several different systems including cloud based and server based applications. Customer may purchase doForms licenses and services ("doForm Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the doForm Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. doForm Services are manufactured by doForms, Inc. Any license for doForm Services must be obtained</p>					

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

directly from doForms either upon purchase or installation of the doForms Services. doForms Services are subject to doForms' terms and conditions and can be viewed here: <https://www.doforms.com/terms-of-use/> Verizon Wireless will direct doForms to fulfill Customer's doForms Services order. Customer support for doForm Services must be obtained directly from doForms, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to doForms Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate doForms representatives.

doForms Service Feature Options

Features	Standard	Advanced	Premium
Web Portal / Web Browser Client	X	X	X
doForms Mobile App	X	X	X
Form Builder	X	X	X
Reporting	X	X	X
Dispatch Portal / Google Maps		X	X
Job Dispatch / Scheduling		X	X
Barcode Scanning / Labeling		X	X
NFC Tag Reading		X	X
Excel Plug-in		X	X
Secure Email / Scheduled Reporting & Dashboard / Editable Document Forwarding/Transport		X	X
Chain of Custody / Manifest Validation		X	X
Web Services			X
Integration			X

Description: Premium product includes all of the features of Advanced plus the doForms integration options such as the Integration Gateway (aka Sync & Save), Web Services, Dispatch Integration, POD Manifest Integration, Included Interfaces (Database Pack, Microsoft Pack, Utility Pack, QuickBooks, Salesforce.com, Verizon Connect).

LTE Vehicle Internet – CradlePoint Devices

These hardware Sku bundles are not eligible for further discounts.

The LTE Vehicle Internet solution supports in-Vehicle connectivity providing ruggedized routers and cloud-managed services. Services are designed to allow departments to deploy, configure, manage and scale quickly

State of New Hampshire

and in real time. Devices support dual carrier with SIM-based Auto-Carrier Selection, Public Safety and Data plans, and are available on many public-sector contract vehicles.			
SKU#	Description	OEM P/N	Price
5642701	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA1-900F120B-XFA	\$1,097.10
5642703	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA5-900F120B-XFA	\$1,853.10
5642698	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA1-170F120B-XFA	\$1,574.10
5642700	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA5-170F120B-XFA	\$2,330.10
5642692	1-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA1-0900120B-NNA	\$899.10
5642694	5-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA5-0900120B-NNA	\$1,358.10
5584528	1-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA1-1700120B-NNA	\$1,448.10
5642691	5-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA5-1700120B-NNA	\$1,943.10
5691111	3-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB3-600C150M-NNN	\$458.10
5691112	5-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB5-600C150M-NNN	\$512.10
5642722	1-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA1-2200120B-NNN	\$1,412.10
5642723	3-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA3-2200120B-NNN	\$1,655.10
5642724	5-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA5-2200120B-NNN	\$1,916.10
5691113	3-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB3-020010M-VNN	\$278.10
5691114	5-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB5-020010M-VNN	\$332.10
5642707	LTE Advanced Pro (1200Mbps) modem upgrade for Mobile. Includes IBR1700 & COR Dock doors, no antennas	MA-MC400-1200M-B	\$539.99
5584526	3-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem), no AC power supply or antennas, North America	MA3-17001200-NNA	\$1,682.10
5642693	3-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem), no AC power supply or antennas, North America	MA3-09001200-NNA	\$1,123.20
Note: NetCloud functions vary for FIPS Hardware enabled devices. Consult the Cradlepoint website for specifics. Current coverage details and additional plan information can be found at www.verizonwireless.com . Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. These hardware bundles can be used with			

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

4G Mobile Broadband, Machine to Machine, and Public Safety Mobile Broadband Price Plans. A data plan is required for each modem purchase. There are no returns or exchanges accept under the manufactures commercial warranty. There are no prorations for the net cloud services. <https://cradlepoint.com/about-us/terms-of-service/>

LTE Vehicle Internet			
These Accessories Sku's are not eligible for further discounts.			
SKU#	Description	OEM P/N	Price
4765224	COR IBR1700, IBR900 power supply North America	170716-000	\$22.49
3715571	Dual-band 2.4/5.0 GHz external WiFi antenna for AER3100, AER2100, IBR900, IBR1100 (1X)	170628-000	\$13.49
5427545	Black, Universal 600MHz-6GHz 3G/4G/LTE 2dBi/3dBi 6 in antenna with SMA connector (1x)	170760-000	\$13.49
3774498	Vehicle power adapter for COR	170635-000	\$22.49
5503087	3 meter power and GPIO cable (direct wire) for IBR1700, IBR9x0	170585-001	\$13.04
4381062	Serial DB9 to GPIO cable, 3 meters	170676-000	\$16.19
4979362	Panorama antenna 5IN1 Blk dome 2LTE 2WIFI 1GPS	LP-IN1958-B	\$283.78
4979363	Panorama antenna 5IN1 Wht dome 2LTE 2WIFI 1GPS	LP-IN1958-W	\$283.78
5166824	Panorama antenna 9IN1 Blk dome 4LTE 4WIFI 1GPS	LG-IN2293-B	\$461.83
5166826	Panorama antenna 9IN1 Wht dome 4LTE 4WIFI 1GPS	LG-IN2293-W	\$461.83

Note: There are no returns or exchanges accept under the manufactures commercial warranty. Accessories can be purchased separately from hardware bundles. http://www.panorama-antennas.com/site/index.php?route=information/information&information_id=5

eFax Corporate			
The pricing below reflects the monthly access fee discount. No further discounts apply.			
eFax Corporate® is the world's leading cloud fax solution, providing state-of-the-art Digital Cloud Fax Technology (DCFT) to customers seeking an internet-based alternative to traditional paper-based fax machines.			
SKU#	Description	Monthly Cost	Annual Cost
GOV_SELECT	Provides up to 2 fax numbers and up to 200 pages.	\$7.99 (730005)	\$86.29 (730004)
GOV_STANDARD	Up to 5 fax numbers and up to 500 pages.	\$17.99 (729957)	\$194.29 (729956)
GOV_PRO	Up to 10 fax numbers and up to 1000 pages per month	\$35.99 (729953)	\$388.29 (729952)
EFAQ_OVERAGE	Overage charges for exceeding fax sent/received page allowance per month	Overage (730053)	\$0.10 per page

Note: Customers must have an active email address to initiate service and receive eFax welcome email. eFax page allowance is per page (sent/received). Multiple licenses and stacking are permitted. eFax licenses on the same account

January 3, 2023
 Solicitation #: 2640-23
 REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

will share page allowances. The eFax application may be used from any internet connection. eFax is compatible with One Talk service and connected multifunction printers with the eFax app installed. eFax licenses are for a 12 month term, no proration. Faxing to International phone numbers is not currently available. Government customers must use the eFax numbers provided by Verizon to receive onshore eFax support (833) 753-2563. Please also refer to the terms of service and privacy statement provided at the links below for additional governing terms.

Terms of Service

<https://enterprise.efax.com/company/customer-agreement>

Privacy Statement

<https://enterprise.efax.com/company/privacy-policy>

BlueJeans

These Software Sku's are not eligible for further discounts.

BlueJeans Meetings Enterprise is a simple, immersive, and fast one-touch meeting experience that connects people from anywhere on any device. It provides easy to use, enterprise-grade video meetings with crystal clear audio powered by Dolby Voice®. It brings unified video, audio and web conferencing together for a single, easy-to-use and quality experience.

- Up to 200 participants per conference
- Unlimited cloud recordings
- Dolby Voice wideband audio or Public Switched Telephone Network (PSTN) dial in
- Play video files during meetings
- In-meeting chat
- Desktop, Apple iOS, Android apps and native browser access on PCs
- Schedule meetings from Microsoft Outlook, Office 365 or Google Calendar
- Enterprise-grade Advanced Encryption Standard (AES) encryption
- Single sign-on (SSO, SAML)
- Desktop and application sharing
- Stream to Facebook Live or Workplace
- Control remote keyboard and mouse
- Smart Meetings
- Dynamic Command Center dashboard to measure meeting Return on Investment (ROI) and analyze data
- Historical meeting analytics
- Integration with Slack and Microsoft Teams
- Command Center live
- H.323 / Session Initiation Protocol (SIP) Interop included
- Brand customization
- Automated Closed Captioning and transcriptions included

Note: Requires a 10 license minimum purchase - Recurring Events are sold on a per license basis with Advanced Services.

******Disclaimer: These direct services (plus any development or modification of software related to the services)**

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.

SKU#	Description	Term	Price
2C92A00771C95C1D0171D1B9FC057753	BlueJeans Meetings Enterprise Service Plan	Annual	\$48.00
		Monthly	\$19.00

BlueJeans Events enables Customers host live events with up to 50,000 attendees and 150 presenters worldwide. BlueJeans Events attendees watch and listen and cannot be seen or heard. Presenters provide content for the meeting and can be seen by the attendees. BlueJeans Events include moderators who control the event (muting presenters' cameras and microphones and handling attendees' requests to become presenters).

BlueJeans Events Standard Service Features

BlueJeans Events Facebook Streaming. BlueJeans Events can be streamed via (or in connection with) Facebook. Verizon does not control what the Customer posts to Facebook. Each BlueJeans Events Facebook Streaming may be limited in duration and/or by number of end points based on Facebook restrictions.

BlueJeans Events are available in both a recurring model and One Time Event Model.

Features include:

- No download
 - Browser-based attendee experience
 - Attendee engagement - Chat, Raise Hand, Q&A and Live Polling
 - Comprehensive attendee registration workflow and reporting
 - Complete corporate branding and customization options
 - Moderator Dashboard delivers controls in a single pane
 - Wide scale live streaming through Facebook Live
 - Unlimited practice Webinars, plus email and chat support
- Additional restrictions are set forth in the Customer Responsibilities Section below.

BlueJeans Events Facebook Streaming. BlueJeans Events can be streamed via (or in connection with) Facebook. Verizon does not control what the Customer posts to Facebook. Each BlueJeans Events Facebook Streaming may be limited in duration and/or by number of end points based on Facebook restrictions. Additional restrictions are set forth in the Customer Responsibilities Section below.

BlueJeans Events with Advanced Services Advanced Services. If purchased, Customer will have access to a Verizon expert who may provide pre-event consultation, a technical rehearsal of the event, live event support and post event activities, including a debrief, participant reports and consultation on accessing, sharing and downloading the BlueJeans Event recording. Advanced services must be scheduled at least 7 days in advance.

SKU#	Description	Term	Price
2c92a00771c95c1d0171d1b9fd137760	Events Unlimited License - 100 Capacity	Annual	\$500.00
		Monthly	\$50.00
2c92a0ff72db6a570172de5e568a4a3b	Events Unlimited w Adv Services License - 100 Capacity	Annual	\$575.00
		Monthly	\$58.00

State of New Hampshire

2c92a00771c95c1d0171d1b9fd257761	Events Unlimited License - 200 Capacity	Annual	\$600.00
		Monthly	\$60.00
2c92a01172db69f10172de5ed7246a81	Events Unlimited w Adv Services License - 200 Capacity	Annual	\$690.00
		Monthly	\$69.00
2c92a00771c95c1d0171d1b9fd57751	Events Unlimited License - 500 Capacity	Annual	\$690.00
		Monthly	\$69.00
2c92a00872db69ea0172de5edd330963	Events Unlimited w Adv Services License - 500 Capacity	Annual	\$794.00
		Monthly	\$80.00
2c92a00771c95c1d0171d1b9fc677759	Events Unlimited License - 1000 Capacity	Annual	\$3,200.00
		Monthly	\$320.00
2c92a00872db69ea0172de5ee0cd0a42	Events Unlimited w Adv Services License - 1000 Capacity	Annual	\$3,680.00
		Monthly	\$368.00
VZW-EU-2500	Events Unlimited Licenses - 2500 Capacity	Annual	\$9,000.00
		Monthly	\$900.00
VZW-EU-AS-2500	Events Unlimited Licenses w Adv Services - 2500 Capacity	Annual	\$10,350.00
		Monthly	\$1,035.00
VZW-EU-5000	Events Unlimited Licenses - 5000 Capacity	Annual	\$23,700.00
		Monthly	\$2,370.00
VZW-EU-AS-5000	Events Unlimited Licenses w Adv Services - 5000 Capacity	Annual	\$27,255.00
		Monthly	\$2,725.00
VZW-EU-10000	Events Unlimited Licenses - 10000 Capacity	Annual	\$59,000.00
		Monthly	\$5,900.00
VZW-EU-AS-10000	Events Unlimited Licenses w Adv Services - 10000 Capacity	Annual	\$67,850.00
		Monthly	\$6,785.00
VZW-EU-15000	Events Unlimited Licenses - 15000 Capacity	Annual	\$67,500.00
		Monthly	\$6,750.00
VZW-EU-AS-15000	Events Unlimited Licenses w Adv Services - 15000 Capacity	Annual	\$77,625.00
		Monthly	\$7,762.00
VZW-EU-20000	Events Unlimited Licenses - 20000 Capacity	Annual	\$90,000.00
		Monthly	\$9,000.00
VZW-EU-AS-20000	Events Unlimited w Adv Services Licenses - 20000 Capacity	Annual	\$103,500.00
		Monthly	\$10,350.00
VZW-EU-25000	Events Unlimited Licenses - 25000 Capacity	Annual	\$112,500.00
		Monthly	\$11,250.00
VZW-EU-AS-25000	Events Unlimited w Adv Services Licenses - 25000 Capacity	Annual	\$129,375.00
		Monthly	\$12,937.00
VZW-EU-AS-50000	Events Unlimited w Adv Services Licenses - 50000 Capacity	Annual	\$230,000.00
		Monthly	\$23,000.00

BlueJeans Gateway for Microsoft Teams allows Customer to connect existing room systems to Microsoft Teams meetings with cloud-native video interoperability. Microsoft Teams Gateway is a software-only solution that works

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

with multiple vendors H.323 and SIP-based video conferencing room systems and provides one-touch join to Microsoft Teams meetings from these systems.

Note. Customer may provision or assign a Gateway license to a specific Customer-owned Conference Room or meeting room or qualifying room system up to the number of Gateway Rooms licensed on its order. Gateway licenses may not be shared or used by conference rooms other than the individual conference room provisioned.

SKU#	Description	Term	Price
2c92a00771c95c1d0171d1 b9fcac775d	BlueJeans Microsoft Teams Gateway	Annual	\$468.00
		Monthly	\$45.00

BlueJeans Rooms interoperates with more than 19,000 different conference room system configurations. BlueJeans' one-touch join, calendar integration, and MultiService capabilities provide a consistent, enterprise-grade video conferencing experience regardless of room hardware. Get the most out of your existing hardware investments, and make every meeting room a modern space to meet, create, and collaborate.

Note. Maximum of 99 licenses can be ordered per customer.

SKU#	Description	Term	Price
VZW-ROOM-CALENDAR	BlueJeans Room	Annual	\$468.00
		Monthly	\$45.00

Note: The BlueJeans Network is a 100% cloud-based architecture design to align with IT's strategies or policies around deployment, feature access, security and scale....all on a global level. Easy-to-use Administration features allows flexibility for how a small company or a large enterprise wants to rollout BlueJeans.

Additionally, BlueJeans' out-of-the box User Management tool (Command Center) lets IT monitor quality, usage and performance across their entire user population or down to an individual meeting level.

The BlueJeans Network was purpose-built with enterprise-grade security, performance, manageability and scalability that comes from a global multi-point of presence cloud provider. Each customer deployment includes Firewall/NAT transversal, SOC 2 and SOC 3 verification, encryption and IP VPN deployment options. We also meet privacy regulations with full CDPR compliance.

<https://www.bluejeans.com/legal/desktop-eula>

https://enterprise.verizon.com/content/dam/r3s0u4c3s/public-sector/eula/government_rider_05142020.pdf

Verizon Device Protection Options:

Wireless Phone Protection (WPP), Extended Warranty (EW), and Total Equipment Coverage (TEC)

Monthly Price: Current Market Rate – See Verizon's current Device Protection for Business Brochure for pricing details.

<https://s.cache.vzw.com/content/dam/support/pdf/device-protection-brochure-business.pdf>

Verizon offers ordering entities the ability to enroll in any of the following device protection options that provide coverage for loss, theft, damage or post-warranty defects on eligible devices, along with other benefits. As of the date of this agreement, benefits include coverage for:

- Wireless Phone Protection (WPP) – unlimited cracked screen repairs (for select smartphones, subject to parts availability) or device replacements for lost, stolen and damaged devices. In Florida, WPP coverage

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

includes coverage for post-warranty defects. WPP is an insurance program and includes a claim limit and deductible.

- WPP Smartphones/iPhones – 85913
- WPP All Tablets & Basic - 85912
- Extended Warranty (EW) – unlimited repairs or replacements for post-warranty defects, including battery replacements for battery malfunctions (for select smartphones, subject to parts availability). EW is not available in Florida or for Florida customers.
 - EW – 79184
 - EW Smartphones (NY) – 87309
 - EW Tablets & Basic (NY) - 87310
- Total Equipment Coverage (TEC) – combines WPP and EW coverage; not available in Florida or for Florida customers. WPP is an insurance program and includes a claim limit and deductible.
 - TEC Smartphones/iPhones – 81495
 - All Tablets & Basic - 85921

Each device protection option is subject to the Device Protection for Business Terms and Conditions, which should be reviewed prior to enrollment, as the payment of premium is confirmation of agreement with and acceptance of those Terms and Conditions. A copy of the Terms and Conditions can be found in the Device Protection for Business Brochure (link above). The Terms and Conditions will also be delivered to the address of record for the ordering entity's account upon enrollment.

Ts&Cs Disclaimer: Device protection options, benefits and monthly prices/deductibles may change from time to time. WPP is an insurance program and TEC includes WPP. Information about current device protection options and program terms and conditions are available at [Device Protection Brochure & Terms and Conditions Business](#). Not all options presented in the brochure are available to ordering entities.

Device protection options, including the benefits offered, monthly premiums and any required deductible, may change from time to time. The ordering entity will be notified of changes to the program in accordance with the Terms and Conditions and applicable laws. The ordering entity may cancel device protection with respect to any Verizon Wireless number at any time.

IMPORTANT NOTE: Not all device protection options presented in the brochure are available to ordering entities.

Directory Assistance: 411 SearchSM

Our wireless 411 SearchSM is an enhanced directory assistance service with automatic connection. 411 Search offers phone numbers, addresses and information providing quick, safe and convenient service with up to three listings and

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

one call connection per call or text.	
Voice call	\$1.99 (subject to change) per call plus applicable airtime, toll, wireless long distance and landline charges
Message Sent via text	With messaging bundle: \$1.99 plus airtime for the call, and the, message will be subtracted from the monthly allowance
	Per text message: \$1.99 plus airtime for the call and \$0.20 for the text message

Non-recurring Verizon Wireless Fees	
Insufficient Funds Check	\$25.00
Although fees may be charged, in most cases they will be waived.	
Bill Reprint	\$5.00
Late Fee	Waived
Record Change/Upgrade Fee	Waived
Fulfillment/Shipping	
Standard: 2-day (orders received before 4PM)	Waived
Urgent: Priority Overnight (delivery by 10:30AM) (orders received before 4PM)	\$14.99
Saturday: (shipping by noon)	\$19.99

State of New Hampshire

Verizon Wireless Plan and Feature Details

Plans and Associated Charges: Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber presses **SEND** or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses **END** or the call disconnects. Calls made on the Verizon Wireless network are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free. Airtime may be charged when dialing toll-free numbers.

Anytime Minutes: Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. Coverage information is available at www.verizonwireless.com. Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial *228 to update roaming information from voice or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months. This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

Long Distance: Unlimited domestic long distance is included when calling from the plan's rate and coverage area, unless otherwise specified in the plan.

Unlimited Messaging: Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non-Verizon Wireless customers in the United States, (ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included. **Friends & Family for Business:** Calls directed to and received from an account's listed Friends & Family numbers shall not use Monthly Anytime Voice Minutes. For Nationwide for Business plans with 900 minutes or more or 450 minute plan with the share option can add up to ten (10) Friends & Family numbers. Only calls from Nationwide Coverage Area to designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, or customer's own wireless or Voicemail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon, My Business Account or Verizon Enterprise Center is required to set up and manage Friends & Family numbers.

Mobile to Mobile Calling: Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users roaming indicator flashes, (vii) in Canada

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

and Mexico and (viii) to users whose current wireless exchange restricts the delivery of Caller ID And (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated. Mobile to Mobile Calling minutes will be applied before Anytime Minutes.

Night and Weekend Minutes: Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

Nationwide for Business Share Option: The Share Option is available to businesses with a minimum of five (5) Nationwide for Business lines on the same account with the share option. The Monthly Anytime Minutes of all lines on an account will be aggregated, and then allocated first to the line with the highest anytime minute usage, and then to the line with the next highest usage.

Push to Talk Plus: Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. **Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan.** Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single website interface with a single user name/password. Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display. Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please visit our website www.verizonwireless.com for additional Push to Talk Plus information. ** Disclaimer. While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.**

International Long Distance: You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see verizonwireless.com/International for details.

Verizon Wireless International Long Distance Value Plan: International Eligibility required to call most countries. Value Plan feature is not available on all Plans. Rates are subject to change without notice. Standard International Long Distance

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

rates apply in addition to airtime charges per your Plan on calls made from the Verizon Wireless network. Rates and service availability may vary when your phone's banner displays "Extended Network." Value Plan rates apply only on calls to Value Plan Countries made from your Plan's Rate and Coverage Area. If a subscriber's Plan's Rate and Coverage Area includes calls to any Value Plan country, those calls will be billed per the Plan. Except when roaming on another carrier's network, in which case that carrier's rates, taxes and surcharges apply. For Value Plan subscribers, calls made from the Verizon Wireless network to countries not included in the Value Plan will be billed at standard International Long Distance rates. Additional surcharges may apply when calling certain destinations, see www.verizonwireless.com/international for details.

International Roaming: Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. See verizonwireless.com/International for rates and destinations, which are subject to change without notice. International Eligibility required for GSM roaming, and for roaming in many destinations. Rates, terms and conditions apply only when roaming on participating GSM networks in published destinations. Availability of service, calling features, and Text messaging varies by country and network and may be restricted without notice. You must add International Eligibility to your account to roam in many destinations. Visit verizonwireless.com/narooming. By using Equipment outside the United States, subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that may result from subscriber's failure to comply with Foreign Laws.

Roaming in GSM countries: GSM International Phone, activated in the United States with compatible subscriber Identity Module (SIM) card required. Rates, terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. See www.verizonwireless.com for coverage and airtime rates. Service in certain countries may be blocked without prior notice. Where Text messaging is available, Customer will be charged \$0.50 for each message sent and \$0.05 for each message received. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and (ii) customers of foreign wireless carriers that participate in international text messaging. Check www.vtext.com for the most current list of participating foreign carriers.

Data Services: Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the **SEND** or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed at \$0.25/minute.

State of New Hampshire

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. For a further more detailed explanation of these techniques please visit www.verizonwireless.com/networkoptimization. Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

Data Services: Permitted Uses: You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

Data Services: Prohibited Uses. You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e-mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See verizonwireless.com/privacy]

Unlimited Data Plans and Features (such as Mobile BroadbandAccess, Push to Talk Plus, and certain VZEmail services) may ONLY be used with wireless devices for the following purposes: (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine-to-machine

State of New Hampshire

connections or peer-to-peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We will limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited VZAccess and VZEmail: Mobile BroadbandAccess, and InternationalAccess data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited VZAccess, VZEmail and Push to Talk Plus services cannot be used (i) for uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for BlackBerry or Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute or backup for private lines or dedicated data connections. Additionally, Unlimited VZEmail services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync. Unlimited BroadbandAccess and data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment

Data Roaming: International Eligibility is needed to roam in many destinations. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

International Data Optional Features: International PC Card required for international use. International PC Cards will not work in the United States or Canada and International Data Optional Features subscribers will need a Mobile Broadband PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. Prior to leaving the United States, subscribers must install International Data Optional Features VZAccess ManagerSM and run the OTA wizard. International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles.

International Email SIM Cards: SIM Cards are available for use with your International PC Card, International Smartphone, or International Phone. Verizon Wireless is not responsible for any unauthorized use of subscriber's SIM Cards and subscriber must safeguard security codes. Placing your InternationalEmail SIM in any other non BlackBerry or Smartphone device could result in additional charges or termination of service. Upon termination of service, subscriber must destroy SIM Card.

State of New Hampshire

M2M Data Plan Terms and Conditions

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user-transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

Megabyte (MB) Data Plans: M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

Data Roaming: International Eligibility is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

M2M Data Plan Share Options

Share Options: Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

Account Share: Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans on the same billing account, in the same usage group (Low Usage and High Usage plans cannot share with each other). Unused KBs will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines on the same billing account that have exceeded their MB allowance during the same monthly billing period. At the end of each bill cycle any unused KBs allowances will be applied to the overages of the other M2M Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

Profile (Multi-Account) Share: Customer may activate one (1) share group per profile (Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Multi-Account Share Plans on the same profile, in the same usage group. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines on the same profile. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.

One TalkSM and Message+ from Verizon - Government Terms of Service

One Talk from Verizon, together with its related devices, software and applications ("Service" or "One Talk"), is a commercially available business telephone solution that brings together the functions of office phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features. (See <https://www.verizonwireless.com/support/one-talk-features/> for a listing of features currently available with the Service.)

The following terms of service apply to the One Talk Service. "Customer" means the eligible entity purchasing the One Talk service under the Contract along with any Customer end users using the Service.

Customer Agreement. Customer's use of the Service is subject to all Contract terms. This applies regardless of whether the end user device is on the Customer's account or paid for by the end user (e.g. a Bring Your Own Device arrangement between Customer and end user).

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

How the Service Works. For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

Customer is solely responsible for managing its end user access to the One Talk Service, management of end user devices and management of information transmitted via the Service. Addition of devices and associated Service features is managed and administered by the Customer through Verizon Wireless' web portal.

A. One Talk Components

One Talk Dialers. If available, the One Talk Dialers (Basic, Enhanced, and Native) add various business features to a compatible device's native dialer, which on a compatible smartphones (see <https://www.verizonwireless.com/support/compatible-one-talk-devices/> for a current list of supported devices.) With One Talk in Dialer mode, Customer's One Talk phone number will be the same as its Verizon Wireless phone number. Customer can obtain access to One Talk features by dialing numeric codes. other devices that you select will share the same One Talk phone number. **One Talk Mobile App.** The One Talk Mobile App is available for smartphone and tablets either from the Google Play™ Store for devices with Android™ 6.0 or higher or from the Apple App Store for devices with iOS 10.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers - one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number. Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

Message+ App. The Message+ App provides an integrated and customized messaging experience across an end user's mobile phone, tablet, PC, and other devices, and an integrated calling experience across a user's mobile phone and tablet. (Note that integrated calling is not part of the One Talk Service.) An end user can also send group, location and other multimedia messages ("MMS") in addition to traditional text messages. The Message+ App includes an Integrated Messaging feature that lets users send and receive text and multimedia messages on an end user's smartphone, tablet, computer or the web using a user's Verizon One Talk mobile telephone number. The service syncs up to 90 days of messages across an end user's devices.

One Talk Desk Phones. Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon Wireless. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi). Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

State of New Hampshire

Auto Receptionist: Hunt Group. In order to utilize either of these features, Customer must activate a new Verizon Wireless line or port in a line from another carrier. The settings for the line must be configured using the One Talk section of the My Business web portal.

B. Charges

For each One Talk line, you will be charged a monthly recurring fee for the Service, in addition to the charges for data, voice, and messaging based on your service plan. Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection.

The following applies if you use the VZW network to connect to the Service:

One Talk Dialers (Basic, Enhanced, and Native). Adding the One Talk feature to a smartphone does not consume any data. If you have a device that supports video calling, the voice portion will be billed as minutes of use and the video portion will be billed as data. Voice calls will be billed as minutes of use only.

One Talk Mobile App. Your download of the One Talk Mobile App will consume approximately 30 MB of data. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data.

One Talk Desktop App. Your download of the One Talk Desktop App will consume approximately 110 MB of data. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband connection.

Auto Receptionist; Hunt Group. You will be charged a monthly recurring fee for each Auto Receptionist and Hunt Group line in your company's profile.

Integrated Calling Charges (Message+). Integrated Calling does not have a separate monthly service fee, but data usage charges will be incurred in accordance with Customer's service plan. If a call is transferred among connected devices, each transfer will be billed as a separate call. Also, depending on the service address, Customer may be assessed an additional 911 charge if required by law. Any call made from a tablet to a U.S. number will be treated as a domestic call, no matter where the call originates. Any call made from a tablet to a non-U.S. number will be treated as an international long distance call that originates in the U.S., which is subject to U.S. taxes, fees and Verizon surcharges, no matter where the call actually originates. These calls will be billed in accordance with Customer's international calling plan and/or international Contract rates.

Emergency 911 Calls. End users can make a 911 call over a Wi-Fi connection when using the Service, but whenever possible, end users should avoid doing so because 911 calls over a WiFi connection will not work if there is a failure of your broadband connection or electrical power, or if the 911 system doesn't recognize the address. In addition, when using a One Talk desk phone, voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's

State of New Hampshire

Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. Note: With a device using the One Talk Mobile App or the One Talk Desktop app, emergency services will use the 911 address you entered only if you use Wi-Fi to make the 911 call; otherwise, your device's built-in capabilities will provide the location of your device.

Integrated Messaging Text Message Feature. To send and receive SMS messages, Mobile devices associated with either One Talk Basic Dialer (if available) or One Talk Mobile App must download the Message+ App to the device. The Integrated Messaging functionality of Message+ enables you to synchronize messages across multiple devices, including smartphones, tablets and the web. Text messages sent and received while using the Service are separate from the native texting app (dual numbers) and are only temporarily retained on the One Talk message platform in the cloud. End users with access to the Service on a Smartphone or the Mobile Client can retrieve/download any text message sent or received using the Service.

HIPAA. Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to <https://web.vma.vzw.com/BusinessProduct>. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

Third Party Products

- A. **General.** If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.
- B. **Google Services.** When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content. Use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.
- C. **Disclaimer.** With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied, (2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

Service Limitations. The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

State of New Hampshire

Important Service Disclosures. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. CUSTOMER IS SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS CUSTOMER MAY HAVE. CUSTOMER AGREES TO USE THE SERVICES IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICES IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON VERIZON WIRELESS, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

CUSTOMER IS ON NOTICE THAT ANY TEXT MESSAGES DELIVERED TO A DEVICE USING THE SERVICE WILL REMAIN ON THAT DEVICE, EVEN AFTER THE MESSAGING FEATURE IS REMOVED OR END USER IS DEREGISTERED AND NO LONGER HAS ACCESS TO THE SERVICE. END USERS CONTROL THE DELETION OF MESSAGES RECEIVED ON THEIR DEVICES.

Software. In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("Software"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum.

Verizon Wireless grants Customer a limited, non-exclusive, non-transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by Verizon Wireless and/or any third-party licensors. The Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code; which are available for download at www.verizon.com/opensource.

Software was developed solely at private expense, and Customer has no other rights in software than those set forth herein. As

such, customer may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to derive source code from or create derivative works of the Service or Software, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). Customer also agrees to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and/or reinstallations of Software and obtaining available patches to address security, interoperability and/or performance issues.

Disclaimer of Warranty. THE SERVICE AND SOFTWARE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VERIZON WIRELESS, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "VERIZON PARTIES"), INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU DOWNLOAD THE ONE TALK MOBILE APP WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOUR USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.

Verizon Wireless Private Network Terms and Conditions

Verizon Wireless Private Network Service ("Private Network"): Private Network extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet (the "Internet"). Customer's use of Private Network is subject to the Private Network Roles and Responsibilities Customer Guidelines, which are available from your Sales representative.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Customer Requirement: Customer must have active Mobile Broadband or Machine-to-Machine lines at all times during the term of its Agreement in order to remain eligible for Private Network. If Customer does not maintain any active Mobile Broadband or Machine to Machine lines, Verizon Wireless will discontinue Private Network for non-use.

Connection to Verizon Wireless Facility: Customer must establish a direct-connect circuit from its facilities to Verizon Wireless's facilities by the use of Virtual Private Network, Verizon Private IP, or Fixed End System connections. Customer is solely responsible for making arrangements with a local access provider for installation and ongoing maintenance of such a connection, with sufficient data throughput to meet Customer's anticipated data needs. Customer is also responsible for all charges incurred directly or through a third party associated with establishing the connection, as well as for accessing Private Network, including Internet access fees, hardware, software, license fees, and telecommunications charges.

Customer Provided Equipment ("CPE"): Customer must procure routers and any other CPE that meet Verizon Wireless requirements for Private Network connectivity. Customer is responsible for ensuring any CPE meets its data capacity and throughput needs.

IP Addresses: Customer is responsible for procuring private IP addresses, which must be communicated to Verizon Wireless during implementation. Private Network supports static and dynamic addressing for IX service and/or EVDO service; 4G LTE service; and Internet addressing system Internet Protocol version 4. Direct Internet access requires static IP addressing.

Dynamic Mobile Network Routing ("DMNR"): DMNR allows configuration of Private Network for dynamic routing to the subnets it serves (up to eight) to other devices on Customer's network and as support for mobile or stationary routers. DMNR is based off Mobile IPv4-based Network Mobility protocol and requires the router to be configured to support this capability. Customer is responsible for any charges associated with the customization of its CPE to support DMNR.

Verizon Wireless Private Network Traffic Management

Private Network Traffic Management (PNTM): PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over Verizon Wireless's LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.

PNTM for Public Safety: Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by NAICS codes.

Customer Private Network Contact: Customer must designate a Private Network representative and provide contact information, including a phone number and email address. The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.

Private Network Implementation and Testing: Verizon Wireless will implement Customer's Private Network, which requires Customer to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information)

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

necessary to complete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer's applications.

Wireless Devices/Network Access: Customer must use Private Network-compatible end-user Equipment and at Customer's expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification. Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private Network functionality may also be available on the networks of Verizon Wireless' domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

Permitted Use/Fraud: Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage.

Maintenance/Service Changes/Termination of Private Network Service: Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network. In addition, VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS

OF THIS ADDENDUM OR FOR GOOD CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless' customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.

No Warranties: Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.

Subject to Private Network Terms of Use: The terms of Private Network. Supplement the Agreement and are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of Private Network and the Agreement, the terms of Private Network shall control with respect to Private Network.

Enterprise Messaging Terms of Service (Public Safety)

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Verizon Wireless's Enterprise Messaging Access Gateway platform and portal ("EMAG") allows public safety customers ("Customer") to send high volumes of text messages. This agreement is between Customer as our subscriber and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which Customer agrees to use and VZW agrees to provide access to EMAG. By using EMAG, Customer accepts these Terms of Service ("TOS"), which may be modified by VZW from time to time.

- 1. Enterprise Messaging.** VZW provides the EMAG Service through two different EMAG plans. The Enterprise Gateway features allows a Customer to send bulk short message service ("SMS") messages and/or bulk multimedia messaging service ("MMS") messages, as applicable, to VZW subscribers, and send individual-to-individual messages to subscribers of most domestic wireless carriers. The Enhanced Messaging Plans allow Customer to send bulk SMS messages to VZW subscribers and subscribers of eligible North American Numbering Plan ("NAMP") eligible carriers using VZW provided toll-free numbers. The Enhanced Messaging Plans supports the sending and receiving of SMS messages only and not all carriers are supported. Contact your VZW Sales Representative for a complete list of supported destination countries and carriers. Availability, quality of coverage and service is not guaranteed, and supported destination countries may change without notice. Customer acknowledges that intercarrier messaging may be subject to message size, throughput requirements, blocking, throttling and filtering. Delivery of traffic may be affected by another carrier's policies and messaging terms. Customers must have a valid Blanket Purchase Agreement with at least five (5) active Government lines ("MDNs") and a physical address within VZW's licensed service area. Public Safety/First Responders shall not be subject to the minimum five (5) Government lines requirement. Customer is solely responsible for monitoring its messaging operations. Customers using the EMAG Portal must provide a user ID and password and must safeguard the Portal credentials and prevent unauthorized use. VZW has the right to alter or not offer the EMAG service in part or at all. For the term of the TOS, Customer will receive for use the following depending on plan/features type: For the Enterprise On-Net Plan – Five (5) private On Network Messaging sending numbers for use on the VZW network only. For the Enhanced Messaging Plans – One (1) Toll Free Enhanced Messaging sending number to use with the Enhanced Plan. VZW reserves the right upon prior notice to reclaim any phone number used for EMAG if Customer does not send sufficient traffic over it and the number may be re-assigned to another customer.
- 2. Term and TOS Termination.** The term of this TOS shall be one year from the date the Customer signs the TOS ("Effective Date"). The TOS shall automatically renew for additional terms of one (1) year each, unless either Party shall give notice of cancellation at least thirty (30) days prior to the expiration of the original term or any renewal term or the TOS or service is otherwise terminated as per the terms of this TOS. Either party may terminate this TOS upon thirty (30) day's written notice to the other party for any reason. Fees are payable on a monthly basis and subject to increase upon thirty (30) days' notice to the Customer. Upon termination by the Customer, fees are due and payable up to the end of the month of termination.
- 3. Intellectual Property.** VZW owns all rights, including intellectual property rights, in EMAG and its components, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW.
- 4. License Rights and Restrictions.** Subject to the TOS and all documentation provided by VZW, VZW grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non-sublicensable license during the Term to access and use EMAG solely to send text and picture messages for internal business use. Customer will not, and will not allow any Third Party to, (a) modify, copy, or otherwise reproduce EMAG in whole or in part; (b) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code form or structure of any of the elements used in EMAG; (c) provide, lease or lend EMAG in whole or in part to any Third Party; (d) remove any proprietary notices or labels displayed on EMAG; (e) modify or create a derivative work of any part of EMAG; (f) use EMAG for any unlawful purpose; (g) use EMAG for any high risk or illegal activity; (h) use EMAG in contravention of any of VZW's policies, procedures, rules or guidelines provided or made available by VZW or use EMAG in such a way that it interferes with, disrupts, damages, or accesses in an unauthorized manner the servers, networks, or other properties or services of VZW; (i)

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

export or re-export EMAG without the appropriate U.S. or foreign government licenses; (j) incorporate or combine EMAG in whole or in part with any open source software in such a way that would cause EMAG, or any portion thereof, to be subject to all or part of the license terms of such open source software; or (k) provide access to or use of EMAG to any Third Party or sublicense any rights in EMAG to any Third Party. Customer is not entitled to resell the EMAG services without the express written approval of VZW.

5. **Content.** Customer is solely responsible for its content it transmits through EMAG (or use by any person or entity Customer permits to access EMAG). Provision of intercarrier messaging is provided through a third-party vendor. Customer agrees that its messaging will comply with applicable industry guidelines (e.g. Mobile Marketing Associate's best practices for messaging, and CTIA's Messaging Principles and Best Practices)), third-party vendor guidelines and content standards, and VZW content standards (attached hereto as Exhibit "A"), which may be updated from time to time ("Messaging Guidelines"). Customer will not send any unsolicited bulk commercial messages (i.e., spam), "phishing" messages intended to access private or confidential information through deception, other forms of abusive, harmful, or malicious, unlawful, or otherwise inappropriate messages, messages which required an opt-in that was not obtained, messages containing executable files or links to other content or premium or similar messages that require a subscription or surcharge, and as otherwise set forth in the Messaging Guidelines or as determined by VZW, in its sole discretion. Customer will not transmit any messages that would violate any federal, state or local law, court order, regulation or the Messaging Guidelines. Customer will cooperate with VZW and/or any governmental authority in investigating any violation or prohibited use of EMAG.
6. **Consent Requirements.** Customer agrees that it will send messages only to subscribers that have opted in to receive its messages by: a) establishing an opt-in process that effectively captures each subscriber's consent to receive Customer's messages, informs subscribers of the nature and scope of Customer's messaging campaigns and any financial obligations associated with the messaging; b) maintaining opt-in records for a minimum of 6 months from the date of a recipient's opt-in consent; and c) immediately complying with subscriber opt-out requests such as STOP, END, CANCEL, UNSUBSCRIBE or QUIT in compliance with the Messaging Guidelines. Customer will send messages that require opt-in consent only to those recipients that have affirmatively opted in to receive such messages. Although VZW may provide in the Portal a way to manage lists of opt-out records, it is up to the Customer to obtain the consents and maintain proper records and VZW accepts no responsibility for consents and retention of such records.
7. **HIPAA.** EMAG is not designed for secure transmission or storage of personal healthcare information. Customer will not use EMAG to store or transmit Protected Health Information ("PHI") as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively, "HIPAA"). If Customer is a Covered Entity or a Business Associate as defined by HIPAA, Customer will not use EMAG to store or transmit PHI. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.
8. **Fees.** Customer will pay monthly to VZW the amount in the below chart for each SMS and/or MMS sent through EMAG. The billing and payment terms set forth in Customer's Government agreement with VZW will apply to the EMAG charges set forth on your VZW bill. Additional charges may apply for inter-carrier messaging Application to Person ("A2P") traffic. VZW reserves the right to increase pricing upon thirty (30) days' notice.
9. **Public Safety/First Responders:** Additionally, for eligible NAICS Customers, Customer acknowledges and agrees that the SMS only \$0.00 Enterprise Messaging Monthly Access Plan is being provided free of charge for the purpose of public safety only and hereby agrees that it will use this plan in good faith for purposes associated with public safety activities and no other activities.
10. **Pilot Mobile Phone.** VZW shall provide Customer with one pilot mobile phone at no charge to manage password setup and resets. Customer should safeguard the pilot mobile phone in case password resets are needed as VZW must rely on regular mail delivery of password resets if the phone is not available (password resets cannot be given over the phone

State of New Hampshire

or sent via email). This pilot mobile phone will not be capable of making any voice calls. Customer shall promptly notify VZW if the phone is lost, damaged or stolen and VZW reserves the right to charge Customer for replacement phones.

11. Security and Unauthorized Code. Customer will comply with VZW's information security requirements available at <http://www.verizon.com/suppliers> (or successor website) as updated from time to time. Customer will implement and maintain effective administrative, physical and technical security controls to protect VZW's assets, network and other facilities, information and EMAG that Customer accesses or uses. Customer will design, develop, build, operate and maintain your access to EMAG to sufficiently prevent the transmission of Unauthorized Code and mitigate security threats, including, but not limited to, unauthorized access, use or fraud. Customer will not send or introduce any Unauthorized Code to EMAG, VZW's network or any other VZW system or facility. Customer will not use EMAG, or permit any Third Party to use EMAG, to engage in any fraudulent, illegal, or unauthorized use. Customer will continually monitor for the presence of any Unauthorized Code. In the event you detect the presence of any Unauthorized Code, Customer will: (a) notify VZW in writing the same day the Unauthorized Code is detected; (b) promptly remove the Unauthorized Code; and (c) promptly remedy any condition caused by the Unauthorized Code. VZW may audit your use of EMAG. Should such audit request be denied, or should the audit reveal a violation of applicable laws, regulations, policies or procedures, or this TOS, VZW may immediately terminate this TOS and your use of EMAG. "Unauthorized Code" means any virus, Trojan horse, worm, rootkit, back door, trap door, time bomb, drop-dead device, timer, clock, counter or other limiting routine, as well as any other instructions, designs, software routines, or hardware components designed to: (a) disable, erase, or otherwise harm software, hardware, data, text or any other information stored in electronic form; (b) cause any of the foregoing with the passage of time; or (c) place a program or hardware under the positive control of a Third Party other than an owner or licensee of the program or hardware.

12. Certification Tests. VZW may conduct certification tests in its sole discretion. Customer will pass such certification tests furnished by VZW prior to using EMAG. If Customer fails any such certification tests, then VZW may, in its sole discretion, refrain from providing Customer with access to EMAG.

13. Data Retention and Access. VZW provides access to the metadata relating to the messages (time/date/sent/received) for up to one year. For messages sent or received over the EMAG APIs, VZW provides Customer access to messaging content for up to fourteen (14) days, after which time it is deleted. For messages sent or received over the Portal, VZW retains Customer message content for sixty (60) days, after which time it is deleted.

14. Customer Contact. Customer will provide to VZW contact information including a phone number and email address of an EMAG contact(s), who shall be available during business hours and during such time as Customer utilizes EMAG to assist with the resolving of service matters and trouble shooting. Customer must provide written notice of changes to contact information fourteen (14) days prior.

15. Termination of Service. VZW CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF EMAG IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS TOS OR FOR GOOD CAUSE, which shall include, but is not limited to: (a) breaching this TOS or Customer's Government agreement with VZW; (b) spamming or other abusive messaging; (c) using EMAG in a way that adversely affects our network, our customers, or other customers; (d) allowing anyone to tamper with messaging applications in a manner contrary to this TOS; (e) any governmental body of competent jurisdiction suspends or terminates Customer's service or institutes a requirement, ruling or regulation that conflicts with this TOS; or (f) operational or other governmental reasons.

16. Service Limitations. VZW may establish limits on the use of EMAG, including, but not limited to, the number of messages sent over a limited time period (i.e., per minute, hourly and daily), the number of active connections, and recommended connections per group, as set out in our User's Guide (available on the EMAG Portal) which may be updated from time to time. VZW provides no service level commitments or quality of service standards for EMAG. VZW will provide to Customer maintenance, technical and support services for EMAG, as determined by VZW in its sole discretion. VZW may extend, enhance, or otherwise modify EMAG at any time and for any reason without notice. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of text messages. These limitations include, but

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

are not limited to, network limitations, when a wireless phone is not in range of one of our transmission sites or those of another company that carries our customer calls, insufficient network capacity, interference due to subscriber's equipment, terrain, proximity to buildings, foliage, and weather. Further, VZW does not own or control all of the various facilities and communications lines between a Customer's site and VZW's EMAG access point. Experience by carrier and region may cause the experience to vary. Due to these limitations and the limitation in the number of messages that can be sent, EMAG SHOULD NOT BE USED AS THE SOLE MEANS TO SEND MESSAGES THAT CONTAIN INFORMATION THAT IS ESSENTIAL TO THE PROTECTION OF LIFE OR PROPERTY, OR IS MISSION ESSENTIAL OR CRITICAL IN OTHER WAYS. VZW reserves the right to block any messaging traffic that violates this TOS or harms or may harm VZW, EMAG or our assets, network or facilities.

17. Disclaimer and Limitation of Liability. EMAG IS PROVIDED ON AN "AS IS" BASIS AND CUSTOMER'S USE OF EMAG IS ITS SOLE RESPONSIBILITY. VZW (AND ITS OFFICERS, EMPLOYEES, PARENTS, SUBSIDIARIES AND AFFILIATES), ITS THIRD PARTY LICENSORS, PROVIDERS VENDORS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES FOR EMAG OR TEXT MESSAGE DELIVERY, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, NONINTERFERENCE, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. VZW DOES NOT WARRANT THAT EMAG WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, OR LOSS OF CONTENT, DATA, OR INFORMATION. VZW SHALL NOT BE LIABLE FOR ANY FAILURE TO PROVIDE EMAG, FOR ANY CONTENT, AND MAKES NO GUARANTEES THAT ANY TEXT MESSAGE WILL BE DELIVERED. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE TO THE OTHER PARTY, ITS EMPLOYEES, AGENTS OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN THE EVENT OF ANY BREACH BY VZW OF THIS TOS, VZW'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID TO VZW BY CUSTOMER UNDER THIS TOS DURING THE PREVIOUS THREE MONTHS.

18. Indemnification. Customer shall defend, indemnify, and save harmless VZW and its successors, assigns, employees, and agents, and their heirs, legal representatives and assigns from any and all claims or demands, including claims for bodily injury or death, or damage to property, arising from Customer's use of EMAG, including reasonable counsel fees and costs.

19. Miscellaneous. Customer will not resell or aggregate EMAG or allow Third Parties to use or access EMAG without prior written permission from VZW. This TOS supplements Customer's Government agreement with VZW as it relates to EMAG. If there are any inconsistencies between this TOS and Customer's Government agreement with VZW, then this TOS shall control with respect to EMAG. Customer agrees that its use of EMAG will comply with any applicable local, state, national and international laws and regulations. This TOS may not be assigned in whole or in part by the Customer with prior written consent of VZW. Any failure of VZW to perform hereunder shall be excused if caused by failure of a third party wireless or telecommunications provider serving a particular area, power failure, national emergency, interference by any governmental agency, acts of God, strikes, other labor disturbance, severe weather conditions, fire, terrorism, riots, war, earthquakes, or any other causes beyond VZW's reasonable control.

Exhibit A VZW Content Standards

Customer may only provide content that is legal and does not include or provide access to content or material that falls into the following categories:

- Contains anything that is obscene or indecent or anything with strong sexual, explicit or erotic themes or that links to such content;
- Contains hate speech;
- Contains excessive violence;

State of New Hampshire

- Contains extreme profanity;
- Contains misleading or fraudulent claims;
- Promotes or glamorizes alcohol abuse, illegal drug use or use of tobacco products; or
- Promotes a competitor of VZW or its affiliates.

All content must comply with applicable industry standards (e.g., Mobile Marketing Association's Best Practices, CTIA's Wireless Content Guidelines, etc.) and VZW's commercial practices. Additionally, no content and materials included shall disparage VZW or its affiliates. VZW will decide, in its sole discretion, whether the content, material or services provided complies with these standards.

Verizon Push to Talk Plus (PTT+) Terms and Conditions

This Agreement is between you as our Customer and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which you agree to use and we agree to provide PTT+. By using PTT+, you accept these Terms & Conditions. VZW may change these terms and conditions from time to time. By continuing to use the Service after VZW has notified you of changes, you're agreeing to accept those changes.

1. **Customer Agreement.** For consumers, when you signed up to be a customer of VZW, your company entered into a Customer Agreement with us and PTT+ is subject to all of the terms in that Customer Agreement. For business customers, PTT+ is subject to your company's major account agreement with VZW.
2. **How the Service Works.** You can access PTT+ in the following ways: (i) through a mobile application (the "Mobile App"), or (ii) by downloading computer software from [the VZW website](#) (the "Computer Client"). Not all PTT+ service features are available through all access methods.
- 2.1 **Service Features.** You can select from several PTT+ service features, including, but not limited to, the following:
 - **PTT+ with Dispatch.** Verizon PTT+ with Dispatch is an application that allows instant communication to individuals or groups at the push of a button. With a dispatch console, your corporation's designated users can see group members on a map.
 - **PTT+ Group Command.** PTT+ Group Command brings enhanced features such as user check and discreet listening. With user check, you can check the location of a device and also check the battery strength, WiFi and cellular signal strength. With discreet listening, you can listen to a PTT+ conversation for training and other business purposes.
3. **Charges.** Your download of PTT+ will be billed according to the applicable data plan. Your use of PTT+ will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan, please visit http://www.verizonwireless.com/businessportals/support/faqs/DataServices/faq_push_to_talk.html.
4. **Privacy.** VZW may use information about your activity in PTT+, subject to our Privacy Policy, which can be found at <http://www.verizon.com/about/privacy/>.
5. **Licenses.** You have a limited, non-exclusive, non-transferable license to use PTT+ and the object code version of PTT+'s software solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers. The software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, and information about these items is available at www.verizon.com/opensource. Nothing in this Agreement will be construed to limit any rights granted under such open source licenses.
PTT+ with Dispatch and PTT+ Group Command requires use of Google Maps. Use of Google Maps within PTT+ is subject to the Google Maps Terms of Service located at http://maps.google.com/help/terms_maps.html, the Google Legal Notices located at http://www.maps.google.com/help/legalnotices_maps.html, and the Google

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Privacy Policy, located at <http://www.google.com/privacy.html>. The Google Terms of Service and Google Legal Notices may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the Google Maps Terms or Google's Privacy Policy, including all limitations and restrictions therein as may be updated by Google from time to time, you may not use PTT+. Your use of the Google Maps service within PTT+ will constitute your acceptance of the Google Maps Terms and Google's Privacy Policy

6. **Consent to Share Location Information.** PTT+ with Dispatch and PTT+ Group Command requires sharing of your Location Information (data that can be used to describe, determine or identify the location of the mobile device you use while accessing PTT+). With your consent, your Location Information will be shared with your employer, for business purposes only.
7. **Additional Terms for Discreet Listening.** The discreet listening feature within PTT+ Group Command permits your employer to discreetly listen into your conversation while you are using the mobile device. By using PTT+, you consent to your mobile device being monitored by your employer and you consent to any person authorized by your employer listening into your conversation for training and other legitimate business purposes. Employers shall restrict access to the discreet listening feature of PTT+ Group Command to only authorized employees, who shall only use the feature during business hours for training and other legitimate business purposes.
8. **Restrictions on Use.** You may not, or allow others to, adapt, alter, modify, de-compile, reverse engineer, translate, or create derivative works of PTT+ or any included software.
9. **Termination.** VZW may terminate or discontinue PTT+ at any time without notice, including if you breach these Terms and Conditions.
10. **PTT+ Disclaimer** While the service, including data, is hosted and supported in the United States, Verizon, in rare instances, seeks developer guidance from a vendor technical team located in India. In these cases, technicians are only provided limited logs with any personally identifiable information obfuscated.
11. **Disclaimer of Warranty; Limitation on Liability.** PTT+ AND ANY INCLUDED SOFTWARE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).
12. **Export Control.** You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and not export, or allow the export or re-export of PTT+ in violation of any such restrictions, laws or regulations. By downloading or using PTT+, you agree to the foregoing and you represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any restricted parties list.
13. **Safety.** Please do not endanger yourself and others by using PTT+ while driving or engaging in any other activity that requires your full attention.

Intrepid Services Agreement

Terms and Conditions

1. DEFINITIONS

In this Agreement, capitalized terms shall have the meanings described on the Order Form or as set out below and in the text of the Agreement:

"**Customer Data**" means the customer-specific data, including personal data, available to the Customer through the Service. Customer data is further defined as Generic and Unique.

"**Generic Customer Data**" means information not personal or specific to operations including amount of traffic, usage patterns, and aggregate amounts of unique data.

"**Unique Customer Data**" means all other information that is not generic, including personal information, specific details of operations, locations, photographs, written communications, recordings, and biometric data.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

“Confidential Information” means all information disclosed by one party to the other party that is identified in writing as “confidential” or “proprietary” (or, in the case of oral disclosures, is summarized in writing and delivered to the receiving party within 30 days).

“Devices” means all hardware devices of Customer utilizing the Service, whether provided by Intrepid or from any other third party.

“Initial Term” means the period commencing on the Effective Date and ending on the last day of the Service Period.

“Service” means the online, web-based, and mobile access business application services, including content and associated offline components as well as support and training made available by Intrepid to Customer.

“Service Period” means the period beginning on the Effective Date and continuing for the period set forth on the Order Form.

“User” means any of the Customer’s employees, representatives, consultants, contractors or agents utilizing the Service, with each such person or party who is authorized to use the Service to be supplied with a user identification and/or password by Customer (or by Intrepid at Customer’s request).

2. SERVICES

2.1 Subject to the terms and conditions of this Agreement and payment of all applicable fees and charges, Intrepid grants Customer a non-exclusive, non-transferable, revocable, limited right and license during the Term to use the Service for Customer’s internal, in-house business use only within the United States of America. Intrepid reserves all rights in the Service not expressly granted herein.

2.2 Intrepid reserves the right to perform maintenance of the Service as needed and, except in the event of emergency maintenance, will use commercially reasonable efforts to provide prior notice to Customer of any Service unavailability and the reasons therefore.

2.3 A user account is required to access the Service, which may be used only by authorized Users. User accounts are non-transferable to other organizations or agencies but can be transferred to users in other departments within the purchasing organization or agency. User accounts shall not be shared or utilized by Users in non-purchasing organizations or agencies. Notwithstanding the foregoing, Customer shall make available for audit a list of all Users within five (3) business days when requested by Intrepid.

2.4 Customer is responsible for any and all activities that occur under Customer’s User accounts, including without limitation any loss or damage that results from such use or misuse. Customer shall: (a) report to Intrepid immediately any unauthorized use of any password or account or any other known or suspected breach of security; (b) report to Intrepid immediately any copying or distribution of any content contained in, or accessible through, the Service that is known or suspected by Customer or its Users, and Customer shall take all necessary steps to stop or terminate such conduct; and (c) ensure that use of the Service shall at all times comply with the terms of this Agreement.

2.5 At all times during the Term of this Agreement, Customer will conduct its business and/or operations, and cause its Users to be, in compliance with all federal, state, provincial, local, or similar statutes, laws, ordinances, regulations, rules, codes, orders, conventions, or rules of law (including common law) and governmental orders (collectively, “Laws”), applicable to Customer and Customer’s business and/or operations, including, but not limited to any such Laws with respect to the use of the Service in Customer’s business and/or operations.

2.6 Customer warrants that it is legally entitled to allow Intrepid to monitor the Customer account and each User in the account to process for Generic Customer Data in order to provide improvements to Intrepid products or resolve product defects.

2.7 Customer acknowledges and agrees that Intrepid shall not be responsible for providing internet access or any equipment or services necessary to utilize internet access by Customer or any User.

3. LIMITATIONS AND RESTRICTIONS

3.1 Except as expressly set forth herein, Customer shall not (nor shall it permit others to) (a) copy, market, license, sublicense, sell, resell, transfer, assign, reproduce, distribute or otherwise make available to any third party the Service; (b) modify, adapt or make derivative works based on the software or intellectual property used in the Service; (c) retransmit or link the Service (including “framing” or “mirroring” any content contained in, or accessible from the Service) to any other server, wireless or Internet-based device. Customer shall ensure and be responsible for all of its Users’

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

compliance with the terms of this Agreement; or (d) store or transmit any Content (as defined herein) that could give rise to civil or criminal liability.

3.2 To the extent that access to any software or other intellectual property is provided to Customer by Intrepid, Customer agrees that it will use such

software and intellectual property solely for Customer's own internal processing operations under this Agreement, and that Customer will not directly or indirectly disassemble, reverse engineer, or decompile, modify, create derivative works based on, or translate the Services, or any software or intellectual property included therein, or transfer or otherwise grant any rights in or access to such software or intellectual property in any form to any other party. Customer shall promptly report to Intrepid any actual or suspected violation of this Section 3.2 and shall take all further steps reasonably requested by Intrepid to prevent or remedy any such violation.

3.3 Users may be required to provide information about themselves in order to register for and/or use the Service. Intrepid shall not be responsible for the accuracy of any User information provided, and Customer agrees that any such information shall be accurate. Users are entirely responsible for maintaining the security of their user names and passwords and agree not to disclose such to any third party. Company acknowledges that it is necessary for Intrepid to send certain electronic communications to Users in order to deliver the Service and consents to such communications.

3.4 Customer is solely responsible for the pictures, audio, video, graphics, text, or other content ("Content") sent, displayed, or uploaded by Customer or its Users with or to the Service, either directly or through another application. Except for material that Intrepid licenses to Customer and as otherwise noted in this Agreement, Intrepid claims no ownership of any Content that is transmitted, stored, or processed in Customer's account(s). Intrepid also does not control, verify, or endorse the Content that Customer or its Users make available in the Service.

3.5 The Service provides functions that allow Customer and Users to control who may access Content. If Users enable the features that allow sharing Content with others, anyone with whom Content is shared (including the general public, in certain circumstances) may have access to Content. Customer hereby grants Intrepid and its agents the right to reproduce, distribute, display, and disclose Content with others authorized by Customer or its Users to view such Content as part of Intrepid's provision of the Service to such authorized users.

3.6 Customer represents and warrants that: (a) Customer has all the rights in the Content necessary to use the Service and to grant the rights in this Agreement, and (b) the storage, use, or transmission of the Content doesn't violate any law, this Agreement, or the rights of any third parties. Customer will: (i) be solely responsible for the nature, quality, and accuracy of the Content; (ii) ensure that the Content (including the storage or transmission thereof) complies with this Agreement and any and all applicable laws and regulations; (iii) promptly handle and resolve any notices and claims relating to the Content, including any notices sent by any person claiming that any Content violates any person's rights, such as take-down notices pursuant to the Digital Millennium Copyright Act and any other notices; and (iv) maintain appropriate security, protection, and backup copies of the Content, which may include, Customer's use of additional encryption technology to protect the Content from unauthorized access. Although Intrepid is not responsible for any Content in violation of this provision, Intrepid may delete any Content in violation of any provision in this Agreement of which it becomes aware, at any time without notice. Customer must immediately notify Intrepid in writing of any unauthorized use of (a) any Content (b) any User account, or (c) the Service that comes to Customer's attention. In the event of any such unauthorized use by any third party that obtained access through Customer or its Users, Customer will take all steps necessary to terminate such unauthorized use. Customer will provide Intrepid with such cooperation and assistance related to any such unauthorized use as Intrepid may reasonably request.

3.7 If Customer becomes aware of any violation of this Agreement in connection with use of the Service by any User or person, Customer must notify Intrepid immediately. Intrepid may investigate any complaints and violations that come to its attention and may take any action that it believes is appropriate, including, but not limited to issuing warnings, removing Content, or terminating accounts and/or User profiles. Because situations and interpretations vary, Intrepid also reserves the right not to take any action. Under no circumstances will Intrepid be liable in any way for any data or other Content viewed while using the Service, including, but not limited to, any errors or omissions in any such data or Content, or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data or content.

State of New Hampshire

4. PROPERTY RIGHTS

Customer shall remain the sole and exclusive owner of Unique Customer Data. Unique Customer Data may be monitored or evaluated in an emergency situation or with permission or at the request of Customer or its Users for purposes such as assisting in customer operations, performing customer-specific analysis, or improving Intrepid's products. Customer explicitly grants Intrepid the right to monitor network traffic that includes Unique Customer Data for the purpose of optimizing the Service's performance. Intrepid is and shall remain the sole and exclusive owner of the Service and all documentation or other property provided by Intrepid during the Term of this Agreement, including any intellectual property developed, originated, or prepared on behalf of or in conjunction with Customer. This Agreement does not grant to Customer any shared development rights. Customer shall not reproduce in whole or in part (except as permitted under this Agreement), modify, merge, or incorporate any form or portion of the Service with other program material, create derivative work from the Service, reverse engineer, de-compile, or disassemble all or any portion of the Service, and/or disclose, sell, sublicense, or otherwise transfer or make available all or any portion of the Service to any third party without the prior written consent of Intrepid.

5. WARRANTIES, REMEDIES, LIMITATIONS OF LIABILITY, AND INDEMNIFICATIONS

5.1 Intrepid warrants to Customer that the Service will be provided in a professional and workmanlike manner. As Customer's exclusive remedy for breach of the foregoing warranty, Intrepid shall, at its option, repair or replace the nonconforming elements of the Service. Intrepid shall have no obligation hereunder if software or other intellectual property used in the Service, or hardware utilizing the Service, is modified, altered, merged or subjected to misuse, neglect, accident or improper use by Customer or any third party. If at any time Customer becomes unsatisfied with the Service, Customer's sole remedy is to cease using the Service.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND INTREPID, ITS SUPPLIERS AND VENDORS EXCLUDE ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. INTREPID AND ITS SUPPLIERS AND VENDORS SPECIFICALLY DISCLAIM ALL EXPRESS OR IMPLIED WARRANTIES OF DESIGN, NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, THAT THE SERVICE OR DEVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, VIRUS FREE, OR ERROR-FREE. NOR DOES INTREPID (OR ITS VENDORS OR SUPPLIERS) MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE OR THAT ALL ERRORS IN THE SERVICE WILL BE CORRECTED.

5.2 INTREPID, ITS VENDORS AND SUPPLIERS ENTIRE LIABILITY FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, WARRANTY, OR IN TORT (INCLUDING NEGLIGENCE) FOR ALL CLAIMS RELATING TO THIS AGREEMENT AND ITS PERFORMANCE, SHALL BE LIMITED IN THE AGGREGATE TO THE LESSER OF THE FEES PAID BY CUSTOMER TO INTREPID DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE CLAIM OR \$25,000.

5.3 IN NO EVENT SHALL ANY PARTY BE LIABLE FOR ANY LOST PROFITS, LOST REVENUE, INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES EVEN IF SUCH PARTY HAS BEEN ADVISED OF, OR COULD HAVE REASONABLY FORESEEN, THE POSSIBILITY OF SUCH DAMAGES.

5.4 Customer acknowledges that the limitations of liability and disclaimers of warranty set forth in this Agreement are independent of any remedies hereunder and apply regardless of whether any remedy fails its essential purpose. Customer acknowledges that Intrepid has set the pricing for the Service and other fees and charges in reliance on the disclaimers of warranty and limitations and exclusions of liability set forth in this Agreement and that the same form an essential basis of the bargain between the parties.

5.5 Intrepid shall indemnify Customer from and against any third-party liabilities, losses, damages, claims, suits, and expenses, including reasonable legal expenses, of whatever kind and nature ("Losses"), imposed upon, incurred by or asserted against Customer relating to or arising out of any third-party claim brought against Customer alleging that the Service used as contemplated by this Agreement violates any proprietary rights of such third party. This Section 5.5 states Intrepid's entire obligations regarding infringement of a third party's intellectual property rights with respect to the use of the Service.

5.6 Customer shall indemnify Intrepid, its suppliers and vendors from and against any and all Losses imposed upon, incurred by, or asserted against Intrepid relating to or arising out of a claim alleging that Intrepid's authorized use of the Customer Data violates the proprietary rights of, or has caused harm to, any third party (including, without limitation, any User).

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

5.7 In addition to, and without limiting, any and all obligations of Customer set forth herein, Customer hereby assumes entire responsibility and liability for any and all damage or injury of any kind or nature to all persons, and to all property, real or personal, caused by, resulting from or associated with the use by Customer, or any of Customer's employees, representatives or agents (whether a User or not), of the Service and agrees to indemnify, defend, and hold harmless Intrepid, its suppliers and vendors from and against any and all Losses or injury to persons or to property caused directly or indirectly by Customer or any of Customer's employees, representatives or agents (whether a User or not), Customer's property or equipment, or any and all persons acting on Customer's behalf or under Customer's supervision or control, whether direct or indirect.

5.8 In consideration of the obligations of Intrepid hereunder, Customer acknowledges that the use of the Service by Customer is voluntary and may involve known and unknown risks that could result in physical injury (including death) and/or property damage. Customer, on behalf of itself and its employees, representatives and agents, (the "Customer Parties") hereby releases, remises, requites, satisfies and forever discharges Intrepid, its suppliers and vendors and their respective heirs, personal representatives, successors and assigns from any and all Losses whatsoever, in law, in equity or in arbitration that the Customer Parties have, had or may have (through all stages of settlement and litigation, including all appeals and all collection proceedings) arising out of or resulting from the Customer Parties' voluntary use of the Service.

5.9 The indemnity obligations set forth in this Section 5 are contingent upon (a) the indemnified party giving prompt written notice of any indemnified claim, (b) the indemnified party allowing the indemnifying party the sole control of the defense and related settlement negotiations for such claim; and (c) the indemnified party providing reasonable assistance and cooperating in the defense and settlement negotiations as requested by the indemnifying party and at the indemnifying party's expense.

6. CONFIDENTIALITY AND DATA PROTECTION

By virtue of this Agreement, each party may have access to the Confidential Information of the other party. The parties expressly acknowledge that the Customer Data shall be governed by Sections 2.7 and 4 and shall not constitute Confidential Information. Each party agrees to keep confidential all Confidential Information disclosed to it by the other party or a third party, and to protect the confidentiality thereof in the same manner as it protects the confidentiality of similar information and data of its own (at all times exercising at least a reasonable degree of care in the protection of such Confidential Information). This Section 7 shall not apply to anything that: (i) is or becomes (through no improper action or inaction by the receiving party) generally available to the public, or (ii) was in the recipient's possession or known by it, without restriction, prior to receipt from the disclosing party, or (iii) was rightfully disclosed to the receiving party by a third party, or (iv) is required to be disclosed by a subpoena, request for documents, or other validly issued judicial or administrative process, provided that the party so required to disclose it promptly notifies the other party of the receipt of process and permits the other party a reasonable opportunity to respond to such process; or (v) is necessary to be disclosed by a party in order to meet its obligations under this Agreement. If a party wishes to rely on one of these exclusions it shall give prompt written notice to the other party detailing the relevant information and the reason for disclosure.

7. TERM AND TERMINATION

7.1 This Agreement shall commence on the Effective Date and shall remain in effect through the Initial Term unless earlier terminated as set forth below.

Either party may terminate this Agreement upon notice to the other party if the other party materially breaches this Agreement and such breach is not remedied within 30 days of such notice, except for breaches relating to non-payment for which such cure period shall be 5 business days.

Either party may terminate this Agreement immediately upon notice if the other party becomes subject to any proceeding under any statute of any governing authority relating to insolvency or the rights of creditors that is not dismissed within 60 days, or the equivalent occurs in any jurisdiction.

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Upon termination of this Agreement for any reason, all accrued rights to payment shall become due, all licenses shall immediately terminate, Customer shall immediately discontinue all use of the Service and delete or remove any copies of the Service in its possession, and each party shall promptly return (or, if requested by the other party, destroy) all Confidential Information of the other party in its possession. Upon termination, Intrepid may immediately terminate Customer's access to the Service without notice and within 30 days thereafter delete Customer's Data and any related data.

7.2 Sections 1, 2.4, 2.5, 2.6, 3, 4, 5, 6, 7, 8, and 9 shall survive the termination or expiration of this Agreement in accordance with their terms.

8. EXPORT

If, at the time or times of Intrepid's performance hereunder, a validated export license or other export authorization is required for Intrepid or its agents to lawfully export the goods, source code, or technical data from the United States of America or such other country of origin, then the issuance of such license or authorization to Intrepid or its agents in accordance with the rules and regulations of the applicable country(ies) shall constitute a condition precedent to Intrepid's performance of its obligations hereunder. Customer agrees to comply with all applicable export laws and regulations of the United States of America or such other country of origin. Specifically, but without limitation, customer agrees that it will not resell or re-export Intrepid products, source code, or technical data in any form without obtaining appropriate export or re-export licenses from the respective governmental authority of the United States of America, other country of origin, or country of export or re-export. Violation of this provision shall constitute cause for termination of this Agreement by Intrepid without liability to customer.

9. MISCELLANEOUS

9.1 Neither party shall be liable for any delay or failure in performing any of its obligations under this Agreement if such delay or failure is caused by circumstances outside the reasonable control of the party concerned. The Service may be subject to limitations, unavailability, delays, and other problems inherent in the use of the internet, mobile telephone networks and electronic communications. Intrepid is not responsible for any delays, delivery failures, or any loss or damage resulting from the same. Notwithstanding the foregoing, nothing herein shall relieve Customer of its obligations to pay monies due and owing to Intrepid hereunder.

9.2 Intrepid may reference Customer's status as a user of the Service on Intrepid's website, in marketing materials and in sale presentations.

9.3 The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

9.4 Customer may not assign or transfer any of its rights or obligations under this Agreement in whole or in part without Intrepid's prior written consent. Intrepid may freely assign, transfer, and sub-contract this Agreement and any or all of its obligations herein.

9.5 This Agreement shall not be amended or modified except in a writing executed by the duly authorized representatives of Intrepid and Customer.

9.6 If any provision of this Agreement is held to be invalid or unenforceable, the parties or any applicable tribunal shall substitute an enforceable provision that preserves the original intent and economic positions of the parties and the remaining provisions of this Agreement will remain in full force and effect.

9.7 All notices that are required to be given under this Agreement shall be in writing and sent to the addresses of the parties set out on the Order Form or to such other address as a party may designate by notice to the other party and shall be effective (a) on the date of delivery if sent by recorded delivery; (b) on the business day following the date of transmission of a fax as evidenced by a successful transmission report; or (c) immediately if delivered personally to the relevant address.

9.8 This Agreement forms the entire understanding of the parties in respect of the matters dealt with in it and supersedes all previous agreements, understandings, proposals, and negotiations between them.

9.9 This Agreement shall be governed by the laws of the State of Florida, without regard to its conflicts of laws principles. Any suit, action, or proceeding with respect to this Agreement shall be brought in the courts of Orange County,

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

Florida or in the U.S. District Court for the Middle District of Florida, and the parties hereby accept the exclusive jurisdiction of those courts for the purpose of any suit, action, or proceeding.

9.10 The parties acknowledge that they are familiar with transactions of this nature and agree that the fact one of the parties may have drafted or structured any provision of this Agreement shall not be considered in construing the particular provision either in favor of, or against, such party.

9.11 The parties hereto are independent contractors and this Agreement does not create a joint venture or partnership, and neither party has the authority to bind the other party to any third party.

9.12 This Agreement may be executed in any number of counterparts, each of which, when taken together, shall be an original.

Exhibit A

Response Times

I. Intrepid Service

1. Response Times

Intrepid shall use its commercially reasonable efforts to respond to all written requests for assistance in accordance with the following response times:

Time to Respond		
Type of Problem	During Normal Business Hours	Outside Normal Business Hours
Level 1 – Service unavailable or data cannot be collected from > 20% of the Users	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com
Level 2 – Part of the functionality of the Service is unavailable or data cannot be collected from <= 5% to 20% of the Users	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com
Level 3 – All other issues	Within 5 business days Email: support@intrepid-networks.com	Within 5 business days Email: support@intrepid-networks.com

Verizon Connect Networkfleet (NWF) Terms & Conditions

1. **DEFINITIONS.** In these Terms and Conditions, the following terms, when capitalized, shall have the meaning set forth below:

"Customer Website Pages" means the web pages on the Networkfleet Website designated by Networkfleet for use by Customer.

"Devices" means the Networkfleet wireless device(s) identified on an accepted order.

"Networkfleet Services" means the services ordered hereunder including, but not limited to: (a) collection of diagnostic and/or location information from a Vehicle; (b) any proprietary data feed or elements thereof or any APIs provided by Networkfleet; (c) analysis, delivery and posting of Vehicle information to the Networkfleet Website; (d) notification to Customer and/or a

January 3, 2023

Solicitation #: 2640-23

REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

designated third party by e-mail of certain events or Vehicle information; (e) Customer access and usage of Customer Website Pages; and (f) Device installation services.

"Networkfleet Website" means the Networkfleet website currently located at www.networkfleet.com.

"Network Fleet" is a wholly owned subsidiary of Verizon Communications, Inc, and an affiliate of Cellco Partnership, d/b/a Verizon Wireless which is the "Contractor" under the Verizon Wireless State of Florida Contract DMS-10/11-008C

"Service Partners" means the entities that Verizon Wireless works with, from time to time, to provide the Networkfleet Services, including, but not limited to, installers, website operators, mapping data providers and licensors.

"Vehicle" means any vehicle equipment equipped with a Device and owned or under the control of Customer.

2. Verizon Connect NWF LICENSE. (a) During the time that Customer is entitled to receive Verizon Connect NWF Services hereunder, the Customer shall have a non-exclusive, non-transferable license to (i) use the Verizon Connect NWF Services in the United States and such other countries as may be approved by Verizon Wireless in writing, (ii) access and use the Customer Website Pages, and (iii) use the firmware and software included in the Devices, solely for use in connection with the Verizon Connect NWF Services, and as provided in these Terms and Conditions. Redistribution or resale of this information by the Customer is prohibited without prior written consent. (b) Verizon Connect NWF Data Services, if applicable, are subject to the then current "VCN Data Services Use Policy and Procedure" which is located at https://static.verizonconnect.com/networkfleet/Data_Services_Use_Policy.pdf as it may be updated from time to time.

3. INSTALLATION SERVICES. If Verizon Wireless accepts an order for Device installation services, such services may be performed by Service Partners who will install the Device at a mutually agreed location, in accordance with Verizon Connect NWF's Installation Policy, located at https://static.verizonconnect.com/networkfleet/Installation_Policy.pdf, as it may be amended from time to time, which is available at the Verizon Connect NWF Website. The parties will use reasonable efforts to schedule and complete the installation during normal working hours within thirty (30) calendar days of the date Verizon Wireless accepts the order for installation services was accepted. Before proceeding with any installation that involves more work than is standard and customary, Verizon Wireless will advise Customer that Customer's needs exceed standard, customary work and will obtain Customer's approval for the additional fees involved for such installation. Customer acknowledges and agrees that installation of the Device may involve drilling holes, rewiring and other similar alterations to the Vehicle and that Verizon Wireless is not obligated to restore the Vehicle after removal of the Device.

4. CUSTOMER OBLIGATIONS. Customer shall limit its use of the Devices, Verizon Connect NWF Services, Verizon Connect NWF Website, and Customer Website Pages to their intended purposes and shall comply, and cause its employees and agents to comply with all applicable laws and regulations and with Verizon Connect NWF's Website Acceptable Use Policy, Privacy Policy and all other policies that Verizon Connect NWF may establish from time to time, which are, or will be available, on the Verizon Connect NWF Website. Customer shall inform its drivers of Vehicles that such Vehicle has been enabled for Verizon Connect NWF Services and that the Verizon Connect NWF Services include the collection of data points associated with the Vehicle's location and manner of operation.

5. LIMITED WARRANTY. (a) Verizon Wireless warrants to Customer that a Device purchased hereunder (other than an Asset Tracker device) will be free from defects in material and workmanship that prevent the Device from functioning in accordance with its specifications for the entire period of your right to use such Device pursuant to the terms hereof. "Customer shall benefit from any manufacturer warranty for the Device(s), (b) Verizon Wireless warrants to Customer that an Asset Tracker device which has been purchased new from Verizon Connect NWF by Customer, will be free from defects in material and workmanship that prevent it from functioning in accordance with its specifications for a period of three (3) years from initial activation, excluding the battery. (c) Verizon Wireless warrants to Customer that all accessories that are purchased new from

State of New Hampshire

Verizon Connect NWF by Customer will be free from defects in material and workmanship that prevent them from functioning in accordance with their specifications for a period of one (1) year from the date of shipment, (d) Verizon Wireless warrants to Customer that installation services will be free from defects in workmanship for a period of one (1) year from completion of any such installation services (unless Customer has purchased an extended installation warranty). Verizon Wireless warrants that extended warranty installation services will be free from defects in workmanship for a period of one (1) year following completion of such services. The period may be extended through the same period of time as the Customer has continuously paid for such extended warranty installation service. (e) Warranty claims must be made by notifying Verizon Wireless in writing promptly after Customer learns of the facts supporting a warranty claim, as specified in Verizon Connect NWF's then-current applicable warranty policy. The warranty policy can be found at https://static.verizonconnect.com/networkfleet/Limited_Lifetime_Warranty_Policy_Direct_VAR.pdf Verizon Wireless will, at its discretion, either repair or replace any non-complying Device with a Device of equivalent functionality, and if applicable, remedy any defects in installation of the Device. (f) THE REMEDIES IN THIS SECTION ARE THE SOLE OBLIGATIONS AND REMEDY FOR BREACH OF ANY WARRANTY.

6. EXCLUSIONS. The Limited does not cover repair, replacement or correction of any defect, damage or malfunctions caused by: (i) failure to properly install the Devices as described in the Verizon Connect NWF installation guides (if installation is not performed by Verizon Connect NWF); (ii) accident, negligence, theft, vandalism, operator error, misuse or acts of Nature; (iii) failure of the facilities Customer uses to access the Verizon Connect NWF Website or to conform to Verizon Connect NWF specifications; (iv) modifications, attachments, repairs or unauthorized parts replacements performed by Customer or any third party not authorized by Verizon Connect NWF; or (v) use by Customer of hardware or software not provided or approved by Verizon Connect NWF. Customer will be responsible for the cost of Support Services provided by Verizon Connect NWF caused by any of the foregoing.

7. DISCLAIMER OF WARRANTIES. EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN SECTION 5, VERIZON WIRELESS MAKES NO WARRANTY OR GUARANTEE OF ANY KIND WITH RESPECT TO THE DEVICES AND THE VERIZON CONNECT NWF SERVICES. TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, VERIZON WIRELESS DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO: IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. VERIZON WIRELESS DOES NOT WARRANT THAT THE RECEIPT OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM THE DEVICES WILL BE AVAILABLE AT ALL TIMES, AT ALL GEOGRAPHIC LOCATIONS, UNINTERRUPTED OR ERROR-FREE, OR THAT THE TRANSMISSION OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM VERIZON CONNECT NWF TO CUSTOMER OR TO THE CUSTOMER WEBSITE PAGES WILL ALWAYS BE ACCURATE, TIMELY OR COMPLETE.

8. LIMITATION OF LIABILITY. (a) NEITHER PARTY WILL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING LOST PROFITS OR LOST DATA, EVEN IF THAT PARTY IS INFORMED THAT THOSE DAMAGES MAY OCCUR. VERIZON WIRELESS' CUMULATIVE LIABILITY UNDER ANY LEGAL THEORY SHALL NOT EXCEED THE AMOUNT PAID TO VERIZON WIRELESS. (b) WITHOUT LIMITING THE FOREGOING, VERIZON WIRELESS AND THE SERVICE PARTNERS ARE NOT RESPONSIBLE FOR LIABILITIES OF ANY KIND RESULTING FROM DELAYS IN DELIVERY, INSTALLATION OR PROVIDING VERIZON CONNECT NWF SERVICES OR OTHER SERVICES, REGARDLESS OF THE CAUSE OF THE DELAY. CUSTOMER UNDERSTANDS AND AGREES THAT VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM AN ALLEGED OR ACTUAL LACK OF SECURITY RELATING TO CUSTOMER'S USE OF THE VERIZON CONNECT NWF SERVICES. (c) CUSTOMER UNDERSTANDS AND AGREES THAT: (i) THE DEVICE IS A WIRELESS DEVICE AND THAT WIRELESS COMMUNICATIONS NETWORKS ARE USED TO CONNECT THE DEVICES WITH VERIZON CONNECT NWF'S DATA CENTER AND BY USING GPS (GLOBAL POSITIONING SYSTEM) TO DETERMINE A VEHICLE'S LOCATION; (ii) THE VERIZON CONNECT NWF SERVICES WILL NOT OPERATE UNLESS A VEHICLE IS IN AN AREA THAT HAS ADEQUATE WIRELESS COMMUNICATIONS COVERAGE AND, EVEN IF A VEHICLE IS IN SUCH AREA, THE VERIZON CONNECT NWF SERVICE IS SUBJECT TO WIRELESS SERVICE NETWORK AND TRANSMISSION LIMITATIONS AND MAY BE ADVERSELY AFFECTED BY TERRAIN, SIGNAL STRENGTH, WEATHER AND ATMOSPHERIC

State of New Hampshire

CONDITIONS, OR OTHER THINGS THAT VERIZON WIRELESS DO NOT CONTROL; AND (iii) INFORMATION ABOUT A VEHICLE'S LOCATION WILL NOT BE AVAILABLE UNLESS THE DEVICE IN THE VEHICLE IS ABLE TO RECEIVE GPS SIGNALS.

9. PROPRIETARY RIGHTS. Customer acknowledges and agrees that the Devices, the Verizon Connect NWF Service and the Verizon Connect NWF Website may include patent, copyright, trademark, service mark, trade secrets, or other intellectual property rights (collectively "Proprietary Rights") of Verizon Connect NWF, its affiliates or the Service Partners (including, with respect to the Verizon Connect NWF Website, materials that may be proprietary to Service Partners and suppliers, and that Verizon Connect NWF, its affiliates, including Verizon Wireless and/or the Service Partners retain title to and ownership of those Proprietary Rights and any and all improvements, modifications, fixes or enhancements made by or for Verizon Connect NWF, its affiliates and/or the Service Partners to the Devices, the Verizon Connect NWF Service or the Verizon Connect NWF Website and grant such Customers a limited license for purposes of utilizing the services for the purposes outlined in this agreement. Customer will not copy, modify, reverse-engineer, disassemble or decompile any software or firmware included in any Device or the Verizon Connect NWF Website or otherwise provided to Customer by or on behalf of Verizon Connect NWF, and will not disclose such software or provide access to the Devices, such software or any Verizon Connect NWF Services to any third party for such a purpose. Customer agrees that with respect to the Verizon Connect NWF Services, it shall not, nor shall it permit any third party to (a) assign, transfer, lease, rent, sell, distribute or import such Verizon Connect NWF Services to any third party; (b) except with the express written consent of Verizon Wireless, combine, embed or incorporate the Verizon Connect NWF Services into any other product or service other than any Customer-owned or developed interface for purposes of receiving the data feed delivered from the Verizon Connect NWF Devices; (c) reverse engineer, translate, convert, decompile the Verizon Connect NWF Services; (d) remove or alter any proprietary notices in the Verizon Connect NWF Services; (e) use the Verizon Connect NWF Services in connection with the transmission, sale, license, or delivery of any infringing, defamatory, offensive, or illegal products, services, or materials; (f) use the Verizon Connect NWF Services in any manner that threatens the integrity, performance, or availability of the Verizon Connect NWF Service; or (g) use the Verizon Connect NWF Service in any manner that violates local, state or federal laws, regulations or orders.

10. MODIFICATIONS; WEBSITE MAINTENANCE. Verizon Connect NWF may alter or modify all or part of the Devices, the Verizon Connect NWF Services or the Verizon Connect NWF Website from time to time; provided such changes do not materially adversely affect Customer's use of the Verizon Connect NWF Services or Verizon Connect NWF Website. Subject to the foregoing, such changes may include, without limitation, the addition or withdrawal of features, information, products, services, software or changes in instructions. Verizon Connect NWF reserves the right to perform scheduled maintenance for the Verizon Connect NWF Services and Verizon Connect NWF Website from time to time. This may include application and database maintenance as well as general website maintenance and may or may not involve Verizon Connect NWF Website and Verizon Connect NWF Services unavailability.

12. EXPORT CONTROL. Customer understands and agrees that: (i) the software used in connection with the Service is controlled by US export control laws; (ii) further transfer or export of the software may be subject to US export control laws or similar laws of other countries; (iii) Customer will abide by such laws; and (iv) Customer will not re-export or divert the software to a country or activity in contravention of U.S. law. Customer represents and warrant that: (i) Customer is not now located in, does not maintain an office or residence in, is not a citizen of, nor does Customer intend to travel to (without agreeing to follow any specific federal regulatory parameters on such travel), any of the following countries: Cuba, Iran, North Korea, Sudan, Syria, or other locations where the United States or other governments may have restrictions; and (ii) Customer is not, nor does Customer anticipate being, listed on any U.S. Government, United Nations or other country's prohibited parties list (including, but not limited to the U.S. Department of Commerce Denied Persons List or Entity List and the U.S. Treasury Department's Specially Designated Nationals, Terrorists or Narcotics Traffickers List).

13. OWNERSHIP AND ACCEPTANCE. Title transfer and acceptance of products and services occur upon shipment or provision of service.

State of New Hampshire

14. **GENERAL.** (a) No amendment, change, modification or waiver to any provision of any accepted order or these Terms and Conditions will be binding unless signed by an authorized representative of each party. (b) The parties' respective rights and obligations under Sections 7. DISCLAIMER OF WARRANTIES, 9. PROPRIETARY RIGHTS, and 11. DATA survive termination of an order.

State of New Hampshire

Call Filter Service Attachment to Verizon Wireless Agreement

Note:¹ A profile is defined as a Customer's overarching account of record under which Customer may have multiple billing accounts. This Call Filter Service Attachment ("Call Filter Attachment") to the Agreement between Customer and Verizon Wireless sets forth the terms and conditions specific to the Call Filter Service (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between this Call Filter Attachment and the Agreement, this Call Filter Attachment shall control with respect to the Call Filter Service functionality or operation. Any capitalized but undefined terms used in this Call Filter Attachment shall have the meanings given such terms in the Agreement.

- 1. Call Filter Service Overview.** Verizon Wireless's Call Filter Service allows Customer to take manage its calls (the "Service").
- 2. Call Filter and Call Filter Plus Service Description.** Call Filter is available to Customer for no additional monthly charges, and provides spam protection (spam alerts, blocking and reporting). Call Filter Plus provides added protection with caller ID and other premium features for a monthly charge, which are set forth in Exhibit A attached hereto. Call Filter utilizes network-based functionality to provide spam alerts and caller ID information on Customer's devices, and will not require the Call Filter application for these features. Spam blocking and other enhanced spam protection tools require the Call Filter application and a compatible device. Availability of certain features will vary depending on the device. For a full list of compatible devices and available features by device, click on Supported Devices at <https://www.verizonwireless.com/solutions-and-services/call-filter/>. Basic phones will receive network-based spam protection. Call Filter requires Verizon Wireless's 4G LTE network; limited features of the Service may be available if Customer is roaming on a VoLTE network outside of Verizon Wireless's 4G coverage area.
- 3. Call Filter Limitations.** Call Filter is not available for incoming calls from restricted or unlisted numbers. Call Filter does not detect spam calls from international numbers, but Customer may choose to block calls from international numbers. Call Filter utilizes analytics and databases that are continually evolving, including spam reporting by customers. Call Filter may not work with some of our other services like NumberShare or eSIM lines.
- 4. Spam Protection and the Call Filter Application.** Call Filter will alert Customer when Customer receives potential spam calls and allows Customer to turn on the spam filter to automatically block (send directly to voicemail) spam calls based on Customer's preferred risk level (as determined by Customer in the Call Filter application). If Customer enrolls in Call Filter through the Call Filter application, Verizon will automatically turn on Customer's spam filter to block all high-risk spam calls, but Customer can always turn off or adjust the blocking within the Call Filter application. Call Filter Plus, provides additional protection with caller ID for unknown numbers, access to a risk assessment meter for each spam call, reverse spam number lookup, and additional categories of spam alerts including "Robo Caller" or "Potential Fraud." With Call Filter Plus, depending upon Customer's device, Customer may also be able to view a list of callers that have been identified as spam or blocked, and block and un-block specific numbers. Call Filter's spam detection and block management may inadvertently mislabel or block legitimate callers including those to whom Customer may have given consent to communicate with via Customer mobile number. Customer should check Customer voicemail to determine if the caller is legitimate (if they left a voice message and if Customer have voicemail enabled). Verizon Wireless does not guarantee that all calls that are spam will be detected. Customer's spam settings such as spam filters and personal block and spam lists will be permanently deleted once Customer changes devices, uninstalls the Call Filter application, unsubscribes or downgrades the Service, or in the case of Android users, disables the Call Filter application or clear application cache or data.
- 5. Caller ID.** Caller ID, available with Call Filter Plus, displays the name, phone number, city and state of a caller's phone number, if these details are available and supported by Customer's device. Some devices may only display the caller's name as the Call Filter may not be available on all devices. Some devices also allow identification of text messages when using an eligible messaging application. Android users may also see the caller's uploaded photo if available.
- 6. The caller's identity may not show if they are labelled as Robo Caller, Potential Spam or Potential Fraud on certain operating systems.** Customer's saved contact names will show instead of the caller identification (so if a call would normally show as a Robo Caller with the Service, but is in Customer's list of contacts, that contact name will show instead). If Customer uploads

State of New Hampshire

a photo, Customer's photo will be seen by other Verizon Wireless customers that use the Service but will not override a Customer's contact photo (uploading is not available for all devices).

7. **Data Charges.** Subject to the Agreement, data charges may apply for download of the application and use of the Service. Call Filter does not operate on Wi-Fi, so data charges may apply when using the Service even if Customer device is also connected to Wi-Fi. If Customer's device is eligible for the uploading or receiving of a picture, data charges apply to such uploading and also for receiving pictures. Such data charges will be billed to Customer's Verizon Wireless account according to Customer's data plan. The Service will automatically renew every month unless canceled. For Call Filter Plus, Customer will be billed a Monthly Access Fee as specified in Exhibit A.
8. **Privacy.** Verizon Wireless may use information about Customer's activity in the Service, subject to our Privacy Policy, which can be found at <http://www.verizon.com/about/privacy/>. In order to provide the Service to Customer, Verizon Wireless will access the following information: MTN, contacts, call log, and messages (Android devices only). Verizon Wireless does not share information for any other purposes other than to render the Service. While a Customer end user can review or turn off these permissions at any time in the device settings, without access to that information, the Service will not be provided to that device.
9. **Licenses and Restrictions.** Call Filter is the property of Verizon Wireless or its licensors. Call Filter software and any application installed on Customer devices are licensed and not sold to Customer. Verizon Wireless and its licensors grants to Customer a limited, non-exclusive, revocable, non-transferable, personal, non-commercial license to use the Service for its intended use, in the United States.
10. **Restrictions on Use.** Customer will not, or permit anyone else to, sell, resell, distribute, sublicense, loan, lease, otherwise transfer, alter, modify, merge, adapt, copy, delete, record, translate, publish, upload, transmit, export, create derivative works of, make any commercial use of, reverse engineer, decompile, attempt to derive the source code, or disassemble the Service or any software that forms part of the Service. Customer may not use the Service or any part of it for any improper use (including infringement of copyright or other intellectual property rights) and must follow all laws. Customer will not alter, disable, or circumvent any features embedded in the software. All rights not expressly granted to Customer herein are reserved. Verizon Wireless may revoke this license at any time without notice.
11. **Branding.** All trademarks, service marks, trade names, logos, domain names, and any other features of Verizon Wireless's brand are the sole property of Verizon Wireless and Verizon Wireless does not grant any rights to such branding to Customer for any use at all. Customer may not remove or alter any copyright, trademark, or other intellectual property notices of the Service.
12. **User Content.** For certain eligible devices, the Service allows Customer to upload a photo to display. Customer may choose to attach a photo from Customer own photo gallery, a new photo that Customer take, or a photo available for use from an Internet search that Customer conducts. Customer is responsible for any content that Customer uploads to the Service. Verizon Wireless does not monitor or control the content Customer chooses to send via the Service and, Verizon Wireless disclaims all responsibility for such content. Photos that Customer did not take may be subject to copyright protection which limits or prohibits their copying, transmission and/or use. Customer agrees that Customer will not attach copyrighted content in a way that infringes any copyright, and that Customer is wholly responsible for any copyright infringement resulting from Customer's conduct. If Customer is unsure about whether Customer's conduct is lawful, Customer should not attach the content.
13. **Digital Millennium Copyright Act Notice.** If Customer believe that Customer content has been improperly used in the Service in a way that constitutes copyright infringement please contact Verizon at the address below. Pursuant to Title II of the DMCA, all claims alleging copyright infringement for material that is believed to be residing on Verizon's system or network should be promptly sent in the form of written notice to Verizon's Designated Agent. The Designated Agent for DMCA Notice is:

Verizon Copyright Department
1320 North Courthouse Road, Floor 9 Arlington, Virginia 22201, U.S.A.
Fax 703.351.3669
Email DMCA@verizon.com

January 3, 2023
Solicitation #: 2640-23
REQUEST FOR PROPOSAL FOR WIRELESS CELLULAR AND DATA SERVICES

State of New Hampshire

NOTE: No other notices or communications should be sent to the Designated Agent, who is appointed solely for the purpose of receiving notices of claims alleging copyright infringement under the DMCA. Specific requirements for proper notification of claimed infringement are set forth in the DMCA (see 17 U.S.C. § 512(c)(3)). Valid notification must be a written communication that includes all of the following elements:

1. Signature of copyright owner or person authorized to act on behalf of the owner;
2. Identification of copyrighted work claimed to be infringed;
3. Identification of the material claimed to be infringing or to be the subject of infringing activity and information reasonably sufficient to permit the service provider to locate the material;
4. Information reasonably sufficient to permit the service provider to contact the complaining party (address, phone number and, if available, email address);
5. A statement that the complaining party has a good faith belief that use of the material in the manner complained is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of the exclusive right allegedly being infringed

It is the policy of Verizon that upon receipt of a valid DMCA notice Verizon will remove or disable access to allegedly infringing material. There are substantial penalties for false claims (see 17 U.S.C. § 512(f)).

14. **Open Source and Third Party Licenses.** Customer's use of the Service is subject to open source licenses that form part of the Service. Certain software or technical information is licensed from third parties, and may be covered by one or more U.S. Patents, pending U.S. patent applications, and pending counterpart European and international patents. The open source licenses that form part of the Service are as follows:
 - <https://realm.io/legal/developer-license-terms/>
 - <https://github.com/CocoaLumberjack/CocoaLumberjack/blob/master/LICENSE>
 - https://developer.apple.com/library/archive/samplecode/GenericKeychain/Listings/LICENSE_txt.html//apple_ref/doc/uid/DTS40007797-LICENSE_txt-DontLinkElementID_8
 - https://developer.apple.com/library/archive/samplecode/Reachability/Listings/LICENSE_txt.html//apple_ref/doc/uid/DTS40007324-LICENSE_txt-DontLinkElementID_3
 - <https://github.com/rnapier/RNPinnedCertValidator/blob/master/LICENSE>
 - <https://github.com/scalessec/Toast/blob/master/license>
 - <http://www.apache.org/licenses/LICENSE-2.0>
 - <https://Mozilla.org/MPL/2.0/>
 - <https://github.com/RestComm/jain-sip/blob/master/licenses/NIST-CONDITIONS-OF-USE.txt>
 - <https://github.com/RestComm/Jain-Sip/blob/master/licenses/JSIP%20Spec%20license.pdf>
15. **Termination.** Subject to the dispute resolution provision in the Agreement, Verizon may limit, suspend, terminate or discontinue the Service, or certain features or functions of the Service, at any time without notice, including if Customer breaches this Call Filter Attachment. Customer may terminate Customer's use of the Service at any time by unsubscribing to the Service.
16. **DISCLAIMER OF WARRANTIES.** THE SERVICE AND ANY INCLUDED APPLICATION IS PROVIDED BY VERIZON OR ITS LICENSORS 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OR CONDITIONS OF ANY KIND, INCLUDING FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON- INFRINGEMENT. CUSTOMER USES THE SERVICE AT ITS OWN RISK. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE ACCURACY, AVAILABILITY, COMPLETENESS, USEFULNESS, SECURITY, RELIABILITY, INTEROPERABILITY, OR THAT THE SERVICE WILL BE UNINTERRUPTED, VIRUS FREE, OR COMPATIBLE WITH YOUR DEVICE OR THAT THE SERVICE WILL MEET YOUR EXPECTATIONS AT ALL OR AS TO THE IDENTIFICATION, LABELING, SPAM OR BLOCK MANAGEMENT, OR BLOCKING OF CALLS. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS DO NOT PROVIDE ANY WARRANTY (EXPRESS OR IMPLIED) OR GUARANTEE THAT ALL SPAM, ROBOCALLER AND FRAUDULENT CALLERS WILL BE IDENTIFIED, LABELED CORRECTLY OR BLOCKED. THE SERVICE COULD CAUSE DAMAGE TO CUSTOMER, ITS DATA, DEVICES, SOFTWARE OR HARDWARE.

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17. **LIMITATIONS OF LIABILITY.** TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE LIABILITY OF VERIZON WIRELESS OR ITS LICENSORS, AND VENDORS FOR MONETARY DAMAGES FOR ANY CLAIMS, THAT CUSTOMER MAY HAVE UNDER THESE TERMS ARE LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD, AND THE MAXIMUM IN DAMAGES RECOVERABLE SHALL BE TEN (\$10) U.S. DOLLARS. UNDER NO CIRCUMSTANCES ARE VERIZON WIRELESS, ITS LICENSORS, AND VENDORS LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST DATA, REPUTATION, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES ON ANY THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE SERVICE OR THE INABILITY TO USE THE SERVICE IN ANY WAY WHETHER FORESEEABLE OR NOT OR WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES, COSTS OR PENALTIES (DIRECT OR INDIRECT) AS A RESULT OF MIS- IDENTIFICATION, MIS-MANAGEMENT OR BLOCKING OF A CALLER OR FAILURE TO PROPERLY IDENTIFY, MANAGE OR BLOCK A CALLER.
18. **[Reserved]**
19. **Export Control.** Use of the Service may be subject to the export and import laws of the United States and other countries. Customer agrees to comply with all applicable export and import laws and regulations. By using the Service and/or by downloading the applicable Application, Customer agrees that Customer are not located in, under the control of, or a resident or national of any country, or person, on the United States Treasury Department's list of Specially Designated Nationals or the United States Commerce Department Table of Deny Orders. Customer also agrees that Customer are not located in a country that is subject to the U.S. government embargo, or that is designated by the U.S. as a terrorist supporting country and Customer are not listed on any U.S. government list of prohibited or restricted parties. Customer agrees also not to attempt to export or import any encrypted information, materials, hardware or software.
20. **Safety.** Customer must not endanger either Customer or others by using the Service while driving or engaging in any other activity that requires Customer's full attention.

Regulatory Surcharges and Fees

In addition to taxes, charges and fees that Verizon is required to collect, we also collect charges to recover or help defray costs of taxes and governmental surcharges and fees imposed on us, and costs associated with governmental regulations and mandates on our business. These charges include state-specific surcharges and surcharges that are imposed nationwide. These nationwide surcharges include the Federal Universal Service Charge, the Regulatory Charge and the Administrative Charge. These surcharges are Verizon charges, not taxes, and are subject to change. Because these surcharges are not taxes, your tax exemptions, if any, will not apply to these charges. So long as the customer has not elected to suppress bill notices, we provide notice of surcharge rate changes on the monthly bill.

Federal Universal Service Charge

The FCC collects a fee from all carriers for the Federal Universal Service Fund (FUSF). The FCC uses the FUSF monies to promote universally affordable telecommunications and information services to all Americans, including low-income consumers, eligible schools, libraries and rural healthcare providers. The FCC allows carriers to pass through this fee to customers. The Federal Universal Service Charge (FUSC) collected by Verizon is a percentage of the customer's monthly bill and is used to defray the costs of the FUSF. The FUSC is collected on most items on the bill, other than data charges for wireless broadband Internet access, equipment charges and taxes. As of January 1, 2020, the basic FUSC rate is 21.2% and changes quarterly. If the customer does not exceed the included number of minutes, the FUSC rate for bundled minute plans is 6.148%; the 21.2% rate applies to long distance interstate calls that exceed the customer's included bundle of minutes. Other services, such as VOIP, are charged a lower FUSC rate.

We also impose state universal service charges. These charges vary by jurisdiction and are subject to change.

State of New Hampshire

Regulatory Charge

The Regulatory Charge is an assessment that helps defray our ongoing costs of complying with various governmental mandates and assessments. Examples include:

- The cost of the license fees assessed by the FCC
- Costs assessed by the FCC to administer local number portability requirements

This charge is subject to change over time upon notice and is taxable in most jurisdictions. The Regulatory Charge is \$0.02 per line for wireless Mobile Broadband Internet access and Machine to Machine devices and \$0.15 per line for all other services.

RFP 2640-23 WIRELESS CELLULAR AND DATA SERVICES OFFER SHEET

The quantities shown below in the tables are provided for cost comparison only and shall not be deemed to reflect actual purchases

SECTION A: VOICE ONLY (traditional cellular telephone)	Nationalwide Calling Plans	Unlimited Plan
Monthly Access Charge	Custom 4G Unlimited Basic Phone Plan for National Security, Public Safety, and First Responders	\$22.99
Voice Mailbox Feature	Plan includes Unlimited minutes in the US, Unlimited domestic messaging allowance and 100MB domestic data allowance. See page 2 of the Vendor Price Exhibits, plan 16810 for full details.	included
*** The State of NH is exempt from Federal Taxes***		
	Cost	\$22.99
	Qty. (for Award Purposes)	400
	Qty. X Cost	\$9,196.00
Grand Total		\$9,196.00

ADDITIONAL CHARGES (This section is for informational purpose ONLY)			
Federal and State Fees (Itemized below)*			
Federal Universal Services Fund			\$0.20
State 911 Fee (Per Month per Device)			\$0.75
Other Taxes & Fees			\$0.29
<i>*Federal and State Fees represent an approximation based upon the State's services today and are subject to change. Additional fees may apply.</i>			

SECTION B: VOICE/W/Text & Data	Nationalwide Calling Plans	Unlimited Plan
Monthly Access Charge	Custom Business Share Plans With Shared 4G Business Email	\$40.00
Voice Mailbox Feature	Plan includes 2GB data allowance, Unlimited monthly anytime minutes, Unlimited domestic night and weekend minutes, Unlimited domestic mobile to mobile minutes, Unlimited domestic messaging, Mobile Hotspot and Push to Talk Plus (device dependant). See page 11 of the Vendor Price Exhibits, plan 29135 for full details.	included
Unlimited SMS/MMS messaging		included
Push to Talk (if available)		included
2 GB Data		included
*** The State of NH is exempt from Federal Taxes***		
	Cost	\$40.00
	Qty. (for Award Purposes)	400
	Qty. X Cost	\$16,000.00
Grand Total		\$16,000.00

ADDITIONAL CHARGES (This section is for informational purpose ONLY)			
Federal and State Fees (Itemized below)*			
Federal Universal Services Fund			\$0.20
State 911 Fee (Per Month per Device)			\$0.75
Other Taxes & Fees			\$0.29
<i>*Federal and State Fees represent an approximation based upon the State's services today and are subject to change. Additional fees may apply.</i>			

SECTION C: Smartphone		Nationwide Calling Plans	Unlimited Plan
Monthly Access Charge		Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders	\$39.99
Unlimited Nationwide Calling			Included
Unlimited SMS/MMS messaging			Included
Voice Mailbox Feature		Plan includes Unlimited minutes in the U.S., Unlimited domestic data allowance, Unlimited domestic messaging allowance. See page 3 of the Vendor Price Exhibits, plan 16807 for full details.	Included
Push to Talk (if available)			\$2.00
Wireless Hotspot Capability/Tethering			\$5.00
*** The State of NH is exempt from Federal Taxes***			
Cost		includes Optional Push to Talk and Wireless Hotspot Capability/Tethering	\$46.99
Qty. (for Award Purposes)			2800
Qty. X Cost			\$131,572.00
Grand Total			\$131,572.00

ADDITIONAL CHARGES (This section is for informational purpose ONLY)			
Federal and State Fees (Itemized below)*			
Federal Universal Services Fund			\$0.20
State 911 Fee (Per Month per Device)			\$0.75
Other Taxes & Fees			\$0.29

*Federal and State Fees represent an approximation based upon the State's services today and are subject to change. Additional fees may apply.

SECTION D: 4G Mobile Broadband Access/Hotspot Plan (ASSUME NEW HAMPSHIRE)		Unlimited Plan
Monthly Access Charge		Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders
*** The State of NH is exempt from Federal Taxes***		
Cost		Plan includes Unlimited domestic data allowance. See page 4 of the Vendor Price Exhibits, plan 20312 for full details.
Qty. (for Award Purposes)		1000
Qty. X Cost		\$37,990.00
Grand Total		\$37,990.00

ADDITIONAL CHARGES (This section is for informational purpose ONLY)			
Federal and State Fees (Itemized below)*			
Federal Universal Services Fund			NA
State 911 Fee (Per Month per Device)			NA
Other Taxes & Fees			\$0.10

*Federal and State Fees represent an approximation based upon the State's services today and are subject to change. Additional fees may apply.

SECTION E: Telephone & Equipment Costs					
may be offered during the duration of any resulting contract. Add any additional items offered by Vendor. Categorize all equipment per Traditional Cellular Telephone (TCT), Mobile or Stationary Data Access					
ITEM	CATEGORY	MANUFACTURER OR DESCRIPTION	MODEL/VERSION	INITIAL COST PER ITEM	Replacement COST per ITEM
Traditional Cellular Telephone Voice Only	TCT	Sonim	XP3 Plus (SKU: 16DNLB11A01)	\$0.00**	Full Retail \$199.99 if not upgrade eligible**

Traditional Cellular Telephone Voice, & Text ONLY	TCT	Kyocera	DuraXV Extreme (SKU: KYOE4810)	\$0.00**	Full Retail \$240.00 if not upgrade eligible**
Mobile or Stationary Data Access Equipment for PC Laptop Support	MSD	Verizon	Orbic Speed (SKU: ORB400LBVZRT)	\$0.00**	Full Retail \$79.99 If not upgrade eligible**
USB Wireless Broadband Card	MSD	Inseego	USB8L 4G Global Modem (SKU: USB8L)	\$0.00**	Full Retail \$179.99 if not upgrade eligible**
Smart Phone	SP	Apple	Phone 12 5G 64GB (all colors)	\$0.00**	Full Retail \$599.99 if not upgrade eligible**
Smart Phone Mobile Antivirus and Mobile anti-Malware Protection	SP	Smartphone device Mobile Device Management Options, including IBM Maas 360, included in			
Standard Wall Charger (including plug)	TCT			\$0.00** (1 wall charger option included)	
Fast Charge Wall Charger (including plug)	SP	Varies by Device	Varies by Device, up to \$39.99 retail value		Varies by Device
12-volt Car Charger	TCT/SP	Varies	Varies by Device, up to \$39.99 retail value	\$0.00**	Varies by Device
Wireless Charger	SP	Varies by Device, starting at \$29.99 (pricing and availability subject to change)			
Cell Phone Power Pack	SP	Varies by Device, starting at \$29.99 (pricing and availability subject to change)			
Cell Phone Protective Case (premium)	TCT/SP	Varies by Device	Varies by Device, Standard Case valued at up to \$29.99 retail value	\$0.00**	Varies by Device
Corded Earpiece (Ear-bud)	TCT	Varies by Device, starting at \$29.99 (pricing and availability subject to change)			
Bluetooth Earpiece/Headset	SP	Jabra	Jabra Talk 25 SE Bluetooth Headset (SKU: 100-92310901-02) or equivalent valued up to \$49.99 retail.	\$0.00**	\$44.99 and up
Screen Protector for Smartphones Only	SP	Varies	Varies by Device, up to \$39.99 retail value	\$0.00**	Varies by Device
**Pricing with new line activation or eligible upgrade on a minimum basic service plan of \$14.99 on smartphone/mobile broadband service plan of \$4.99 per month. All subsidized equipment is subject to an Offer Recovery Fee (ORF) as further described in the Vendor Price Exhibits. All devices are eligible for upgrade at twenty-four (24) months on a two (2) year line term.					

BALANCE OF LINE: ADDITIONAL SERVICES/PRODUCTS

List and describe all other items, features, services or price plans proposed to the State but not included in any previous tables in this OFFER. Attached complete descriptions and additional pages as necessary. Categorize all items as Traditional Cellular Telephone (TCT), or Mobile or Stationary Data access equipment (MSD) or Smart Phone (SP).

ITEM	CATEGORY	MANUFACTURER OR DESCRIPTION	COST	DISCOUNT	LABEL
Detailed pricing and terms for additional plans, features, wireless solutions, and other value-added services can be found in the attached Vendor Price Exhibits.					

** Not to be considered in award evaluation**

STATE EMPLOYEE DISCOUNT: Please list any discount available to current State employees for their personal use. These shall be for individual's own personal use and not purchased or governed by any terms or conditions associated with an awarded contract.

State Employee Device Discount:	N/A
State Employee Plan Discount:	N/A
State Employee Line Access Discount:	15%*
State Employee Accessory Discount:	N/A

*Discount applies to the monthly access fees on eligible plans - some plans and features may not qualify for discounts.